



Public Notice Tier 1 Templates

Ground Water Rule (GWR) Template 1-9.3 (Boil-Order for a NON-community System where it may be impractical to boil the water)

Instructions: (template is on following page)

Since detection of a fecal indicator (*E. coli*, enterococci or coliphage) in a ground water source sample is a situation requiring Tier 1 notice, you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation (310 CMR 22.16 (2) (b)). During this time, you must also contact and consult with your MassDEP regional office (310 CMR 22.16 (2) (b) 2). You should also coordinate with your local health department. You must use one or more of the following methods to deliver the notice to consumers (310 CMR 22.16 (2) (c)):

- Radio
- Television
- Hand or direct delivery
- Posting in conspicuous locations

You may need to use additional methods (e.g., newspaper, reverse 911 phone calls, e-mail, web posting, delivery of multiple copies to hospitals, clinics, or apartment buildings) since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand-deliver, print your notice on your system's letterhead, if you have it.

The notice on the reverse is appropriate for hand delivery or for publication in a newspaper. However, you may wish to modify it before using it for a radio or TV broadcast. If you do modify the notice on the reverse, you must still include all required PN elements from 310 CMR 22.16 (5) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from 310 CMR 22.16 Table 7) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable (310 CMR 22.16 (5) (a) 11.). This language is also presented in this notice in italics and with an asterisk on either end.

Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets US Food and Drug Administration (FDA) and/or Massachusetts Department of Public Health bottled water safety standards.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems that have detected a fecal indicator in their ground

water source. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are increasing sampling at our sources to determine the source of the contamination.
- We are working with MassDEP officials to implement corrective actions to ensure water supplies are protected against contamination.
- We are providing water from an alternative source until the problem is resolved.
- We have discontinued use of the contaminated well and will rely on our other sources to meet demand.
- We are abandoning the contaminated well and will replace it with a well constructed to standards.
- We are pursuing treatment options for disinfection of the water from this source.
- We have installed temporary disinfection while we pursue long term treatment or other options to eliminate contamination from this source.

After Issuing the Notice

Send a copy of each type of notice and a certification that you have met all the public notice requirements to your MassDEP regional Office –Drinking Water Program within ten days after you issue the notice (310 CMR 22.15 (2)).

It is recommended that you notify health professionals in the area of the situation. People may call their doctors with questions about how the situation may affect their health, and the doctors should have the information they need to respond appropriately. In addition, health professionals, including dentists, use tap water during their procedures and need to know of potential microbiological contamination so they can use bottled water.

It is also a good idea to issue a “problem corrected” notice when the situation is resolved. See Template 1-6.

Massachusetts Department of
Environmental Protection
One Winter Street
Boston, MA 02108-4746

Commonwealth of
Massachusetts
Deval Patrick, Governor

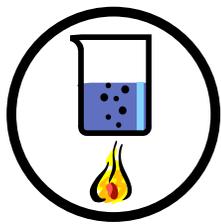
Executive Office of
Environmental Affairs
Ian Bowles, Secretary

Department of
Environmental Protection
Laurie Burt,
Commissioner

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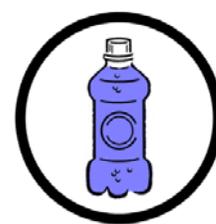
This information is available in
alternate format by calling our
ADA Coordinator at
617-574-6872.





DRINKING WATER WARNING BOIL WATER OR USE BOTTLED WATER

To All Users of the [System's Name]
Located in [City/Town], Massachusetts



BOTTLED WATER IS AVAILABLE AT [PROVIDE LOCATION]

This is an important notice. Please translate it for anyone who does not understand English.

On [date], our water system was notified that a water sample collected on [date] from [source] tested positive for [E.coli or enterococci], which is a fecal indicator. Fecal indicators are used to detect ground water sources that may be susceptible to fecal contamination which may contain harmful viruses or bacteria.

What should I do?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST or USE BOTTLED WATER**

Bring all water to a rolling boil and let it **boil for at least one (1) minute** or **use bottled water**. You may cool the boiled water before using. Boiled or bottled water should be used for drinking, making ice, food preparation, brushing teeth and washing dishes **until further notice**. Boiling kills bacteria and other organisms in the water.

- Refer to the attached fact sheet for additional precautions you may take. This information is also located on the MassDEP website:
Consumer Information on Boil Orders <http://www.mass.gov/dep/water/drinking/boilordr.htm>
Boil Order Frequently Asked Questions <http://www.mass.gov/dep/water/drinking/boilfaq.htm>
- **Discard** all ice, beverages, uncooked foods, and formula made with tap water collected on or before date positive of fecal indicator positive sample].
- **Food establishments** must follow MA DPH procedures and the direction of their local board of health, which may be more stringent than the DPH guide. **MA Department of Public Health - Guidance for Emergency Action Planning for Retail Food Establishments (pg. 19)**
http://www.mass.gov/Eeohhs2/docs/dph/environmental/foodsafety/emergency_action_plans.pdf
- **Please share this information** with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

What Does this Mean?

[E. coli, enterococci] is a fecal indicator and it was detected in the well water for your system. Because a fecal indicator was detected in your well water, the USEPA requires us to provide you with this Notice and the following information on fecal indicators. “*Fecal indicators are microbes whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.*” Because these symptoms are not only caused by organisms in drinking water, if you experience any of these symptoms and they persist, or, if you have specific health concerns, consult your doctor. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

What is being done?

While we continue to evaluate the situation and wait for the results of additional sampling to determine if the risk of contamination has been removed, we are doing the following:

[Add actions taken by PWS]

Examples: we are [inspecting the well to look for signs of contamination, applying chlorine to disinfect the water, increasing the amount of chlorine that we add to disinfect the water, adding chlorine to our storage tanks, flushing hydrants to achieve a chlorine residual throughout the water system, other] Chlorine and a slight discoloration may be detected in the water.

We are in contact with MassDEP who is evaluating the actions we are taking to ensure safe water is being delivered to you. We anticipate resolving the problem as soon as possible and will inform you when you no longer need to boil your water.

For more information

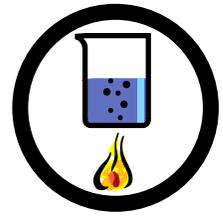
Contact: [name of contact] at [phone number] or [web address]

PWS Name: [name] PWS ID: [PWS ID number]

Date Distributed: [date]



Drinking Water Contaminated with Bacteria



Recent tests have indicated the presence of bacteria in your drinking water. The following are precautions you can take:

Drinking the Water

There are two simple and effective methods you can use to treat drinking water for microbiological contaminants (bacteria):

1. Boiling: Bring the water to a rolling boil for at least 1 minute. Laboratory data show this is adequate to make the water safe for drinking. You may cool the water before using it.

or

2. Disinfecting: Disinfectant tablets obtained from a wilderness store or pharmacy may be used. In an emergency, liquid chlorine bleach such as Clorox[®] or Purex[®] can be used at a dose of 8 drops (or 1 teaspoon) of bleach to each gallon of water. (*Careful measurement with a clean dropper or other accurate measuring device is required when using liquid chlorine bleach.*) Let stand for at least 30 minutes before use. Read the label to see that the bleach has 5-6% available chlorine.

Washing Dishes

It is best to use disposable tableware during the time the water needs disinfection. If that is not possible, the following steps should be taken:

1. Wash dishes normally but be sure to rinse them in a solution of 1 teaspoon of bleach, as mentioned above, in a gallon of warm water (submersion in a dishpan for a minimum of 5 minutes is advised). The dishes should be allowed to air dry. Gloves should be worn when handling bleach to minimize any skin irritation.
2. Because of the many variables involved with dishes washed in a dishwasher, it is recommended that you use the additional rinse step, as described above, after washing.

Bathing: Young children should be given sponge baths rather than put in a bathtub where they might

ingest the tap water. Adults or children should take care not to swallow water when showering.

Brushing your teeth: Only disinfected *or* boiled water should be used for brushing your teeth.

Ice: Ice cubes are not safe unless made with disinfected *or* boiled water. The freezing process does not kill the bacteria or other microorganisms.

Washing fruit and vegetables: Use only disinfected *or* boiled water to wash fruits or vegetables that are to be eaten raw.

Hand washing: Only boiled *or* disinfected water should be used for hand washing.

Cooking: Bring water to a rolling boil for 1 minute before adding food.

Infants: For infants use only prepared canned baby formula that is not condensed and does not require added water. *Do not* use powdered formulas prepared with contaminated water.

Houseplants and garden: Water can be used without treatment for watering household plants and garden plants. The exception would be things like strawberries or tomatoes where the water would contact the edible fruit.

House pets: The same precautions that are taken to protect humans should be applied to pets. Aquatic organisms (e.g. fish) should not be exposed to water containing elevated levels of bacteria. If the organism's water needs to be refreshed use appropriately boiled or bottled water.