Revised Total Coliform Rule (RTCR)

*E. coli* Template 1-4

Instructions: (template on following page)

Since exceeding the *E. coli* maximum contaminant level (MCL) is a Tier 1 violation, you must provide public notice to persons served as soon as practical but within 24 hours after you learn of the violation (310 CMR 22.16(2)(b)). During this time, you must also contact your regional MassDEP Drinking Water Program (DWP) office. You should also coordinate with your local board of health or health department. See also [Tier 1 Public Notice: Bacteriological Situation or Violation | Mass.gov](https://www.mass.gov/info-details/tier-1-public-notice-bacteriological-situation-or-violation)

Mandatory language on health effects (310 CMR 22.16(5)(d)) for your public notification (PN), which must be included exactly as written, is presented in *italics* in the template.

You must also include the following italicized language in all notices, where applicable. Use of this language does *not* relieve you of your obligation to take steps reasonably calculated to notify all persons served:

*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.*

**Delivery -** 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
* In addition to one (or more) of the above methods, if you are a community PWS, you must publish the Tier 1 public notice within your local newspaper as a one-day advertisement no later than 14 days after the violation. A copy must be submitted to MassDEP no later than the time published. Please note MassDEP-DWP encourages all PWS publish Tier 1 PN in local newspapers as one-day advertisement.

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.

* This includes identifying all individuals served by or with access to the water system—such as residents, employees, visitors, customers, students, caregivers, parents, and guardians—and ensuring that appropriate delivery methods are used to reach them. This also applies to consumers located outside the PWS’s town boundaries if the PWS provides service to neighboring communities.

The template is appropriate for hand delivery or a newspaper notice. However, you may wish to modify it before using it for a radio or TV notice. If you do, you must still include all required elements and leave the health effects language in italics unchanged. This language is mandatory (310 CMR 22.16(5)(d)). See Chapter 5 of EPA’s *Public Notification Handbook* for notice suggestions.

**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 the US Food and Drug Administration (FDA) standards. You can contact the Massachusetts Department of Public Health and the bottler and ask for the most recent test results.

**Population Served** –

Make sure it is clear who is served by your water system for this specific situation--you must list the specific community or communities including any areas in neighboring communities served by your PWS—such as streets, housing developments, or other easily identifiable locations impacted by the specific violation, if applicable. You should also include area(s) served by consecutive systems, if applicable for the violation.

Note: Please coordinate with your neighboring communities to ensure consistent messages and notifications.

* You must distribute PNs to all consumers impacted by the specific situation. **This may include consumers outside the PWS’s town boundaries if the PWS serves residents in neighboring communities.**
* **Food Establishments**. Coordinate with your local Board of Health and refer consumers to applicable instructions for food establishments. See examples in Resource Section below.
* **You must include in your PN and other communication specific information about the service area impacted by the emergency, especially if part of the service area is located in neighboring communities.** List the specific community or communities including any streets and/or buildings in neighboring communities served by your PWS or other related service areas outside of town boundaries that are affected by the violation. This can prevent misunderstandings that an entire neighboring town or other water district/service area is affected by the emergency
  + For townwide notifications, it is recommended to include a statement that the notice does not affect consumers who receive their water from a private well, if there are private wells in the community.
  + Refer to available water distribution information to identify service areas. In accordance with 310 CMR 22.19(6), PWS must develop, update and maintain maps and any relevant associated databases of the water system distribution system that include locations of wells, surface water intakes, treatment facilities, pumping stations, storage tanks, hydrants, direction of flow, pressure zones, sample collection points and other information, such as piping materials, pipe sizes and interconnections.
* A draft Tier 1 PN, including the list of the specific community or communities including any streets and/or buildings in neighboring communities served by your PWS or other related service areas outside of town boundaries where your water is distributed, should be included in your Emergency Response Plan.This will ensure that your PWS is ready to respond to this type of violation promptly. Review your **PWS Emergency Response Plan**. In accordance with 310 CMR 22.04(13), it is critical to have communication procedures and specific language prepared and pre-approved (if required or you are not using the MassDEP DWP provided templates) so that in the event of an emergency, you can deploy public health order procedures immediately and minimize time delays, miscommunication, and misinformation.

**Example language for populations served in multiple cities and towns**

|  |
| --- |
| This notice applies to customers in Town X and those customers directly served by Town X Public Water Supply (PWS) in the following Towns:  Town Y streets: Apple, Pear, Orange… (list all streets) ….  Town Z streets: Brick, Mortar, (list all streets) ………  Please note: This notice **DOES NOT** apply to all residents in Towns Yand Z |

The list of towns, any affected streets, housing developments, or clearly identifiable residential areas outside their town boundaries may be included directly in the PN or, if extensive, referenced in the PN and included as an attachment and/or posted to a consumer-accessible webpage. *See Resource Section below.*

**Corrective Action -** In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with the presence of *E. coli*. Use one or more of the following actions, if appropriate, or develop your own:

* We are chlorinating and flushing the water system.
* We are switching to an alternate drinking water source.
* We are increasing sampling for coliform bacteria to determine the source of the contamination.
* We are repairing the wellhead seal.
* We are repairing the storage tank.
* We are restricting water intake from the river/lake/reservoir to prevent additional bacteria from entering the water system and restricting water use to emergencies.
* We are completing a comprehensive assessment of our water system and of our monitoring and operational practices to identify and correct any causes of the contamination.

**Translation Requirements -** In accordance with [310 CMR 22.16(5)(c)2](https://www.mass.gov/regulations/310-CMR-22-the-massachusetts-drinking-water-regulations) and 310 CMR 22.16A(8)(c) you must also do the following**:**

If your system serves **a community with** **10% or more, or greater than 1000 people (whichever is fewer), of non-English speaking consumers**, your PN must contain a statement in the appropriate language(s) regarding the importance of the report.

*“This report contains important information about your drinking water.  Have someone translate it for you or speak with someone who understands it”.*

The text above is available in multiple languages in the Language Translation Requirements for Specific MA Cities and Towns. See <https://www.mass.gov/info-details/requirements-for-language-translations>.

If your system **serves a community where 25% or more of your system speak one particular language** you must translate the entire PN report into that specific language and have the translated version immediately available upon request. There are many free translation tools and applications available. E.g. Google.

A list of the public water systems based on their population that are required to provide this notice is located at <https://www.mass.gov/info-details/requirements-for-language-translations>.

**Please note: MassDEP/DWP recommends that PWS prepare and provide full translated PN if more than 5% of their population speaks another language.**

**Certification - Within 10 days from the time you issue the notice**, send a copy of each type of notice and a certification that you have met all the public notice requirements to your regional MassDEP office and local board of health (310 CMR 22.15(3)(b)). You must send certifications for both initial and any repeat notices. <https://www.mass.gov/doc/public-notification-certification-form-for-tier-1-3-violations-0/download>.

It is recommended that you notify health professionals in the area of the violation. People may call their doctors with questions about how the violation 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 contamination so they can use bottled water. It is a good idea to issue a "problem corrected notice" when the violation is resolved. See Template 1‑6.

**Note** - The EPA Public Notification Handbook provides additional aids to help water systems develop notices for violation situations. An electronic copy of the Public Notification Handbook is available at EPA's web site at: <https://www.epa.gov/dwreginfo/public-notification-rule-compliance-help-water-system-owners-and-operators>. Please note that the handbook templates are non-state specific, so Massachusetts water suppliers are required to use the Massachusetts version of the templates for compliance purposes. Electronic copies of the Massachusetts public notification templates are available on the MassDEP website[*https://www.mass.gov/lists/public-notification-forms-and-templates*](https://www.mass.gov/lists/public-notification-forms-and-templates)*.*

**Attachments/Resources**

PWS may include the following relevant factsheets (if applicable) and supporting materials with their Public Notice:

1. **Drinking Water Contaminated with Bacteria** – available at <https://www.mass.gov/doc/massdep-dwp-factsheet-drinking-water-contaminated-with-bacteria/download>.
2. **Guidance for Restaurant Establishments During a Boil Order** – available at <https://www.mass.gov/doc/massdep-dwp-factsheet-guidance-for-restaurant-establishments-during-a-boil-order/download>.
3. **Handwashing Tips for Restaurant Establishments During a Boil Order** – available at <https://www.mass.gov/doc/massdep-dwp-fact-sheet-tips-for-restaurant-establishments-handwashing-during-a-boil-order/download>.
4. **List of Affected Areas** – include the names of towns and any affected streets, housing developments, or clearly identifiable residential areas outside the PWS's town boundaries, or provide a link to this information. – available at <https://www.mass.gov/doc/list-of-affected-areas-massdep-dwp-boil-order-template/download>.
5. **Language Translation Templates** – available at <https://www.mass.gov/info-details/requirements-for-language-translations>.

**DRINKING WATER WARNING**

*E. coli* is/maybe present in [Water System Name]’s water

**BOIL YOUR WATER BEFORE USING**

*This report contains important information about your drinking water.  Have someone translate it for you or speak with someone who understands it.* [Include translated statement, if applicable]

[Briefly describe the situation, such as: “We were notified on [date] by the laboratory that a sample collected on [date] was positive for *E. coli* bacteria.” or “We did not perform required testing of the water system and must assume that *E. coli* bacteria are in the water as of [give date]]. These bacteria can make you sick and are especially a concern for people with weakened immune systems. Bacterial contamination can occur when increased run-off enters the drinking water source (for example, following heavy rains). It can also happen due to a break in the distribution system (pipes) or a failure in the water treatment process.

**Locations affected by this Boil Water Notice**

[Briefly list the specific community or communities including any streets in neighboring communities served by the PWS; or compile a list of impacted locations, attach the list to the notification, and provide a link to the list on your PWS webpage. For small systems, - “All users of the [Water System Name] water system located at [address]”]]

**What should I do? What does this mean?**

* **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 it. 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 notice titled ‘**Drinking Water Contaminated with Bacteria’** for additional precautions you may take when notified to boil your water. You can also find more information at [Drinking water boil orders and public-health orders | Mass.gov.](https://www.mass.gov/guides/drinking-water-boil-orders-and-public-health-orders#-printable-boil-order-fact-sheets-)
* **Discard** all ice, beverages, uncooked foods, and formula made with tap water collected on or after [insert date of initial 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. 30)** [**https://www.mass.gov/lists/retail-food#supplemental-guidance-**](https://www.mass.gov/lists/retail-food#supplemental-guidance-)
* *E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems.*
* The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice about drinking water from their health care providers.

**What is being done?**

[Describe corrective action.] We will inform you when tests show no bacteria and you no longer need to boil your water. We anticipate resolving the problem within [estimated time frame].

For more information, please contact [name of contact] at [phone number] or [email address]. 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.

If you have questions about the drinking water regulations you can contact the MassDEP Drinking Water Program at: [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) or (617) 292-5770. If you have any health-related questions, please contact your doctor or healthcare provider. For general public health inquiries, you can contact the Massachusetts Department of Public Health at 1-617-624-5757.

*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.­­*

This notice is being sent to you by [system]. PWS ID#: [xxxxxxx] 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.

**MassDEP DWP Fact Sheet: Tips for Restaurant Establishments during a Boil Order**

*This fact sheet is based on the Emergency Action Plan for Retail Food Establishments guidance, pages 30-35. See the full guidance for more information:* [*https://www.foodprotect.org/media/guide/Emergency%20Action%20Plan%20for%20Retail%20food%20Est.pdf*](https://www.foodprotect.org/media/guide/Emergency%20Action%20Plan%20for%20Retail%20food%20Est.pdf)

**Planning for Response to a Contaminated Water Supply Incident**

* Your food safety emergency plan (required by State and Local health authorities) should include specific details for how you will respond to an official Boil Order. Refer to your plan, and your State and/or Local Health authority and MassDEP Drinking Water requirements for guidance).
* Keep in contact with your State and/or Local Health authority and ask any questions you may have regarding operating during a boil order and when /if you are allowed to continue operating during the incident.

**Assessing a Contaminated Water Incident and Business Continuity**

* Immediately discontinue operation if a safe operation cannot be maintained.
  + Follow the appropriate emergency procedures if approved by the State and/or Local Health authority or remain closed until granted approval to re-open by the State and/or Local Health authority.
  + The person-in-charge (PIC) is responsible for conducting both initial and ongoing assessments to ensure consistent compliance with food safety requirements.
* **Remember that a contaminated water incident impacts all uses of potable water including water for consumption, food preparation, dish washing, handwashing and cleaning/sanitizing food contact equipment and surfaces.**

**Boiling Water and Drinking Water**

* Use commercially bottled water and/or water that has been boiled for at least one minute (a “rolling boil.”)
  + Chemical disinfection is generally not an option for food establishments.
* Haul water from an approved public water supply in a covered, food-grade container that has been cleaned and sanitized.
* Arrange to use a licensed drinking water tanker truck.

**Auto-fill Water Appliances and Equipment**

* Automated equipment used to make beverages do not sufficiently heat/boil water to make it safe to drink. **Discontinue the use of auto-fill appliances and equipment.**
* Ice makers should be emptied of existing ice, turned off, and ice made from a safe water source should be used if available.

**Preparing Food Products Requiring Water**

* Immediately discontinue preparing food with potentially contaminated water and discard any food which was prepared with/came in contact with contaminated water, including those stored with/displayed with ice.
* Food prepared going forward must be prepared using potable water from an approved source such as commercially bottled or boiled water.
* Produce prepared going forward must be either pre-washed and packaged produce, frozen or canned, or produce which has been washed with water from bottled water, potable water from a safe alternate source, or water that was prepared at a rolling boil for one minute.
* Food should only be thawed in the refrigerator or as part of the cooking process.

**Handwashing**

* If no alternative handwashing procedures can be set up, food preparation must cease, and only pre-packaged food may be served.
* When water has known microbiological contamination, remember to use these special procedures:
  + Use bottled water, boiled water, or safe water from an approved source.
  + Do not allow bare hand contact with ready-to-eat food. Suspend otherwise approved alternative procedures for bare hand contact.

**Cleaning and Sanitizing**

* During a Boil Order, it is recommended that you use single service utensils and tableware.
* Discontinue operations if cleanliness of the physical facility could jeopardize food safety.
* Non-potable water can be used for mopping floors and cleaning other non-food contact surface cleaning.

**Recovery from a Contaminated Water Incident**

Consider the following steps for returning to normal operations after safe water service has been restored and after either the municipality or regulatory authority (MassDEP) has lifted the “Boil Order.”

* Document the date and time when the Boil Order is lifted or when water has been tested and deemed safe for use.
* Assure that cleaning and sanitizing equipment such as dishwashing machines, three compartment sinks, buckets, etc. are clean and sanitized.
* Flush pipes and faucets, as well as all equipment with waterline connections, and drinking water fountains. For pipes and faucets, follow the directions from your water municipality or, as general guidance, run cold water faucets for at least five minutes. Equipment must be flushed, cleaned, and sanitized in accordance with manufacturer’s instructions.
* Clean and sanitize food contact surfaces, utensils and other equipment before use.
* Drain reservoirs in tall buildings.
* Replace filters in equipment such as water chillers, ice machine, etc. and run water softeners through a regeneration cycle.

**Ice Machine Sanitation**

* You must follow the manufacturer’s instructions for flushing and cleaning ice machines. If manufacturer instructions are not available, please see pages 34-35 of the [Emergency Action Plan for Retail Food Establishments](https://www.foodprotect.org/media/guide/Emergency%20Action%20Plan%20for%20Retail%20food%20Est.pdf).

**MassDEP DWP Fact Sheet: Tips for Restaurant Establishments Handwashing during a Boil Order**

*This fact sheet is based on the Emergency Action Plan for Retail Food Establishments guidance, pages 30-35. See the full guidance for more information:* [*https://www.foodprotect.org/media/guide/Emergency%20Action%20Plan%20for%20Retail%20food%20Est.pdf*](https://www.foodprotect.org/media/guide/Emergency%20Action%20Plan%20for%20Retail%20food%20Est.pdf)

**If no alternative handwashing procedures can be set up, food preparation must cease, and only pre-packaged food may be served.**

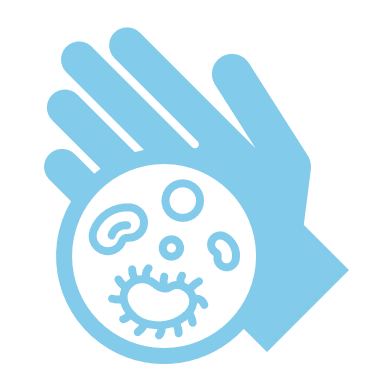
When water has known microbiological contamination, remember to use these special procedures:

* Use bottled water, boiled water, or safe water from an approved source.
* Do not allow bare hand contact with ready-to-eat food. Suspend otherwise approved alternative procedures for bare hand contact.



**Follow these handwashing procedures to ensure safe food handling:**

1. When prepackaged foods are provided, the following must also be available if hand wash facilities are unavailable in the immediate area where the prepackaged food is handled:

* 1. Approved hand antiseptics or chemically treated towelettes must be used for cleaning hands; and
  2. An operational handwashing sink or a handwashing set-up (as described in Section 2 below) must be provided for use in the immediate area of a toilet facility.

1. When a facility has no handwashing sinks with potable water available, but an alternative handwashing facility can be set up, the following procedures can be followed if food production is to continue:
   1. A “gravity flow” handwashing set-up using potable water (e.g. commercially bottled water) in a clean, sanitized container with a continuous-flow type spigot allowing water to flow over one’s hands into a catch bucket.
   2. The catch bucket must be emptied into an operational drain such as a janitor sink or toilet.
   3. Hands must be washed after emptying the catch bucket and before returning to food handling operations.
   4. Suitable, dispensable hand soap, disposable towels, and a waste receptacle at designated hand wash stations must be provided.
   5. Ready-to-eat foods may not be touched with bare hands.
   6. Suspend bare hand contact even if this process has been approved as an alternate procedure.

3. A handwashing sink with non-potable water must be labeled or otherwise identified to prevent its use.

**DRINKING WATER WARNING LOCATIONS**



*E. coli* (is or maybe) present in [Water System Name]’s water

**BOIL YOUR WATER BEFORE USING**

*This list contains important information about a Boil Water Order Notice and your drinking water.  Have someone translate it for you or speak with someone who understands*

[Include translated statement, if applicable]

**The full Boil Water Order Public Notice is available at *[webpage or PWS Office location].*** These bacteria can make you sick and are especially a concern for people with weakened immune systems.

Please note: **If this list is specific to a particular situation or event, you may need to include detailed information about that event.** Briefly describe the specific situation, such as: “We were notified on [date] by the laboratory that a sample collected on [date] was positive for *E. coli* bacteria.” or “We did not perform required testing of the water system and must assume that *E. coli* bacteria are in the water as of [give date]].

**Locations affected by this Boil Water Notice**

* + **Depending on the nature and extent of the issue, only certain areas of the distribution system may be affected.** If so, be sure to explain why only specific areas are impacted, and include the names of affected communities, as well as any streets in neighboring areas served by the PWS.
  + You may also compile a list of impacted locations, post the list on your website, and provide the link directly in your Boil Order Notification or in this Drinking Water Warning List notice.
  + For townwide notifications, it is recommended that you include a statement that the notice does not affect consumers who receive their water from a private well, if there are private wells in the community.

For more information, please contact [name of contact] at [phone number] or [email address].

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.

*Please share this information with all the other people who drink this water, especially those who may not have received this list directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this list in a public place or distributing copies by hand or mail.*

**MassDEP DWP Translations for English Instructions included in Important Drinking Water Documents**

The translations below are examples Public Water Systems may use to comply with the requirement to include information on each PN regarding the importance of the notice and the need to have someone translate it, if needed. The translations are taken from the [EPA *Module 1: Communicating the 3Ts Translations* Document*.*](https://www.epa.gov/system/files/documents/2021-08/3ts_module_1_translations.pdf)

|  |  |
| --- | --- |
| **Translations for the English Text:**  “This report contains important information about your drinking water.  Have someone translate it for you or speak with someone who understands it.” | |
| Amharic:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. | Arabic:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. |
| Cambodian (Khmer):  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. | Chinese (simplified):  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. |
| Chinese (traditional):  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. | Farsi:  Farsi Translation |
| French:  Ce rapport contient des informations importantes à propos de votre eau potable. Demander à quelqu’un de traduire ces informations pour vous ou discuter avec une personne qui comprend ces informations. | Greek:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. |
| Hebrew:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. | Hindi:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. |
| Hmong:  Dlaim ntawv tshaabxu nuav muaj lug tseemceeb heev nyob rua huv kws has txug cov dlej mej haus. Kuas ib tug paab txhais rua koj, los nrug ib tug kws paub lug thaam. | Japanese:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. |
| Korean:  Korean Translation | Laotian:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. |
| Oromo:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. | Polish:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. |
| Punjabi:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. | Russian:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. |
| Samoan:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. | Serbo-Croatian:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. |
| Somali:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. | Spanish:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. |
| Tagalog:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. | Thai:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. |
| Tigrigna:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. | Ukranian:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. |
| Vietnamese:  This report contains important information about your drinking water.   Have someone translate it for you or speak with someone who understands it. |  |