DATE: Issued June 25, 2001; Revised August 3, 2009

TO: Office of Drinking Water Staff

THROUGH: J. Wesley Kleene, PH.D., P.E., Director
Office of Drinking Water

FROM: Susan Douglas, P.E., Director
Division of Technical Services

SUBJECT: Water – Procedure – Enforcement – Special Notices (Boil Water, Do Not Drink, Do Not Use, Rescission Notices)

REFERENCE: WM 849 (Governor's Office Media Alert and Legislative Contact)
WM 859 (Public Notice Rule Implementation)

SUMMARY:
This memo establishes policy and provides guidelines for the issuance and rescission of Special Notices such as Boil Water, Do Not Drink, and Do Not Use Notices.

Revision Highlights:
Procedures for tracking of Special Notices have been added;
Procedures for issuing Special Notices for Non-Community waterworks have been modified;
Instructions for contacting public officials have been added.

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I. INTRODUCTION

Of major importance in providing pure water is the inactivation of microbiological contaminants of waterborne origin and the prevention of the ingestion of hazardous chemicals. Through natural and manmade means, Virginia's citizens and visitors may be subjected to contaminants in their drinking water supply. Large outbreaks involving bacteria, viruses, and protozoa have occurred throughout the country, increasing awareness of these hazards. The introduction of harmful chemicals to water systems whether by accident (through spills/backflow/backpressure) or intention (through malevolent acts) is also becoming an increasing concern.

The issuance of clear and concise special notices (or simply, "notices") in a timely manner communicating any potential or known danger is essential to protecting and maintaining public health. VDH (ODW and the local health departments) in coordination with the Commissioner, have the responsibility to ensure that special notices are issued and rescinded appropriately, in a manner consistent with the degree of hazard encountered.

II. AUTHORITY

The *Code of Virginia*, Title 32.1, Article 2 Public Water Supplies in §32.1-169. Supervision by Board- "The Board shall have general supervision and control over all water supplies and waterworks in the Commonwealth insofar as the bacteriological, chemical, radiological and physical quality of waters furnished for drinking or domestic use may affect the public health and may require that all water supplies be pure water."

§32.1-167 states "Pure Water" means water fit for human consumption and domestic use (i) which is sanitary and normally free of minerals, organic substances and toxic agents in excess of reasonable amounts and (ii) which is adequate in quantity and quality for the minimum health requirements of the persons served.

The Code of Virginia, Title 32.1, Section 175A. states, "The Commissioner may issue emergency orders in any case where there is an imminent danger to the public health and welfare resulting from the operation of any waterworks or the source of a water supply. The Commissioner may order the immediate cessation of the operation of any waterworks or the use of any water supply or the correction of any condition causing the production or distribution of any water constituting an imminent danger to the public health and welfare. Emergency orders shall be effective for a period determined by the Commissioner."

Other related references from the *Code* and the *Waterworks Regulations* are:
§32.1-175 Emergency Orders of Commissioner
12VAC-5-590-40 Administration of Regulations
12VAC-5-590-360 Responsibility; owner
12VAC-5-590-540 Public Notification

III. INTENT

This document will serve as the guideline regarding the issuance of special notices during instances of imminent or substantial threat of microbiological, radiological, or chemical contamination. Additionally, this document serves to outline particular instances when notices shall be issued, the general wording and content of such notices, and the monitoring and clearance activities which must be conducted prior to rescinding or lifting notices.

These notices should be issued in a prudent manner and only when there is sufficient justification for such action. The ODW field office shall obtain concurrence from the ODW Director and the local Health Director. Inordinate issuance of the notices will cause needless alarm and may result in decreased public attention and responsiveness to future notices.

IV. IMPLEMENTATION AND INTERDEPARTMENTAL COORDINATION

Under certain conditions that compromise, or have the potential to compromise, water quality within a waterworks as described in VI. TYPES OF INCIDENTS below, the waterworks shall notify the ODW and/or the local health department. The ODW field and central office will coordinate with the local health department, the Commissioner's staff, and the waterworks to determine immediate actions which are to be taken (including the issuance of a notice) to minimize danger to the public. VDH will provide the waterworks with a draft notice to be distributed by the waterworks in a timely fashion. VDH may distribute the notice directly to consumers or the media if the waterworks owner fails to do so or is not capable of doing so. Adequate communication between VDH and the waterworks is essential to ensure that everyone is fully informed prior to the issuance of a notice.

The waterworks may issue its own notice using these guidelines if it determines it is necessary. However, the VDH shall be immediately notified in such a case and provided with a copy of the notice. In cases where the notice is precipitated by situations covered by the Public Notification Rule, the waterworks must meet the consultation requirements established by the Rule.

Issuance of notices involving imminent threats to public health shall be documented with a Governor's Office Issue/Media form in accordance with WM 849 (Governor's Office Media Alert and Legislative Contact).

V. TRACKING OF NOTICES

When Special Notices are issued or rescinded, a central tracking database on "ODWSHARE" (located in Y:\01-Central Office\130-Boil Water & GUDI Status Log) shall be updated concurrently by the Field Offices. Information on all waterworks declared as "groundwater under the direct influence of surface water" (GUDI) shall also be updated on this central database.

This database will allow ODW to provide immediate status reports to the Commissioner's Office on demand, and will also be used by ODW's financial and construction assistance programs.

Each Field Director shall be responsible for insuring that complete, accurate, and timely information is included for their region in the database.

VI. TYPES OF NOTICES

There are four types of special notices that may be issued.

A. Boil Water: The Boil Water Notice is used to inform customers to boil their water prior to consumption or usage in food and beverage preparations. The Centers for Disease Control (CDC) and the EPA have indicated that a rolling boil for a period of one minute is sufficient to render drinking water microbiologically safe, free of bacteria, viruses, and protozoa. See APPENDIX A. **A Boil Water Notice may be inappropriate for many Non-Community waterworks, where the consumer has no ability to boil the water. For these waterworks, a Do Not Drink or Do Not Use advisory should be issued.**

B. Do Not Drink: The Do Not Drink Notice is used to inform customers not to use their tap water for consumption or in food and beverage preparations. This notice indicates the presence (or possible presence) of a contaminant that can/may render the drinking water unsafe. Boiling will likely have no effect on the water quality or will actually further impair the water quality. The water may be used for other purposes such as toilet flushing, bathing, laundry, etc. The notice should indicate the location of alternate water sources. See APPENDIX B.

C. Do Not Use: The Do Not Use Notice is used to inform customers not to use their tap water for any reason. This notice indicates the presence (or possible presence) of a contaminant that can/may render the water unsafe for human contact or inhalation of vapors. Boiling will likely have no effect on the water quality. The water may not be used for other purposes such as toilet flushing, bathing, laundry, irrigation, etc. The notice should indicate the location of alternate water sources. See APPENDIX C.

D. Rescission: The Rescission Notice is used to inform customers that a previously issued special notice has been rescinded or lifted. The notice is an indication that the incident that caused the prior notice to be issued has been resolved. The rescission notice must tell customers what they must do prior to using their water for consumption and other purposes. See APPENDIX D.

The incidents that may cause a notice to be issued are identified below:

Incident	Notice Type	See Appendix
Confirmed Microbial Contamination Elevated Turbidities Zero or Negative System Pressure Low System Pressure Major Water Main Breaks/Interruptions Flooding of Wells Groundwater source determined to be under the influence of surface water	Boil Water	A
Contamination from a chemical substance known to be harmful if ingested (e.g. Contamination from Chemical Spill), **or the unapproved use of a source without water quality data.**	Do Not Drink	B
Contamination from an unknown substance, known or suspected weapon of mass destruction (WMD)	Do Not Use	C
Lifting of a Special Notice.	Rescission	D

VI. TYPES OF INCIDENTS THAT WARRANT NOTICES

A. Confirmed Microbiological Contamination. A Boil Water Notice shall be issued when multiple water samples indicate the presence of fecal coliform bacteria, E. coli, or waterborne pathogens (or their indicators). The presence of such indicates an acute threat to the public's health and warrants immediate action by the waterworks and VDH to alert consumers.

B. Elevated Turbidities. Filtered water (point of entry) turbidity levels exceeding 1.0 NTU in conjunction with any of the following factors warrant the issuance of a Boil Water Notice.
   - Abrupt changes in process parameters such as turbidity, particle counts, and disinfectant residuals may indicate a compromise in the water treatment process and a potential for increased microbial risk to consumers.
   - Abrupt changes in the quality of the source water which cannot be accommodated by the existing treatment processes,
   - A disruption in treatment processes, or
   - the presence of pathogenic microbes in finished water

C. Zero or Negative Pressure. A Boil Water Notice shall be issued in cases where pressure in the water distribution system (or portions thereof) has been reduced to zero, or a negative pressure has occurred. Examples of such events include water treatment plant or pump station shut downs due to equipment failure, power outages, emptying of storage tanks, or draining of the system during fire events. Boil water notices covering properly isolated portions of the system may be considered.

D. Low Water Pressures. A drop in water pressure in a water distribution system is a signal of the existence of conditions which could allow contamination to enter the water system through backflow by back-pressure or back-siphonage. Water pressure falling below the regulated service level of 20 psi does not, in the absence of other aggravating factors, necessarily constitute an imminent health hazard. Boil Water Notices may be issued in such cases when there is a historical record of inadequate disinfectant maintenance in the water distribution system or excessive leakage, or analytical records indicate persistent microbiological or turbidity problems or an inadequate backflow prevention program exists. The decision to issue the boil water notice shall be made on a case by case basis and based upon professional judgment using all available data that may indicate the extent of the problem. Such data as type of facilities affected, the duration of the low pressure condition, and the possibility of infiltration into the waterworks should be considered.

E. Major Water Main Breaks/Interruptions. Boil Water Notices must be issued in cases of major water main breaks or planned distribution system interruptions which are deemed an imminent public health threat or which will affect the bacteriological quality of the drinking water unless the waterworks can demonstrate, by sound engineering judgment, that the integrity of the waterworks has been maintained. Assurance from the waterworks that an outflow of water has been continuously maintained and no nonpotable water, soil or other potentially contaminated material has entered, or may enter, the broken water main during the event, will serve to demonstrate that the integrity of the system has been maintained. In cases of routine breaks with brief interruption in service, the affected water main should be immediately repaired, flushed, disinfected, sampled, and monitored for chlorine residual according to ANSI/AWWA Standard C651-92. Even if these measures are taken, advisories (such as water main repairs, water line cleaning/flushing program, etc.) should be considered if temporary changes in water quality are expected to occur.

F. Flooding of Wells. Boil Water Notices shall be issued where surface water inundation of a water supply well has occurred. The presence of disinfectant resistant strains of protozoa such as *Giardia* or *Cryptosporidium* warrant special precautions to be taken until the microbiological integrity of the waterworks is verified.

G. Surface Water Influenced Groundwater Sources. Waterworks utilizing groundwater sources deemed to be under the direct influence of surface water may be required to distribute Boil Water Notices during the interim period before installing required filtration equipment, per §12VAC5-590-420 B2F(2) of the *Waterworks Regulations*.

H. Introduction of Known Contaminants. Do Not Drink Notices shall be issued when there has been (suspected or confirmed) accidental or intentional introduction of a known chemical contaminant that is harmful when ingested.

I. Introduction of Unknown (or certain known) Contaminants. Do Not Use Notices shall be issued when there has been (suspected or confirmed) accidental or intentional introduction of an unknown contaminant whose effects are unknown. A Do Not Use Notice will also be issued when there has been (suspected or confirmed) accidental or intentional introduction of a known contaminant that is harmful when it comes in contact with the body or when water vapor is inhaled.

J. Other Circumstances (Evaluated on a Case-by-case Basis). Special notices may be warranted for localized or widespread disease outbreaks of unknown etiology, whether or not water is known to be the source of disease.

VII. CONTENT OF NOTICES

The content of notices shall include as a minimum the following information: name of the waterworks, geographical area effected, statement of the problem, date of occurrence, corrective measures to be taken by the consumer, and actions being taken by the waterworks to correct the problem. A statement indicating how and when the notice will be lifted, and a telephone number directing consumer questions to an appropriate party within the waterworks shall also be included. Due to the wide variation in circumstances that could lead to the issuance of notices, a one size fits all model is not feasible. The parties involved have considerable discretion in additional information included in the notice. However, all notices shall be written to conform to Public Notification Rule guidelines for content, clarity, and ease of understanding. In general, notices should emphasize the **desired consumer behavior**, rather than complex, highly technical explanations of the problem, which may best be covered in subsequent or follow-up notices.

VIII. ADDITIONAL PRECAUTIONS (where appropriate).

A. Microbiological, turbidity, and chemical (as appropriate) samples shall be collected immediately within the area affected, and measures taken expeditiously to restore the integrity of the water system. If the sample site is characterized as a high risk, the collector needs to be certified and using Level A personal protective equipment.
B. Disinfectant residuals through the system should be raised to approximately 2.0 mg/l during the incident for systems that disinfect.
C. Flushing of system components is generally necessary; however, required minimum pipe flushing velocities may not be necessary. Consistent turbidity levels of less than 1.0 NTU in the distribution system must be obtained prior to rescinding the boil notice.
D. If the problem can be confined to a specific area or zone, the notice can be limited to the affected area or zone. Confinement measures include physical disconnection or air gaps. Simply valving off a section is not considered appropriate backflow prevention.
E. During or even after an incident, concerned consumers should be advised that it is an individual decision whether to continue to boil their water or use bottled water. Caution may be the best policy.

IX. ISSUANCE OF NOTICES

Once a decision has been made to issue a notice, notification to customers must proceed in a timely fashion in accordance with DELIVERY METHODS described below. If a violation has occurred a

violation letter will be issued. A sample Tier 1 violation letter has been provided in Appendix E. A checklist for ODW field Offices has been provided in APPENDIX F to facilitate the notice process. See WM 859 (Public Notice Rule Implementation) for additional information on notice consultation, delivery methods, and deadlines.

X. INFORMING GOVERNMENT OFFICIALS

When a Special Notice is issued to a community waterworks, the Field Director shall inform the local government officials within 24 hours of notice distribution. At a minimum, persons to contact include the Virginia General Assembly delegates representing the affected community, and the mayor, if the waterworks serves a municipality. Initial contact should be made by telephone, followed by paper / electronic copies of the drinking water advisory (Boil Water, Do Not Drink, or Do Not Use Notice). Additional information given on VDH's external website may also be helpful, as well as a summary of events leading to the Advisory. Document this exchange by completing the VDH Legislative Contact Sheet and the Media Alert Forms, in accordance with WM 849.

XI. DELIVERY METHODS FOR NOTICES

The Notices shall be delivered as follows:

A. In a form and manner reasonably calculated to reach all persons served as soon as practical but no later than 24 hours after the waterworks learns of the situation.

B. In order to reach all persons served (residential, transient and nontransient), use one or more of the following:

1. Appropriate broadcast media (such as radio, television, or reverse 911 telephone);
2. Posting of the notice in conspicuous locations throughout the area served by the waterworks;
3. Hand delivery of the notice to persons served by the waterworks;
   or
4. Another delivery method approved by ODW.

C. As appropriate for the particular customer base, provide a Spanish (or other language) version. It should not be assumed that all customers of Virginia's waterworks understand English.

D. Notices shall be reissued as required in the Public Notification Rule (if applicable) or as necessary to ensure the public is aware of an unresolved problem or potential danger.

XII. LIFTING OF NOTICES (RESCISSION NOTICE)

It shall be the responsibility of the entity issuing the notice to rescind or lift the notice through the use of a rescission notice. The rescission notice shall indicate any of the special precautions or necessary steps that the customers should take prior to using their water.

For boil water notices the following is required: receipt of a minimum of two consecutive days of satisfactory representative bacteriological sample results, supplemented by appropriate disinfection residual levels and other water quality parameters (including turbidity) indicating that the water is safe and the concurrence of the VDH (ODW or local health dept.).

Boil water notices imposed on waterworks with groundwater sources determined to be under the influence of surface water can be rescinded when the waterworks installs acceptable filtration treatment, or demonstrates that the alternative interim criteria found in §12VAC5-590-420 B2F(3) have been met.

The criteria for lifting Do Not Drink and Do Not Use notices will normally be established on a case by case basis, dependent on the type of contaminant, and the remedy used for removing or controlling it.

As is required during the issuance of such, all parties involved must be adequately informed of the rescission of the notice.

See APPENDIX D for a sample Rescission Notice.

Appendix A
Model Boil Water Notice

Notice to Customers of Name of Waterworks Waterworks
Este informe contiene información muy importante sobre su agua potable.
Tradúzcalo o hable con alguien que lo entienda bien.

BOIL YOUR TAP WATER

Failure to follow this advisory could result in stomach or intestinal illness.

The Virginia Department of Health in conjunction with the Local Health Department Name Health Department, and Name of waterworks Water System are advising residents to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution. This precaution is necessary because Provide brief explanation of problem. If precipitating event involves confirmed fecal or turbidity violations, include mandatory health effects language from Regs Appendix O.

DO NOT DRINK TAP WATER WITHOUT BOILING IT FIRST

Boiled or bottled water should be used for drinking, beverage and food preparation, and making ice **until further notice**. Boiling kills bacteria and other organisms in the water. Boiling is the preferred method to assure that the tap water is safe to drink. Bring all tap water to a rolling boil, **let it boil for one minute,** and let it cool before using, or use bottled water.

If you cannot boil your tap water….

- An alternative method of purification for residents that do not have gas or electricity available is to use liquid household bleach to disinfect water. The bleach product should be recently purchased, free of additives and scents, and should contain a hypochlorite solution of at least 5.25%. Public health officials recommend adding 8 drops of bleach (about ¼ teaspoon) to each gallon of water. The water should be stirred and allowed to stand for at least 30 minutes before use.
- Water purification tablets may also be used by following the manufacturer's instructions.
- Potable water is available at the following locations: Provide locations where bottled water is available, and any special instructions.

We will inform you when you no longer need to boil your water. To address this problem we are Briefly describe corrective actions. We anticipate resolving the problem within Estimate when the situation is likely to be resolved.

For more information call:
Waterworks contact: Waterworks contact name Waterworks contact address Waterworks contact phone

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.

Date: Date of notice

Appendix B
Model Do Not Drink Notice

Notice to Customers of Name of waterworks Waterworks
Este informe contiene información muy importante sobre su agua potable.
Tradúzcalo o hable con alguien que lo entienda bien.

DO NOT DRINK TAP WATER

Failure to follow this advisory could result in illness.

The Virginia Department of Health in conjunction with the Local health department name Health Department, and Name of waterworks Water System are advising residents to only use bottled water for drinking and cooking purposes as a safety precaution. This precaution is necessary because Provide brief explanation of problem. .

Only bottled water should be used for drinking, beverage and food preparation, and making ice until further notice.

The tap water is safe to use for washing dishes and clothes, cleaning, and bathing.

Do not drink tap water that you have boiled. Boiling water will not remove the contamination.

Potable water is available at the following locations: Provide locations where bottled water is available, and any special instructions.

We will inform you when your tap water is safe to drink. To address this problem we are Briefly describe corrective actions. We anticipate resolving the problem within Estimate when the situation is likely to be resolved.

For more information call:
Waterworks contact: Waterworks contact name Waterworks contact address Waterworks contact phone

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.

Date: Date of notice

Appendix C
Model Do Not Use Notice

Notice to Customers of Name of waterworks Waterworks
Este informe contiene información muy importante sobre su agua potable.
Tradúzcalo o hable con alguien que lo entienda bien.

DO NOT USE TAP WATER

Failure to follow this advisory could result in illness.

An unknown substance was added to the water supplied by the Name of waterworks Water System during a recent break in. The Virginia Department of Health in conjunction with the Local health department name Health Department is advising residents to not use the tap water until further notice.

DO NOT USE YOUR TAP WATER -- USE ONLY BOTTLED WATER.

Avoid all contact with the tap water. Only bottled water should be used for all drinking, beverage and food preparation (including baby formula and juice), making ice, brushing teeth, washing dishes or clothes, washing hands, and bathing until further notice.

DO NOT TRY TO TREAT THE WATER YOURSELF

Boiling, freezing, filtering, adding chlorine or other disinfectants, or letting the water stand will not make the water safe.

POTABLE WATER IS AVAILABLE AT THE FOLLOWING LOCATIONS:

Provide locations where bottled water is available, and any special instructions.

We will inform you when your tap water is safe to use. To address this problem we are Briefly describe corrective actions. We anticipate resolving the problem within Estimate when the situation is likely to be resolved.

For more information call:
Waterworks contact: Waterworks contact name Waterworks contact address Waterworks contact phone

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.

Date: Date of notice

Appendix D
Model Rescission Notice

DRINKING WATER PROBLEM CORRECTED

Customers of Waterworks name were notified on Date of original notice of a problem with our drinking water, and were advised to describe recommended action. We are pleased to report that the problem has been corrected and that it is no longer necessary to Describe recommended action. We apologize for any inconvenience and thank you for your patience.

Add further details here when appropriate

Add details here about what must be done prior to using the water, as appropriate

As always, you may contact Waterworks contact name at Waterworks contact phone number or Waterworks contact address with any comments or questions.

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 Waterworks name

Date Insert date

Appendix E
Model NOV Letter

Re: Exceeding the Primary Maximum Contaminant Level for Fecal Coliform Bacteria

Dear Owner:

This notice is to advise that you appear to be in violation of § 12 VAC 5-590-380 of the *Waterworks Regulations* for exceeding the Primary Maximum Contaminant Level (PMCL) for fecal coliform bacteria during April 2002. According to our records, the routine bacteriological sample collected on April 1, 2002 was positive for fecal coliform bacteria. Two of four repeat samples collected on April 3, 2002 were positive for total coliform bacteria. As stated in § 12 VAC 5-590-380 of the *Waterworks Regulations*, the PMCL for fecal coliform bacteria has been exceeded when a routine sample and a repeat sample are total coliform positive, and at least one of the samples is also positive for fecal coliform bacteria.

Required Actions for Exceeding the PMCL for Fecal Coliform Bacteria

Public Notice: The Federal Public Notification Rule characterizes this as a Tier 1 violation or situation. Whenever a Tier 1 violation or situation occurs, public water supplies are required to initiate consultation with this office within 24 hours of learning of the violation or situation. According to our records, the required consultation took place during your conversation with Lois Lane, Environmental Inspector, at 3:30 p.m. on April 6, 2002. At that time, Ms. Lane described public notification requirements, and faxed you a copy of this letter and a suggested notice to consumers.

The public notification must be handled as follows:

- You must distribute a notice to consumers no later than 3:30 p.m. on April , 2002. The notice advises your customers to boil all tap water used for consumption.

- As discussed with Ms. Lane, your notice to consumers must be directly delivered to each household in the mobile home park, since this method will reach the greatest number of persons served by the waterworks. Your notice must also be posted in the mobile home park Laundromat.

- As discussed with Ms. Lane, you plan to collect five follow-up samples on April 8, 2002, after making repairs to your defective chlorine solution pump. If any of the follow-up samples are positive for total or fecal coliform bacteria, you must redistribute a notice to consumers within 24 hours of receipt of the positive test results.

Draft Notice: Attached is a draft notice for you to distribute to consumers. You may use this notice as is, or modify it to better meet your situation, as long as the information is accurate and the notice contains all of the required elements and mandated language. If you decide to change the notice, we suggest that you contact this Office to verify that your proposed changes meet the requirements of the Public Notification Rule.

Public Notice Confirmation: Within ten (10) days of completing public notification, but no later than April 17, 2002, you must provide this Office with a copy of the notice you distribute, along with signed certification of the distribution completion date and methods used. Failure to distribute public notice and report to the Virginia Department of Health may be a violation of the Federal Public Notification Rule. A certification form is enclosed for your use.

Follow-up Actions: You should take immediate steps to replace the defective chlorine metering pump, as discussed in your conversation with Ms. Lane on April 6, 2002. You plan to collect follow-up samples on April 8, 2002. However, you <u>must</u> collect five routine bacteriological samples in May 2002, in accordance with your approved Bacteriological Sample Siting Plan. If you have questions, please call.

Sincerely,

District Engineer

Appendix F
Checklist for Field Offices

Checklist for Issuing Boil, Do Not Drink, or Do Not Use Notices

Subject: _____ Prepared by: _____
Waterworks: _____ Date: _____
PWSID: _____

Brief description of problem	
Notice type	☐ Boil ☐ Do Not Drink ☐ Do Not Use
VDH Internal Consultation	☐ Director, ODW Date: _____ Time: _____ ☐ Local Health Director - or - Environmental Health Manager _____ (Name) Date: _____ Time: _____
Discussion with waterworks owner or representative	_____ (Contact Name) Date: _____ Time: _____ Notice distribution deadline: Date: _____ Time: _____ Distribution methods to be used: ☐ Posting ☐ Hand delivery ☐ Broadcast media ☐ R-911 If broadcast media or reverse 911 used, message points discussed: ☐ Yes ☐ No ☐ NA Other means to reach all persons served: _____ Estimated duration of problem: _____ Corrective actions discussed (describe) _____ Certification of notice distribution due date: _____ Other topics discussed: _____
Materials provided to owner or representative	☐ Model notice ☐ Model notice Spanish version ☐ Boil water FAQs for Consumers ☐ Model advisory lifted notice ☐ Notice distribution certification form ☐ Other (specify) _____
Materials delivered to owner or representative via…	☐ Fax ☐ Email ☐ Owner pick up ☐ Delivered to owner by ODW staff ☐ Other (specify) _____
NOV Issued (confirmed contamination events only)	NOV date: _____ ☐ Enforcement Action logged in SDWIS per WM 823
Media Alert (see Working Memo 849)	☐ Not required ☐ Sent to Central Office _____ (date)
Comments	