

Template Follows Instruction Pages

Description of Violation or Situation

Possible Cross Connection/Contamination Event – Requiring BOIL WATER ORDER

You must provide UPDATE public notice to persons served as soon as possible, today, 8/15/19

You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

- Radio
- Television
- Hand or direct delivery
- Posting in conspicuous locations
- Another method approved in writing by the state

You may need to use additional methods (e.g., newspaper or 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, EPA recommends printing 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 television broadcast. If you do modify the notice on the reverse, you must still include all required public notice elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to 40 CFR 141 Subpart Q) must be included as written and is presented in this notice in italics with an asterisk on each end. You will need to update the information presented in brackets with the appropriate information.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics with an asterisk on each 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 U.S. Food and Drug Administration (FDA) and/or state bottled water safety standards.

Corrective Action

In your notice, you must describe corrective actions you are taking [40 CFR 141.205(a)(7)] and when you expect to return to compliance or resolve the situation [40 CFR 141.205(a)(8)]. Listed below are some steps commonly taken by water systems with the presence of *E. coli*. 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 completing a comprehensive assessment of our water system and of our monitoring and operational practices to identify and correct any causes of the contamination.
- 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, cleaning, and disinfecting 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.

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

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 about the potential contamination so they can use bottled water.

It is a good idea to inform your consumers when the violation has been resolved. See Template 1-6 of the Revised Public Notification Handbook (2nd Revision of Document: EPA 816-R-09-013, March 2010) for a "problem corrected" notice template and Template NC-7 of the Public Notification Handbook for Transient Non-community Water Systems, EPA 816-R-09-009, March 2010

DRINKING WATER WARNING - BOIL YOUR WATER BEFORE USING

The Town of Marshfield & the Residents of Duxbury, Scituate & Pembroke who are directly serviced by the Marshfield Water Department, are under a BOIL WATER ORDER per MassDEP due to a Possible Cross Connection Contamination Event

Our PWS experienced a possible Cross Connection Contamination Event due to a water main break and sewer main break at the same area on Monday, August, 12, 2019 and is currently under a BOIL WATER ORDER issued by the Massachusetts Department of Environmental Protection (MassDEP), Southeast Regional Office (SERO). These bacteria can make you sick, and are especially a concern for people with weakened immune systems.

UPDATE 8/15/19: **Two out of five samples collected Wednesday 8/14/19 from Island Street in response the water & sewer main event were total coliform positive and *E.coli* positive; one of five samples was total coliform positive, *E.coli* absent, and two of the five samples were absent.** All of the samples collected on 8/14/19 from the Low Zone (routine sample locations) were absent.

Samples collected 8/15/19 from the High Zone and the Low Zone (routine locations), plus another five samples from Island Street are currently being analyzed. Another full round of samples from the High Zone and the Low Zone (routine locations) and another five samples from Island Street will be collected Friday, 8/16/19 for analysis. The Public Water Supply (PWS) needs two consecutive days of absent samples for the BOIL order to be lifted by MassDEP.

What should I do? What does this mean?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water. Discard any ice, beverages, formula, and uncooked foods that were prepared with water from the public water system on or after Monday, 8/12/19.
- **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. Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.**
- 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 from their healthcare providers about drinking this water.

What is being done?

The Marshfield Water Department was investigating excessive pressure in the distribution system on Monday, and during the course of the investigation/repair of the distribution system, became aware of a water main break and sewer main break a sewer line in the same area. It is possible that there was a cross connection event which may have contaminated the water distribution system. We increased chlorine residual levels and a chlorine odor or discoloration may be detected in the water. The DPW is currently flushing the distribution system in the Island Street area. Residents are advised to run the water briefly to assist the DPW with flushing the lines. Once the BOIL has been lifted by MassDEP, residents are advised to flush their lines again to remove any contaminated water from their pipes and or fixtures (refrigerator water lines, water tanks, etc.) and any devices with filters should have the filters replaced.

We will inform you when tests show no bacteria are present and you no longer need to boil your water. We are working with MassDEP SERO to resolve the situation as quickly as possible and anticipate resolving the problem by the end of this week or the beginning of next week.

For more information, please contact Paul DuRoss at 781-834-5589.

General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms 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 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 the Marshfield Water Dept., MassDEP Water System ID#: 4171000 on 8/15/19