To: Newfields Water and Sewer District Residents

The Newfields Water and Sewer District Commissioners and Superintendent report that repairs to the damaged water storage tank, which was identified as the source of today's water pressure loss, have been completed.

At this time, water lines are being charged. Over the next several hours, Newfields Water and Sewer District Residents should start to experience increased water pressure. During this time the water will remain discolored. The Water Boil Order issued this morning remains in effect until further notice.

Attached: Residents will find an Environmental Fact Sheet, provided by the New Hampshire Department of Environmental Services, specific to frequently asked questions pertaining to Boil Orders.

For further information please feel free to contact the Newfields Water and Sewer District Commissioners and / or Superintendent at 778-8213.

ENVIRONMENTAL
Fact Sheet

NEW HAMPSHIRE DEPARTMENT OF Environmental Services

29 Hazen Drive, Concord, New Hampshire 03301 • (603) 271-3503 • www.des.nh.gov

WD-DWGB-4-12 2010

Frequently Asked Questions About Boil Orders

This document is to provide guidance to consumers of a public water system under a boil order.

Water Usage

Why must I boil my water?
A boil order has been issued to your water system because either recent testing has shown the presence of organisms that could cause illness, e.g., fecal or *E. coli* bacteria, or technical/physical problems in the water system have significantly increased the possibility of bacterial contamination.

How can I make my water safe?
Boiling the water is the best way to ensure that it is free of illness-causing organisms. Bring water to a rolling boil for a minimum of two minutes. When it cools, refrigerate the water in clean containers. (A pinch of salt per quart may improve the rather "flat" taste of boiled water.) If you do not want to boil your water, you can disinfect it by adding 1/8 *tea*spoon of bleach (common household bleach containing 5.25 percent sodium hypochlorite) per gallon of water. Do not use bleach containing perfume, dyes, or other additives.

Can I use bottled water?
Buying bottled water may be a feasible alternative to boiling water. Bottled water operations are routinely inspected, and samples are periodically analyzed to ensure they meet health standards.

During a Boil Order, can I use my tap water for ...?

Drinking	No
Ice cubes	No, and existing ice cubes should be thrown out. See below for information on ice machines.
Brushing teeth	No
Baby's formula	No
Washing fruit/vegetables	No
Preparing food	No
Coffee, tea, lemonade, etc.	No. See next page for information on soda dispensers and coffee makers.
Laundry	Yes
Watering grass or garden	Yes, but fruits/vegetables must be washed using pre-boiled or bottled water before consumption.
Washing hands	See next page
Showers or baths	See next page
Washing dishes	See next page

Can I wash my hands using tap water?
It is recommended that you wash your hands using soap and either bottled water or pre-boiled water. An alcohol-based hand sanitizer may also be used.

Can my family take showers or baths using tap water?
Adults may continue to shower as long as no water is swallowed. Sponge baths are recommended for children using a clean supply of water if possible. After you bathe or shower, wash your hands in chlorinated or bottled/boiled water.
People with open wounds or who are immuno-compromised should avoid showering in contaminated tap water.

Can I wash dishes using tap water?
You may use a dishwasher if it has a sanitizing cycle. If it does not have a sanitizing cycle, or you are not sure if it does, you may hand wash dishes and utensils by following these steps:

- Wash the dishes as you normally would.
- As a final step, immerse the dishes for at least one minute in lukewarm water to which a teaspoon of bleach per gallon of water has been added.
- Allow the dishes to completely air dry.

Can I use my coffee maker, ice machine, water or soda dispenser?
None of these devices should be used if they are directly connected to your water supply. Also, filters are unacceptable for removing bacteria. Once you have been notified that the boil order has been lifted, these devices should be cleaned and sanitized according to the operator's manual for the device. Food establishments should refer to the Emergency Action Plan found on the Food Protection Unit's website at: http://www.dhhs.state.nh.us/DHHS/FOODPROTECTION/default.htm.

Can I give my pets tap water?
Although pets are not normally affected by the same diseases as humans, caution suggests giving pets pre-boiled or bottled water.

Health Related Information

Who can be affected?
Anyone who ingests contaminated water may become ill. Infants, young children, the elderly, and people with severely compromised immune systems are more at risk of illness.

What are the symptoms of water-borne illness?
Disease symptoms may include diarrhea, cramps, nausea and possible jaundice and associated headaches and fatigue. Symptoms may appear as early as a few hours to several days after infection and may last more than two weeks. These symptoms, however, are not just associated with disease-causing organisms in drinking water; they may also be caused by a number of other factors. If you are ill with these symptoms, contact your health care provider.

What if I drank water already?
There is nothing you can do about the exposure you have already received. If you become ill, contact your health care provider. Follow the above recommendations about using your water until you are told the water is safe again.

A note about *E. coli* bacteria: *E. coli* is a sub-group of the fecal coliform bacteria group. There are many strains of *E. coli*, most of which are harmless, but some strains can cause illness. *E. coli* outbreaks receive much media coverage. Most outbreaks have been related to food contamination (not water) caused by a specific strain of *E. coli* known as *E. coli* O157:H7. When a drinking water sample is reported as "*E. coli* positive," it does not mean that this specific strain is present and in fact, it is probably not present.

However, it does indicate recent fecal contamination. Boiling or treating contaminated drinking water with a disinfectant destroys all forms of *E. coli*, including O157:H7.

General Information

How long will the Boil Order remain in effect?
Each boil order situation is different making it impossible to predict how long the boil order will remain in effect. It will not be lifted until testing shows that the water meets public health standards. DES will notify the water system when the boil order can be lifted, and the water system, in turn, will notify you.

For Additional Information

Please contact the Drinking Water and Groundwater Bureau at (603) 271-2513 or dwgbinfo@des.nh.gov or visit www.des.nh.gov, click on "A to Z List" and choose "Drinking Water and Groundwater Bureau." All of the bureau's fact sheets are on-line at http://des.nh.gov/organization/commissioner/pip/factsheets/dwgb/index.htm.

- For personal medical questions, contact your health care provider.
- For specific information about your particular water system, contact the water system representative. If you do not know the phone number, DES maintains contact information at the following website: www2.des.state.nh.us/OneStop/Public_Water_Systems_Contacts_Excel_Query.aspx
- For additional general health information, contact NH Disease Control at (603) 271-4496.
- For more general information concerning situations that may result in the issuance of a boil order, visit the DWGB fact sheet webpage at www.des.nh.gov/organization/commissioner/pip/factsheets/dwgb/index.htm and scroll to WD-DWGB-4-8, "Boil Water Advisories."
- For general information concerning coliform bacteria (including fecal and *E. coli* bacteria), visit the DWGB fact sheet webpage at www.des.nh.gov/organization/commissioner/pip/factsheets/dwgb/index.htm and scroll to WD-DWGB-4-1, "Interpreting the Presence of Coliform Bacteria."
- For information on DES's regulatory oversight of water systems, call (603) 271-2513.
- General questions about drinking water quality, call the EPA Safe Drinking Water Hotline at 1-800-426-4791 (M-F, 10am-4pm).
- Websites with additional information on *E. coli* bacteria:
  - Environmental Protection Agency: www.epa.gov/safewater/ecoli.html
  - Centers for Disease Control and Protection: http://www.cdc.gov/nczved/dfbmd/disease_listing/stec_gi.html

Note: This fact sheet is accurate as of February 2010. Statutory or regulatory changes, or the availability of additional information after this date may render this information inaccurate or incomplete.