

# PRESSURE LOSS COMMUNICATION PLAN

---

Iowa

**PRIMARY CONTACTS**

Name	Title	Phone	Cell Phone	Email
	Water Superintendent			
	Operator			
	Operator			
	Operator			
	Mayor			
	Councilmember			
	Councilmember			
	Councilmember			
	Councilmember			
	Councilmember			
	City Administrator			
	City Clerk			

**EMERGENCY CONTACTS**

Name	Title	Phone	Cell Phone	Email
	One-Call			
	DNR Emergency Hotline	515-725-8694		
	DNR Field Office			
	County Emergency Management			
	Law Enforcement			
	Fire Department			
	First Responders			
	Excavation			
	Plumber			
	Electrician			



# DRINKING WATER ADVISORY

The {NAME} Water Supply is recommending to boil the water before using for drinking or to use an alternative source

The {NAME} Water Supply had a problem in the distribution system and the system lost pressure on {DATE}. Due to the potential for bacterial contamination, it is being recommended that the water be boiled before using for drinking or cooking or that an alternative source be used. *Add information or change to specific area if impacts are limited. If the system has nitrate levels greater than 7 mg/L, nitrite levels greater than 0.7 mg/L, or manganese levels between 0.22 and 0.7 mg/L, use the template with “alternative source” language for infants. If the system has manganese levels greater than 0.7 mg/L, use the template with “alternative source” language for all populations. If the manganese levels are not known, use the template with “alternative source” language for all populations.*

**IT IS RECOMMENDED NOT TO 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, and food preparation until further notice. Boiling kills bacteria and other organisms in the water. The water may be used for bathing and other similar purposes. If the water is colored, use an alternative source such as bottled water.

For more information, please contact {NAME}, *Water Superintendent or appropriate title* at {CONTACT INFO}. 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.

When water service is restored, there may be air in your water piping and the water may be discolored. It is recommended to run the first water from a faucet that does not have an aerator screen, such as a bathtub or hose bib. Open the faucet slowly to allow the air to escape. Once the water is flowing, allow the faucet to run until it is clear. The water may be cloudy at first due to air in the water or particles that dislodged as the pipes filled with water. This should clear fairly quickly. If water is cloudy or colored throughout the house and it does not clear after allowing the water to run for several minutes, use an alternative source such as bottled water and contact the person listed above.

The system has been repaired, repressurized, and bacteria samples will be collected. This advisory is a precaution until bacterial sample results are available. You will be notified when the results are available and the advisory is lifted. *Add or change to explain situation and what is being done.*

The system is working with the Iowa Department of Natural Resources to resolve the situation.

This notice is being sent to you by the \_\_\_\_\_ Water Supply.

PWSID#: \_\_\_\_\_

Date distributed: \_\_\_\_\_

# DRINKING WATER ADVISORY

The {NAME} Water Supply is recommending to use an alternative source for drinking or to boil the water before using and the water may have high levels of *nitrate, nitrite or manganese (select appropriate contaminant)*.

## DO NOT GIVE THE WATER TO INFANTS UNDER 6 MONTHS OLD OR USE IT TO MAKE INFANT FORMULA

The {NAME} Water Supply had a problem in the distribution system and the system lost pressure on {DATE}. Due to the potential for bacterial contamination, it is being recommended that the water be boiled before using for drinking or cooking or that an alternative source be used. *The nitrate or nitrite (select appropriate one) levels may be above the Maximum Contaminant Level (MCL). The manganese levels may be above the Health Advisory (HA) Level. Nitrate, nitrite, manganese (select appropriate contaminant) in drinking water is a serious health concern for infants less than six months old. Add information or change to specific area if impacts are limited.*

- **DO NOT GIVE THE WATER TO INFANTS.** *Infants below the age of six months who drink water or formula made with the water containing nitrate or nitrite in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome.* Blue baby syndrome is indicated by blueness of the skin. Symptoms in infants can develop rapidly, with health deteriorating over a period of days. If symptoms occur, seek medical attention immediately. *(Delete if manganese).*
- **DO NOT GIVE THE WATER TO INFANTS** *Infants below the age of six months who drink water or formula made with the water containing manganese in excess of the Health Advisory (HA) Level may have impacts to their learning and behavior.* *(Delete if nitrate or nitrite).*
- Water, juice, and formula for children under six months of age should not be prepared with tap water. Bottled water or other water low in *nitrates, nitrite, manganese (select appropriate contaminant)* should be used for infants until further notice.
- **DO NOT BOIL THE WATER for use for infants.** Boiling, freezing, filtering, or letting water stand does not reduce the *nitrate, nitrite, manganese (select appropriate contaminant)* level. Excessive boiling can make the *nitrates, nitrite, manganese (select appropriate contaminant)* more concentrated, because *nitrates, nitrite, manganese (select appropriate contaminant)* remain behind when the water evaporates.
- **For adults and children over six months of age: IT IS RECOMMENDED NOT TO 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, and food preparation until further notice. Boiling kills bacteria and other organisms in the water. The water may be used for bathing and other similar purposes. If the water is colored, use an alternative source such as bottled water. If you are pregnant or have specific health concerns, you may wish to consult your doctor

For more information, please contact {NAME}, *Water Superintendent or appropriate title* at {CONTACT INFO}. 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.

When water service is restored, there may be air in your water piping and the water may be discolored. It is recommended to run the first water from a faucet that does not have an aerator screen, such as a bathtub or hose bib. Open the faucet slowly to allow the air to escape. Once the water is flowing, allow the faucet to run until it is clear. The water may be cloudy at first due to air in the water or particles that dislodged as the pipes filled with water. This should clear fairly quickly. If water is cloudy or colored throughout the house and it does not clear after allowing the water to run for several minutes, use an alternative source such as bottled water and contact the person listed above.

The system has been repaired, repressurized, and bacteria samples will be collected. This advisory is a precaution until bacterial sample results are available. You will be notified when the results are available and the advisory is lifted. You will also be notified when the nitrate sample results are below the MCL. *Add or change to explain situation and what is being done.*

The system is working with the Iowa Department of Natural Resources to resolve the situation.

This notice is being sent to you by the \_\_\_\_\_ Water Supply.

PWSID#: \_\_\_\_\_

Date distributed: \_\_\_\_\_

# DRINKING WATER ADVISORY

The {NAME} Water Supply is recommending to use bottled water or an alternative source for drinking

## DO NOT USE THE WATER FOR DRINKING OR COOKING

The {NAME} Water Supply had a problem in the distribution system and the system lost pressure on {DATE}. Due to the potential for bacterial contamination, it is being recommended that bottled water or an alternative source be used. The manganese levels may be above the Health Advisory (HA) Level. Manganese in drinking water is a serious health concern. *Add information or change to specific area if impacts are limited.*

**DO NOT GIVE THE WATER TO INFANTS** Infants below the age of six months who drink water or formula made with the water containing manganese in excess of the Health Advisory (HA) Level may have impacts to their learning and behavior.

**DO NOT GIVE THE WATER TO ADULTS AND CHILDREN OVER SIX MONTHS OF AGE.** Adults and children over six months of age who drink water containing manganese in excess of the Health Advisory (HA) Level may have neurological health issues.

Bottled water or an alternative source should be used for drinking, making ice, brushing teeth, and food preparation until further notice.

The water may be used for bathing and other similar purposes.

- Water, juice, and formula for children under six months of age should not be prepared with tap water. Bottled water or other water low in manganese should be used for infants until further notice.
- **DO NOT BOIL THE WATER.** Boiling, freezing, filtering, or letting water stand does not reduce the manganese level. Excessive boiling can make the manganese more concentrated, because manganese remain behind when the water evaporates.

For more information, please contact {NAME}, *Water Superintendent or appropriate title* at {CONTACT INFO}. 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.

When water service is restored, there may be air in your water piping and the water may be discolored. It is recommended to run the first water from a faucet that does not have an aerator screen, such as a bathtub or hose bib. Open the faucet slowly to allow the air to escape. Once the water is flowing, allow the faucet to run until it is clear. The water may be cloudy at first due to air in the water or particles that dislodged as the pipes filled with water. This should clear fairly quickly. If water is cloudy throughout the house and it does not clear after allowing the water to run for several minutes, contact the person listed above.

The system has been repaired, repressurized, and bacteria samples will be collected. This advisory is a precaution until bacterial sample results are available. You will be notified when the results are available and the advisory is lifted. *Add or change to explain situation and what is being done.*

The system is working with the Iowa Department of Natural Resources to resolve the situation.

This notice is being sent to you by the \_\_\_\_\_ Water Supply.

PWSID#: \_\_\_\_\_

Date distributed: \_\_\_\_\_

# {NAME} Water Supply Boil Water Advisory Lifted

Customers of the {NAME} Water Supply were notified on {DATE}, of a pressure loss in our system and were advised to boil their water before using for drinking. We are pleased to report that the work has been completed and the bacteria samples were satisfactory (contained no bacteria). **It is no longer necessary to boil your water before use.** We apologize for any inconvenience and thank you for your patience.

You may contact *water operator/city clerk/ office*, (NAME) at (CONTACT INFO), with any comments or questions.

This notice is being sent to you by the \_\_\_\_\_ Water Supply.

PWSID#: \_\_\_\_\_

Date distributed: \_\_\_\_\_

# {NAME} Water Supply Drinking Water Advisory Lifted

Customers of the {NAME} Water Supply were notified on {DATE}, of a pressure loss in our system and were advised to use bottled water or an alternative source for drinking and cooking. We are pleased to report that the work has been completed and the bacteria samples were satisfactory (contained no bacteria). **It is no longer necessary to use bottled water or an alternative source of water.** We apologize for any inconvenience and thank you for your patience.

You may contact *water operator/city clerk/office*, {NAME} at {CONTACT INFO}, with any comments or questions.

This notice is being sent to you by the \_\_\_\_\_ Water Supply.

PWSID#: \_\_\_\_\_

Date distributed: \_\_\_\_\_