

DRINKING WATER ORDER

Sesame Street Water System water is contaminated with *E. coli*

BOIL YOUR WATER BEFORE USING

THE BOIL ORDER IS IN EFFECT FOR ALL RESIDENTS AND BUSINESS.

Our water system recently detected Total Coliform and E. coli bacteria at 123 Sesame St. As our customers you have the right to know what happened and what we are doing to correct the situation.

Sesame Street Water System was notified by our laboratory on May 20, 2021, that samples taken within the distribution system came back E. coli positive. We took repeat samples on May 21, 2021, and some of those samples also came back E. coli positive. After we were notified, we reached out to the state and are putting this boil order in place until we can find and fix the problem that has occurred.

We take your health and the quality of our drinking water very seriously and we need to inform each of you of the situation. Although samples collected at the spring, before chlorine treatment, were present for Total Coliform and E. coli bacteria, samples and chlorine residuals in the distribution system show the water was safe to drink on the days the samples were collected. Since we do not collect Total Coliform and E. coli samples every day, we wanted to let you be aware of the risk. Below is more information about health impacts of E. coli found in drinking water. Please contact us if you have additional questions. We apologize for any inconvenience and thank you for your patience.

What is being done?

Bacterial contamination can occur when (homeowners connect untreated secondary irrigation water to the drinking water line causing a cross connection contamination, due to a break in the distribution system (pipes), a failure in the water treatment process, ect.). Our water operators are working hard at determining the issues.

We are taking the following corrective actions.

1. We are chlorinating and flushing the water system.
2. We are looking for possible cross connection issues from illegal secondary water hookups.
3. We are increasing sampling for coliform bacteria to determine the source of the contamination.
4. We will be working with the Division of Drinking Water to complete a Level 2 Assessment in the coming weeks.
5. We can provide bottled water for all homes in the isolated area.

We will inform you when tests show no bacteria, and you no longer need to boil your water. Test results can take 1-2 days for results and longer on the weekends.

What should the consumer do?

- **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.
- *E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of 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.

For more information, please contact Big Bird at (123) 456-7890 or bigbird@fake-email.com. 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 Division website: <https://deq.utah.gov/division-drinking-water>

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 Sesame Street Water System. Water System ID#: UTAH12345 . Date distributed: May 21, 2021.