

BOIL ORDER NOTICE

This water system may be contaminated with *E. coli* bacteria

BOIL YOUR WATER BEFORE USING

Public Water System Name: Aquarion Water Company – Hampton, North Hampton and Rye System

PWS ID: ___ NH 1051010 Date Sampled: 8/21/19

Location in distribution system/source(s) ___ Hampton Fire Station served by various wells___

These bacteria can make you sick, and are a particular concern for people with weakened immune systems.

What does this mean? *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.

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 the water from their health care providers.

What happened? E.coli bacteria were detected in one of ten samples collected in the Hampton system on Wednesday 8/21. We are currently investigating to determine the probable cause of this occurrence, including a review of operations and collection of repeat bacteria samples. All water in the Hampton system is disinfected prior to distribution to customers. At this time there is no indication of any irregularity in treatment and there were no main breaks in the vicinity.

What should I do? DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring all water to a boil, let it boil for 2 minutes, and let it cool before using, or use bottled water. Pre-boiled or bottled water should be used for drinking, brushing teeth, washing vegetables, food preparation, washing dishes, making infant formula, and making ice **until further notice**. Boiling kills bacteria and other organisms in the water. Fact sheet WD-DWGB 4-12, provides guidance to consumers under a boil order and is available online at <http://des.nh.gov/organization/commissioner/pip/factsheets/dwgb/documents/dwgb-4-12.pdf>.

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.

You will be notified when the water quality problem is corrected. We expect to resolve the issue and lift the boil water notice as soon as possible. Please check the website below for updates. Until that time, the water should be boiled as described above. For more information please visit our website at www.aquarionwater.com or contact us at 1-800-732-9678. Aquarion will issue a credit of \$20 on each customer account to cover the cost of bottled 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.

dwgbinfo@des.nh.gov or phone (603) 271-2513 or fax (603)271-3490

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