*DEP District, Approved CHD is to complete all items in* ***Bold Italics*** *before mailing to all PWSs*

June 10, 2019

***To: PWS Name or To: Community and Non-community Water Systems in District or County*** ***PWS Address***

**Subject:** Issuance of Precautionary Boil Water Notices during Hurricanes, Tropical Storms, or Other Unforeseen Emergencies for Public Water Systems

Dear Water System Owner/Manager:

With the start of the 2019 hurricane season, the Florida Department of Health (DOH) and the Florida Department of Environmental Protection (DEP) would like to provide you with some information regarding precautionary boil water notices (PBWNs) and DEP’s StormTracker Database. The goal of distributing this information is to ensure effective communication and consistency between DEP, DOH, the county health departments, the impacted water system, and the water customers.

When a PBWN is issued due to an emergency, the impacted water system is required to notify their customers as soon as possible. The impacted water system must also consult with their regulatory agency (DEP District Office or Approved County Health Department (ACHD)) as soon as possible. Where DEP is the regulatory agency, the local county health department (CHD) must also be notified. A checklist to assist in the PBWN process is enclosed. Examples of PBWN may be found at:

<http://www.floridahealth.gov/environmental-health/drinking-water/boil-water-notice-guidance.html>

We are also providing Community Public Water Systems with a PBWN fact sheet template (Precautionary Boil Water Notice- What Should You Do?). The fact sheet explains what your customer can expect if a PBWN has been issued and the water system’s requirements to rescind it. **We encourage you to provide this fact sheet to your customers during their next billing cycle and post it to your webpage to ensure this information is readily available BEFORE an emergency.** You may also supplement it with local information that you deem important.

In addition to the PBWN checklist and fact sheet, we are also providing you with information on DEP’s StormTracker Database. The StormTracker database allows facilities to update their status (fully operational, partially operational, non-operational) immediately following a storm event. The facility may also use StormTracker to request assistance (personnel, equipment, fuel, etc.).

Once the impacted counties are known following a storm event, DEP will activate the counties in StormTracker and provide notice of activation to those counties. To facilitate in the recovery efforts and expedite response, StormTracker is to be updated by the impacted facilities as soon practicable. You can access StormTracker at [http://stormtracker.dep.state.fl.us/](https://clicktime.symantec.com/a/1/DSjBDKguV7gHTYgJHXqOvRF2wqObQ3c6NPfSLcc_5nI%3D?d=EJpSo2DUAI9oHe40_QWtN6bRfMpWaFVSJqH4nJY0j0MDYacYN9wzBSLBZctv0jsxfJda3ZQ_ZchEStFtEdDpf3vrZ1Ef9CG4fe2IpbCnXzFRYKh8-GDJfBVMlOPOi27JL3GYn1KDJ_krSMHco5-zQOL-Mgns5csW-Om5_1ALzwkA9ZOuViyVfaHeA7ECtICo04qjRY12-_5C0UV3Psc0fYtOqsZ0fvi9Im5OiGf16aNP5vXwZzgsaIOCCi9Qeo-znHnN0VzrotRpm1loBXXw93HqA9FEbBspeKZKSFXY-VwY9gCeLG2XPpPoyb4ZtMVMHSObHn1Bkf-iysyGMhMGJBC-Xy4WvBmHoSLgrkqoJSo3ck7szcGdH0tG8pK1bjOH4wr2oH6ItmD0r_4YBRzgXo22XgWyuFBK5xgQ3QuagploxMVopRrLerCSnDcDMsrwvQ%3D%3D&amp;u=http%3A%2F%2Fstormtracker.dep.state.fl.us%2F) and log in with the username: *florida* and the password: *storm*.

During an emergency, it may be necessary to transport drinking water to facilities, individuals, or organizations. The drinking water supply must be safe and properly handled or additional public health problems may occur. A new Interagency Bulk Water Transport guidance was developed and can be found at [http://www.floridahealth.gov/environmental-health/drinking-water/\_documents/emer-bulk-transp-use-drink-water.pdf](https://clicktime.symantec.com/3Mb2JcfUTjvzpZKjH585kQh7Vc?u=http%3A%2F%2Fwww.floridahealth.gov%2Fenvironmental-health%2Fdrinking-water%2F_documents%2Femer-bulk-transp-use-drink-water.pdf)

If you have any questions regarding StormTracker, please contact either your DEP District Office Drinking Water Program or ACHD Office Drinking Water Section. The list of contacts can be found here <https://floridadep.gov/water/source-drinking-water/content/organization-drinking-water-program>.

For questions regarding PBWNs, please contact your county health department. The list of CHD contacts can be found here <http://www.floridahealth.gov/programs-and-services/county-health-departments/find-a-county-health-department/index.html>.

Sincerely,



*Kendra Goff*

Kendra F. Goff, PhD, DABT, CPM, CEHP Alex Reed

State Toxicologist & Chief Director

Bureau of Environmental Health Division of Water Resource Management

Florida Department of Health Florida Department of Environmental Protection

Enclosures

***Boil Water Notice (BWN) Checklist***

This checklist is designed to help Non-Community Public Water System (PWS) owners and operators comply with boil water notice (BWN) requirements found in Chapters 62-555 and 62-560, Florida Administrative Code (FAC), and the Department of Health Guidelines for the Issuance of Precautionary BWNs.

It is the water system owner’s responsibility to provide public notification to its affected consumers.

If your facility remains open to the public when it has a power outage or drinking water system malfunction that results in zero pressure in your plumbing; you must:

* Notify the customers that a boil water notice (BWN) is in effect and tap water is NOT available for consumption (62-560.410(1)(a), (c), & (d), FAC):

o **Post notices in conspicuous places at accessible water and piped-water-mixed beverage outlets within your establishment.**

* Contact your drinking water regulatory agency (DEP District Office or ACHD) no later than noon the next business day (62-555.350(10)(b) FAC).

Regulatory Agency Name:

Phone Number:

Contact Person:

* Also notify your local County Health Department (CHD) if your regulatory agency is the DEP District Office (62-555.335(18), FAC). CHD phone list: [http://www.floridahealth.gov/programs- and-services/county-health-departments/find-a-county-health-department/index.html](http://www.floridahealth.gov/programs-and-services/county-health-departments/find-a-county-health-department/index.html)
* If you prepare or process food, your regulatory food agency must also be notified of the BWN.
* Complete corrective actions to the water system, restore pressure and disinfectant residual, perform plumbing flushing, dispose of ice made during the BWN.
* Unless otherwise directed by your regulatory agency, collect bacteriological samples (62- 555.340(2), (3), FAC) as follows:
  + For a non-community public water system, two (2) water samples collected at locations where water is available for consumption (taps or fixtures).
  + Collect samples in a sanitary manner, then transport on ice to a DOH certified laboratory for analysis within 30 hours of collection.
* One (1) day’s test of satisfactory samples is required for a pressure loss BWN (62- 555.340(2)(a)(b), FAC), unless a water main break occurred, then two (2) days of tests are required.
* Send a copy of lab test results to your regulatory agency; DEP or the ACHD (62-555.340(2)(c), FAC), or have the lab send it.
* Regulatory agency approval must be received to rescind the BWN (62-555.340(5) FAC).
* If this is a regulated food establishment, and continues to process food, you must also follow the instructions in **Industry Bulletin for Florida’s Food Industry, Boil Water Notice Guidelines. Accessible via** [http://www.floridahealth.gov/environmental-health/drinking-water/2019-hurricane-letter-food-bulletin-bwn-guidelines.pdf](https://clicktime.symantec.com/33pD3VhN6gxqYogv1xK9oZT7Vc?u=http%3A%2F%2Fwww.floridahealth.gov%2Fenvironmental-health%2Fdrinking-water%2F2019-hurricane-letter-food-bulletin-bwn-guidelines.pdf)

**Precautionary Boil Water Notice- What Should You Do?**

***Public Water System Name* *Telephone Contact Number:\_\_\_\_\_\_\_\_\_\_ Emergency Website:\_\_\_\_\_\_\_\_\_\_***

If during a hurricane, tropical storm or unforeseen emergency, our water system loses power and water pressure, we will issue a precautionary boil water notice (PBWN) to our customers. ***For source PWSs selling to consecutive systems, add the following:* *Our water is bought and used by the following water suppliers and so a boil water notice would also apply to Purchase/Consecutive PWS names***

Water pressure keeps pollutants from entering the underground pipes that bring drinking water to your house or business. When the pressure is lost, contaminants can seep into the pipes. This might allow pathogens (disease-causing germs) into the water that can cause illness if one drinks it or prepares food or beverages with it. So, as a precaution, it is important to disinfect tap water to kill any bacteria or viruses that may have entered the water, or use an alternative source of water (bottled water).

Under a boil water notice, water used for consumption can be disinfected by any one of the following methods:

* Bringing the water to a rolling boil and holding it there for one (1) minute, OR
* Using a disinfecting chemical. If you cannot boil water, you should put eight (8) drops of common household bleach (unscented) which is about 1/8th teaspoon, into one (1) gallon of tap water, then shake it, and allow it to stand for 30 minutes before drinking. If the water is cloudy, use sixteen (16) drops, about 1/4 teaspoon of bleach instead of 8, shake it, and let it stand for 30 minutes. There should be a slight chlorine odor. Use common household bleach that has 5% to 8% active ingredients. Use food grade containers. OR
* Using water purification tablets or iodine that many sports and camping stores sell, and follow their directions.

You can also buy commercial bottled water for consumption and food preparation as an alternative.

Consumption includes brushing teeth, washing fruits and vegetables, and homemade ice. Tap water may be used for showering, baths, shaving and washing, so long as care is taken not to swallow or allow water in eyes or nose or mouth. Children and disabled individuals should have their bath supervised to ensure water is not ingested. The time spent bathing should be minimized. Though the risk of illness is minimal, individuals who have recent surgical wounds, are immunosuppressed, or have a chronic illness may want to consider using bottled or boiled water (that has cooled) for cleansing until the notice is lifted.

Businesses and non-residential sites should take steps such as posting notices at, or disabling water fountains and ice machines during the PBWN. If you provide water to visitors or employees, use commercially produced bottled water for drinking or beverage preparation (coffee). Food service operations have additional requirements from their regulatory agency.

After the water system is repaired, and the pressure is restored in the pipes to your home or business, the precautionary boil water notice will remain in effect for one to several days while bacteria tests are conducted to assure the safety of the water. The notice will be lifted (rescinded) only after tests prove the water is safe to drink. It may be lifted in sections of the city/county as those areas’ pipes are cleared and the water deemed safe to drink. The media will be provided information updates and you should listen for this important information on the radio, television, or other media sources. Flush your taps and dispose of ice made during the PBWN.

The employees of ***Public Water System Name***, your public water system, take great care in assuring that your water is safe to drink, and we appreciate your cooperation with the precautionary boil water notice to protect public health during this difficult time. Please call us at the phone number above if you have questions or concerns. The County Health Department can also assist you with answers to questions.

***DEP District or \_\_\_\_ FDOH in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ County- Telephone Contact Number:\_\_\_\_\_\_\_\_\_\_\_***