

DRINKING WATER NOTICE

To all users of the Town of Norfolk DPW Water Division
located in Norfolk, Massachusetts / PWS ID#: 2208000 / Posted August 5, 2010

This is an important notice - please translate it for anyone who does not understand English.

Our water system routinely monitors for the presence of drinking water contaminants to ensure the safety of the water supply. On August 5, 2010, our water system was notified that a water sample collected on August 3, 2010 from Well 02G at Spruce Road Pump Station tested positive for E.coli Bacteria, which is a fecal indicator. Fecal indicators are used to detect ground water sources that may be susceptible to fecal contamination which may contain harmful viruses or bacteria. Spruce Road Well 02G is one of four (4) wells that supplies drinking water to our system. **When we learned about the E.coli positive sample, the well was immediately shut off.**

During normal operations, water from Spruce Road Pump Station is pumped from the ground and it is disinfected with ultraviolet radiation (UV) to kill viruses and bacteria, including E.coli. The treated water is delivered to you. Treated water samples from the water distribution system were also collected on August 3, 2010. None of these samples tested positive for E.coli. Only the untreated sample from Spruce Road Well 02G tested positive.

A new regulation, the Ground Water Rule, requires us to notify you while we collect more samples, wait for the results, and inspect our water system to determine if a risk of fecal contamination exists.

WHAT SHOULD YOU DO? WHAT DOES THIS MEAN?

- **YOU DO NOT NEED TO BOIL YOUR WATER but you should discard all ice, beverages, formula and uncooked food products made with tap water collected on or before August 5, 2010.**
- The only residents in the town affected by this notice are those connected to the Town of Norfolk Water Supply. Residents with private wells are not affected by this problem and need to take no action.
- E.coli is a fecal indicator and it was detected in the well water for your system. Even though the well with the fecal indicator is no longer in use, the USEPA requires us to provide you with this Notice and the following information on fecal indicators. *"Fecal indicators are microbes 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."* These symptoms can also be caused by issues unrelated to drinking water. If you experience any of these symptoms and they persist, or, if you have specific health concerns, you may want to discuss such concerns with your doctor. 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
- **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.

WHAT IS BEING DONE?

While we continue to evaluate the situation and wait for the results of additional sampling to determine if a risk of contamination exists, we are doing the following:

In response to the recent bacteria detections, the Norfolk DPW Water Division has started up the two emergency chlorination systems located at Gold Street and Spruce Road and began adding sodium hypochlorite (chlorine) on a temporary basis to achieve a low chlorine residual in the water system. Low levels of chlorine and a slight discoloration may be detected in the water. **Aquarium owners and users of kidney dialysis machines are advised to treat or filter the water before use.**

Today, August 5, 2010, we collected five (5) repeat samples from the Well 02G at Spruce Road, nine (9) routine samples from the distribution system throughout town, and an additional sample from the treated water leaving the Spruce Road Pump Station. All samples have been delivered to a Mass Certified laboratory for 24-hour analysis. We will discuss these results with MassDEP and determine if any further action is required.

Our certified operator will be inspecting the area immediately adjacent to the well to determine the possible source of this contamination. If anything is found we will notify MassDEP immediately and take corrective actions. We are in contact with MassDEP who is evaluating the actions we are taking to ensure safe water is being delivered to you. If a risk of contamination exists, you will receive additional notification.

FOR MORE INFORMATION

Contact Town of Norfolk DPW / Water Division at 508-528-4990. Website address: <http://www.virtualnorfolk.org>

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