# DRINKING WATER CONCERN RESOLVED

## Hatch Town Water System

## BOIL ORDER LIFTED

### What happened?

While we conducted a thorough investigation into the recent presence of *E. coli*, we could not completely determine a single point of contamination. However, based on our system analysis, our suspicion is that the issue may have been caused by a cross-connection somewhere within the distribution system.

### What we have done:

To ensure your safety, we have:

- **System Chlorination:** We treated the entire water system with chlorine to effectively eliminate any potential bacteria.
- **Comprehensive Flushing:** We thoroughly flushed the water mains to distribute the chlorinated water through every line and then cleared the system.
- **Extensive Testing:** We have conducted multiple rounds of water quality testing. Testing Monday, May 4th and Tuesday, May 5th that still had chlorine residual within the system and all samples were total coliform absent. We also sampled Wednesday, May 6th and Thursday, May 7th with the distribution system showing no chlorine residual and all were total coliform absent.

### What is a Cross-Connection?

A **cross-connection** is any actual or potential link between our clean, treated drinking water and any source of contamination.

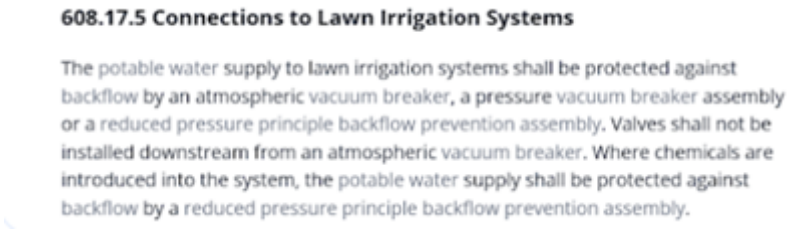
Under normal conditions, water flows from the city main into your home. However, if there is a sudden drop in pressure (like a water main break or heavy fire hydrant use), it will cause Back siphonage backflow where water can flow backward into the culinary water distribution main line. If a garden hose is sitting in a pool, a puddle, or a fertilizer sprayer during that pressure drop, those contaminants can be "sucked" back into the public water supply.

Non-potable water such as Pressurized Irrigation water shall not be connected to the approved potable drinking water system. This type of connection is considered a Backpressure high hazard cross-connection that can contaminate the drinking water supply with pathogens such as *E. coli* and are prohibited.

**How We Can Protect Our Water Together**

Protecting our water system is a community effort. Here are a few simple things you can do to prevent backflow in your own home:

- **Check Your Hoses:** Never leave a garden hose submerged in a bucket, sink, pool, or any other liquid. Always maintain an "air gap" by keeping the end of the hose at least two inches above the highest possible water level.
- **Livestock Water Troughs:** Troughs are a high-risk source for *E. coli* contamination. The water supply to any trough must be protected by a physical air gap. If you are filling a trough with a hose, never allow the hose to be submerged below the rim; if the hose is left in the water, a drop in system pressure could pull contaminated water directly into your home and the public supply.
- **Install Hose Bibb Vacuum Breakers:** These are inexpensive, screw-on devices available at any hardware store. Attaching them to your outdoor faucets (hose bibbs) prevents water from being pulled back into your plumbing.
- **Service Your Irrigation:** Ensure your lawn sprinkler is installed to plumbing code requirements



**608.17.5 Connections to Lawn Irrigation Systems**

The potable water supply to lawn irrigation systems shall be protected against backflow by an atmospheric vacuum breaker, a pressure vacuum breaker assembly or a reduced pressure principle backflow prevention assembly. Valves shall not be installed downstream from an atmospheric vacuum breaker. Where chemicals are introduced into the system, the potable water supply shall be protected against backflow by a reduced pressure principle backflow prevention assembly.

By staying vigilant about how we use water at home, we can all help prevent future contamination events and keep our community's water safe.

Gary Goble at 208-539-1173 or Kerry Barney at 435-705-9545

*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly. You can do this by posting this notice in a public place or distributing copies by hand or mail.*

**Flush household pipes/faucets first.**

- To flush your plumbing, run all your cold water faucets on full for at least 5 minutes each.
- For a residence with multiple levels, start at the top of the house.
- If your service connection is long or complex (like in an apartment building) consider flushing for a longer period. Your building superintendent or landlord should be able to advise you on longer flushing times.
- If the water is discolored, continue to run it from the tap until it is clear.

**Ice and automatic ice makers:**

- Wash and sanitize ice trays.

- For an icemaker, dump existing ice and flush the water feed lines by making and discarding at least three batches of ice cubes.
- Wipe down the ice bin with a disinfectant.

**Hot water heaters, water coolers, in line filters, and other appliances with a water connection or water tanks (such as kitchen appliances, humidifiers, swamp coolers):**

- Run enough water to completely replace at least one full volume of all lines and tanks.
- Follow any other instructions from the appliance manufacturer.

**Water softeners:**

- Run through a regeneration cycle.
- Follow any other instructions from the appliance manufacturer.

**Reverse Osmosis (RO) units:** Replace pre-filters, check owner's manual.

**Replace other water filters (fridge filters etc.), as they are disposable and may be contaminated. This applies especially to carbon filters and others that are near the end of their life.**

**Other:**

Clean and sanitize all pet bowls.

This notice is being sent to you by Hatch Town Water System Water System ID#: UTAH09005

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