

Examples of Advisories Issued in North Carolina

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IMPORTANT NOTICE – PLEASE READ

These examples are provided for informational purposes only. They were not created or reviewed by School of Government faculty and should not be viewed as models or templates. They are simply examples of actual advisories issued in North Carolina during incidents of the type addressed in this Toolkit.

This document provides examples from North Carolina of the three main types of drinking water advisories: boil water, do not drink, and do not use. The graphic below shows how these different types of advisories relate to the severity of an incident, the circumstances for which each is used, and the frequency with which each is issued in the United States.

Informational	Boil Water	Do Not Drink	Do Not Use
<div> <div>(lesser)</div> <div>Severity of situation</div> <div>(greater)</div> </div>			
<div>Public encouraged to take immediate action</div>			
Occasional Used for a range of purposes: <ul style="list-style-type: none"> Failure to meet drinking water standards with non-acute endpoints or administrative requirements Efforts to build rapport with customers Customer education to increase preparedness for emergencies Water conservation messaging 	Frequent Used for potential or demonstrated microbial contamination: <ul style="list-style-type: none"> Low/loss of pressure High turbidity,¹ positive <i>E. coli</i> Natural disasters (e.g., flooding, hurricanes) Vandalism 	Infrequent Used for potential or demonstrated contamination that could cause acute health effects: <ul style="list-style-type: none"> Nitrite/nitrate Maximum Contaminant Level (MCL) Violation² Error in treatment Chemical or toxin contamination in which ingestion is hazardous to public health 	Rare Used with caution due to risk associated with lack of sanitation: <ul style="list-style-type: none"> Microbial, chemical, or radiological contamination in which any contact is hazardous to public health Error in treatment leading to water with a high or low pH that could lead to chemical burns

Source: *Drinking Water Advisory Communication Toolbox, 2016, CDC*

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Example 1: Boil Water Advisory

The City of Asheville issued a boil water advisory in June 2019, when a water line repair interrupted service, causing a loss in pressure and a risk of contamination.

CITY OF ASHEVILLE, JUNE 2019

City of Asheville Boil Water Advisory (BWA)

The City of Asheville (COA) Water Resources Department would like to report an emergency water interruption due to a waterline repair on/in Choctaw Street from Hamilton Street to Biltmore Avenue and Brooklet Street from Hamilton Street to Biltmore Avenue including Doctor's Park and Rockcliff Place.

This interruption of water requires issuance of a Boil Water Advisory. COA encourages customers to vigorously boil tap water for 1 minute before consuming it. COA is performing laboratory testing and the advisory will be lifted when tests confirm the possibility of risk is not present. Customers will receive notification that the advisory has been lifted via the same communication process as this advisory.

When water systems experience low pressure or lose pressure, there is an increased risk of contamination. This does not mean that the water is contaminated, but that the possibility exists. Once pressure returns, there is the possibility that some discolored water or air could be present in the lines. Customers are advised to run cold water for 5-10 minutes or until water is clear.

Properties in the affected areas are receiving this notification via the COA automated system or door hangers. Residents may register for automated alerts by clicking on the AVL Alert Sign Up Link located on the COA website www.ashevillenc.gov.

For further information, please call [number removed], or visit <http://www.ashevillenc.gov/departments/Water>.

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Example 2: Do Not Drink Advisory

The Cape Fear Public Utility Authority released a do not drink advisory in April 2018 because levels of fluoride were too high. Boiling water does not remove fluoride.

NEW HANOVER COUNTY, APRIL 2018

“DO NOT DRINK THE WATER ALERT ISSUED for Residents on the Richardson Nano Groundwater Treatment Plant

CFPUA water from the Richardson Nano Groundwater Treatment Plant has been tested and shows an overabundance of fluoride.

DO NOT DRINK YOUR WATER

Failure to follow this advisory could result in illness.

An overabundance of fluoride has been tested in the drinking water supplied by the CFPUA Richardson Nano Groundwater Treatment Plant. To understand your service area, please visit our website (<https://www.cfpu.org/641/Your-Water-Service-Area>) to see a map that shows CFPUA service areas. Areas shaded in blue receive water from the Sweeney Water Treatment Plant and areas in green receive water from various groundwater sources.

DO NOT USE THE TAP WATER FOR DRINKING AND COOKING UNTIL FURTHER NOTICE.
More details to come.”

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Example 3: Do Not Use Advisory

The Orange Water and Sewer Authority (OWASA) issued a Do Not Use and Do Not Drink advisory in February 2017, after an overfeed of fluoride during treatment required the water treatment plant to be shutdown. During the shutdown, a significant water main break occurred, leading to a significant loss of water.

OWASA, FEBRUARY 2017

“EMERGENCY-DO NOT USE OWASA WATER

Water supply is running out, OWASA directs customers not to use water until further notice.

OWASA directs its customers to not use water until further notice.

Due to a shutdown of the Jones Ferry Road Water Treatment Plant and a major water main break Friday morning on the northeast side of Chapel Hill near Dobbins Drive, the water supply in the OWASA system has reached very low levels. Using water could result in contamination of the OWASA system.

Customers are encouraged to use bottled water for drinking, cooking and personal hygiene.

Customers can use bottled water to flush a toilet, after pouring water into the tank. If a toilet does not have a tank, it may be possible to pour water into the bowl to flush.

OWASA is working to restore the Jones Ferry Road Water Treatment Plant to normal operation as soon as it is safe to do so. OWASA field personnel are working to repair the water main break as soon as possible.

OWASA will send updates.

Background information: Due to an accidental overfeed of fluoride within the water treatment process, OWASA began receiving drinking water from the City of Durham late Thursday afternoon.

The fluoride overfeed was contained at the Jones Ferry Road Water Treatment Plant. No water with higher than normal fluoride reached the water pipe system, so the water is safe to drink.

[Contact information for OWASA representative removed]