



PRESS RELEASE
August 23, 2014

Wellesley Boil Water Order Lifted

The Town routinely performs rigorous testing of the Town's water system. On Thursday morning the Town received notice of a positive E-coli test from a location near the Pierce Hill Reservoir, which triggered notice from the Massachusetts Department of Environmental Protection for the Town to issue a Boil Water Notice. The Boil Water Notice was communicated to residents, businesses and other water customers via the following channels:

- City Watch calls to more than 21,000 phone numbers within 3½ hours.
- Gov Delivery e-mail/text message to more than 8,000 subscribers
- Twitter
- Electronic message boards positioned at various locations throughout the Town
- Town website (wellesleyma.gov)

Investigation of the source of the positive E-coli test by Wellesley Water Department and Massachusetts Water Resource Authority personnel is continuing. While water samples from the Pierce Hill Reservoir have never tested positive for E-coli, the reservoir has been taken offline and is being drained to facilitate further inspection and cleansing. The water system in the area has been flushed extensively and further testing of the water has not yielded any further positive E-coli tests. Accordingly, the DEP has authorized the Town to lift the Boil Water Notice.

Recommendations regarding procedures to be followed by residents following the lifting of the Notice are attached. Additional information will be posted on the Town website as it becomes available.

We appreciate the inconvenience this incident has caused our residents and businesses, and remain fully committed to ensuring the ongoing quality and safety of the Town's water system.

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Executive Director of General Government
Services

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Director of Public Works

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What Should Residents Do After the Boil Water Order Has Been Lifted?

Residents are advised to "flush" their water following the lifting of a boil order in order to clear plumbing of potentially contaminated water. Flushing your household and building water lines includes interior and exterior faucets; showers; water and ice dispensers; water treatment units, etc. Please use the following guidance:

Cold Water Faucets: Run tap water until the water feels cold, one minute or more, before drinking, tooth-brushing, or using for food preparation. *If you have a single-lever faucet, set it to run the cold water first.*

Hot Water Faucets: To clear hot-water pipes and water heater of untreated water, change all faucets to hot water and flush for a minimum of 15 minutes for a typical household 40-gallon hot-water tank, 30 minutes for an 80-gallon hot water tank or larger. Hot water is then safe to use for washing hands, and for hand-washing of dishes, pots and pans, etc.

Dishwashers: After flushing hot water pipes and water heater, run dishwasher empty one time.

Humidifiers: Discard any water used in humidifiers, Continuous Positive Airway Pressure (CPAP), oral, medical or health care devices, and rinse the device with clean water.

Food and baby formula: Discard baby formula and other foods prepared with water on the day or days of the boil order.

Refrigerator water-dispensing machine: Water dispensers from refrigerators should be flushed by at least one quart of water. If unsure of your dispenser's capacity, refer to manufacturer specifications.

Ice cubes: Automatic ice dispensers should be emptied of ice made during the boil order and run through a 24-hour cycle, discarding the ice to assure purging of the icemaker water supply line.

Due to the flushing of the lines by residents and the flushing of the hydrants, some customers may experience a lack of water pressure and/or discolored water. However, this is an expected result and does not pose an immediate health risk. Contact your local water department if you have any questions.

Information courtesy of Massachusetts Department of Environmental Protection