



Group Water Scheme

IMPORTANT - Boil water notice

Date: _____

Dear member,

I am directed by the Board of _____ GWS to inform you that recent analysis of water samples taken by the *Local Authority/HSE/Other* indicates the presence of microbiological contamination that may constitute a risk to human health.

As a precautionary measure, following consultation with the Local Authority – which liaises with the Health Services Executive – all consumers are advised to **boil all water before drinking it or using it in the preparation of food.**

The following advice from the Health Services Executive should be followed;

- Water should not be used un-boiled for:
 - Drinking.
 - Drinks made with water.
 - Preparation of salads and similar foods that are not cooked prior to eating.
 - Brushing of teeth.
 - Making of ice.
- Boil water and allow to cool. Cover and store in a refrigerator or cold place. Water from the hot tap is not safe to drink. Domestic water filters will not render water safe to drink.
- Water can be used for personal hygiene, bathing and flushing of toilets but not for brushing teeth or gargling.
- Discard ice cubes in fridges and freezers and also discard filtered water in fridges. Make ice from cooled boiled water.
- Use water prepared for drinking when preparing foods that will not be cooked (e.g. washing salads, fruit and vegetables to be consumed uncooked)
- Prepare baby feeds with water that has been brought to the boil once and is then cooled. Do not use water that has been re-boiled several times. Do not use bottled mineral water, as most brands contain concentrations of minerals that are too high for babies.

_____ Group Water Scheme regrets the inconvenience caused and we assure you that we are doing everything in our power to rectify the current situation. We ask for your patience in this matter and we will inform you immediately when the 'boil notice' is lifted.

In due course, we will also inform you about the results of the investigation into the microbiological contamination.

Should you have any immediate queries, you are welcome to contact us on our emergency hotline.

Yours sincerely

Emergency hotline: _____

CAUTION: This is a sample letter and has been drafted as a guideline.

Group Water Schemes should adapt this letter in line with the particular circumstances, and after consulting with LA.

MS Word version of this letter can be obtained through your NFGWS Development Officer.