



Group Water Scheme

IMPORTANT NOTICE

Do not use your tap water supply for drinking or in the preparation of food

Date: _____

Dear member,

I am directed by the Board of _____ GWS to inform you that recent analysis of water samples taken by *Local Authority/HSE/Other* indicate the presence a contaminant that may constitute a risk to human health. The contaminant detected is as follows: _____

As a precautionary measure, following consultation with the Local Authority – which liaises with the Health Services Executive – consumers are advised **not to use their tap water supply, either for drinking or for food preparation**. The source of the problem is not bacteriological in nature and, therefore, **boiling your tap water is NOT sufficient in this instance**.

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

- *Water should not be used for:*
 - *Drinking*
 - *Drinks made with water.*
 - *Preparation of food.*
 - *Brushing of teeth.*
 - *Making of ice.*

- *Water can be used for personal hygiene, bathing and flushing of toilets, but not for brushing teeth or gargling.*

_____ Group Water Scheme regrets the inconvenience caused and we assure that we are doing everything in our power to rectify the current situation. We will inform you immediately when the 'do not use notice' is lifted.

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

We ask for your patience while we deal with this issue and we wish to advise you that an alternative water supply is available at the following location/s. (Please note that water supplied by tanker needs to be boiled before use):

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.