



# Coliform

## Public Health Advisory Packet

We developed this packet to provide the tools you will use to manage fecal contamination in your water supply. We will work closely with you to help you identify the source of contamination, eliminate it, and determine if you need to issue a public health advisory.

You can get an electronic version of this packet—including all the templates and forms listed below —at <http://www.doh.wa.gov/ehp/dw/Coliform/coliform.htm>

Publications	Pub #
<i>Public Health Advisory: Coliform Questions &amp; Answers</i>	331-179 *
<i>Coliform Bacteria and Drinking Water Fact Sheet</i>	331-181
<i>Troubleshooting Checklist for Coliform Contamination Fact Sheet</i>	331-180
<i>Emergency Disinfection of Small Systems</i>	331-242

Publications	Pub #
<i>Emergency Water Supply Guidelines for Food Services Establishments Fact Sheet</i>	331-182 *
<i>Drinking Water After-Hours Emergency Hotline Brochure</i>	331-133
<i>Treatment of Drinking Water For Emergency Use Brochure</i>	331-115
<i>Office of Drinking Water authority over operators and water systems Fact Sheet</i>	331-449

\* Publication also available in Spanish.

Templates and Forms	Pub #
Boil Water Door Hanger (English and Spanish)	None
<i>Coliform Public Notice Certification Form</i>	331-264
<i>Drinking Water Warning for community water systems</i>	None

Templates and Forms	Pub #
News Release Template: Boil Water Advisory	331-260-2
News Release Template: Rescinding Boil Water Advisory	331-260-3
<i>Drinking Water Warning for noncommunity water systems</i>	None

### Public Notification Templates and Forms

Page 2 has information and instructions on using the coliform public notification templates and forms.



## Public notification templates and forms

You can choose from the *Drinking Water Warning* template or the *Door Hanger* template to provide public notice to your customers in an emergency. You must distribute one or both of these templates to all of your customers within 24 hours in the event of an acute maximum contaminant level (MCL) violation or other emergency that requires a health advisory.

1. **Drinking Water Warning:** This public notice template provides detailed information about health effects and instructions for your customers. You can download templates for community and noncommunity water systems in Microsoft Word or PDF from our website.\*

You can use the Drinking Water Warning template to notify your customers in response to an *E. coli* or fecal coliform positive sample result. You may reformat this template, but the content must remain the same. Type or write all the information required to complete the template. Next, copy it on brightly colored paper and distribute it to all of your customers.

2. **Door hanger:** Use this template to inform your customers of contamination in the system and precautions they can take. Door hangers include information in English and Spanish. You can get door hangers from our regional offices, your local health office, or our website.\*

### Ways to use door hangers to inform customers quickly during a public health advisory:

- Write information on each door hanger.
- Fill in the top portion of the door hangers. Then print labels with the water system name, ID#, county, contact person's name and phone number, and the date you distribute the notice. Attach a label to the bottom of each notice.
- Complete the Drinking Water Warning template, make photocopies, and then staple a copy to the door hanger. This will draw attention to the notice.

**Coliform Public Notice Certification Form (331-264):** You must complete this form and mail it to our regional office, along with a copy of the public notice you gave to your customers, within 10 days after notifying your customers about an acute MCL violation.

**News Releases:** We sometimes advise systems serving more than 100 connections to use a news release to communicate with customers through the news media. These templates will help you present information in a format suitable for the media. Visit our website for electronic copies of these news releases.\* If you need help contacting the media, call our nearest regional office.

- **Boil Water Advisory (331-260-2):** Send at the start of a boil water advisory. Gives advice to customers and explains what you're doing to resolve the problem.
- **Rescinding Boil Water Advisory (331-260-3):** Send at the end of a boil water advisory.

\*Template available online at <http://www.doh.wa.gov/ehp/dw/Coliform/coliform.htm>

## For more information

Most of our publications are online at <http://www.doh.wa.gov/ehp/dw/default.htm>

If you have questions, call our regional office at:

Spokane Valley (509) 329-2100

Kent (253) 395-6750

Tumwater (360) 236-3030

After-hours Emergency (877) 481-4901