



Department of Public Works
Water Supply Division
Hyannis Water System

47 Old Yarmouth Rd.
P.O. Box 326
Hyannis, MA.
02601-0326
TEL: 508-775-0063
FAX: 508-790-1313

For Immediate Release
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Contact: David Condrey 508-775-0063
Hans Keijser 508-958-8014

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Tests Showed the presence of *E. coli* and Coliform Bacteria in Hyannis Water System

The Hyannis Water System supplies water to customers in Hyannis, Hyannisport and West Hyannisport.

BOIL YOUR WATER BEFORE USING

E. coli and Coliform Bacteria were found in samples taken at the small water storage tank located on Mary Dunn Road during routine sampling on 11/08/07. The results were received at 2 pm today (11/10/07). These bacteria can make you sick, and are a particular concern for people with weakened immune systems.

We routinely monitor for drinking water contaminants throughout the system. No other samples taken have showed the presence of bacteria and due to fire protection concerns the storage tank must remain in service.

What should I do?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation **until further notice**. Boiling kills bacteria and other organisms in the water.
- *Fecal coliforms and E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.*
- The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice about drinking water from their health care providers.

General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791 (open Monday through Friday 10 am to 4 pm).

What happened? What is being done?

The Hyannis Water System has two (2) storage tanks, the larger of which is off-line for repair for the next few weeks. The immediate cause of the problem is not yet clear, but at this time has only been present at the smaller storage tank located on Mary Dunn Road. Testing of the water in the distribution system has revealed no contamination as of this date.

We consulted with representatives from the Massachusetts Department of Environmental Protection, Drinking Water Division and addressed the issue by direct chlorinating the small storage tank and increasing the chlorine levels in the water supply. Low levels of chlorine and a slight discoloration may be detected in the water.

Aquarium owners and users of kidney dialysis machines are advised to treat or filter the water before use.



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This is only a temporary measure and has been approved by the Department of Environmental Protection (DEP). Chlorine is a disinfectant that kills bacteria.

Additional samples will be taken throughout the system, inspections of both water storage tanks and pumping facilities will be conducted and a review of sample locations and sampling techniques will be conducted to ensuring the proper handling of the samples.

Once repairs have been made to the large storage tank and it is back on line, the storage tank will be drained, cleaned, disinfected and re-sampled prior to being placed in service.

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For more information, please contact David Condrey at 508-775-0063, email at dave.condrey@pennichuck.com or via mail at PO Box 326, Hyannis, MA 02601.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by Hyannis Water System. PWS ID#: 4020004 Date distributed: 11/10/07