

# Protecting Public Health During Chlorination System Failures

Maine CDC Drinking Water Program • 11 SHS Augusta, ME 04330 • 287-2070 • www.medwp.com

## When Your Chlorination System Fails

When your chlorination system is malfunctioning, whether you discover it upon inspection or from an initial bacteria positive water sample, there are steps that you need to take to ensure the health and safety of your consumers. The steps outlined below apply both to chlorination systems required by DWP and systems installed voluntarily.



Immediate Required Actions	Actions Needed to Resolve Boil Water Order
<ul style="list-style-type: none"> <li>✓ Issue Boil Water Order</li> <li>✓ Notify all customers of the Boil Water Order as soon as possible within 24 hours and keep posted until order is lifted<sup>1</sup></li> <li>✓ Immediately notify the DWP of the chlorination system failure at 287-2070 or after hours at 557-4214.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Repair chlorinator and return chlorine residual to normal levels to all taps throughout the system</li> <li>✓ Remove the Boil Water Order once the residual is reestablished throughout the system to all taps unless directed otherwise by DWP. <b>The DWP reserves the right to verify residual levels or require satisfactory BWO removal bacteria samples before lifting the Boil Water Order</b></li> <li>✓ Follow-up water samples may be required by DWP</li> </ul>

## Maintaining Your Chlorination System

It is important to maintain your chlorination system to ensure it is working properly and to help prevent treatment failures or malfunctions before they happen. Failure to regularly and effectively maintain and monitor your treatment system puts the health of your customers at risk. The following are guidelines for maintaining your chlorination treatment system:

Maintaining Chlorination Treatment Systems
<ul style="list-style-type: none"> <li>✓ Monitor chlorine residuals regularly and report them on monthly operating reports (MORs)</li> <li>✓ Submit MORs monthly to the DWP by the tenth day of the following month</li> <li>✓ Inspect your treatment system daily to ensure there is adequate chlorine solution in the solution tank and the chemical feed pump is operating</li> <li>✓ Have a written procedure in place to regularly fill and maintain the chlorine solution tank with appropriate mixture</li> <li>✓ Have the chlorination system serviced on a regular basis by a qualified treatment professional and have essential spare parts onsite or immediately available, such as a working spare chemical feed pump</li> <li>✓ Keep maintenance logs which detail when the chlorination system was serviced, when the solution tank was filled, any unusual changes in residuals, etc.</li> <li>✓ Use only bleach that is certified to NSF/ANSI Standard 60 (Clorox®)</li> </ul>

## Other Types of Treatment Failure

When other types of treatment fail such as an Arsenic Removal or a Corrosion Control treatment system, the failure may cause unsafe levels of contaminants to be present in the drinking water and may cause an immediate health risk to anyone who drinks the water. In such cases, a Do Not Drink Order or a Do Not Use Order may be necessary in order to protect the health and safety of your water system's consumers. **With any treatment failure, call the DWP immediately at 287-2070.**

1. Notification shall be made using the DWP approved Boil Water Order Notice which can be found on the DWP website at www.medwp.com or by calling 287-2070. The notice must be distributed to the consumer either by hand, or posting in a common area.

2. Guidance on the proper procedure for shock chlorinating and flushing water systems can be found on the DWP website at www.medwp.com or by calling the DWP at 287-2070.





# Boil Water Order



Due to the possibility of unsafe water, \_\_\_\_\_ consumers are directed to **Boil All Water** for one minute at a rolling boil before drinking, making ice cubes, washing foods, brushing teeth or in any other activity involving consumption of water. This Order shall remain in effect until further notice!

Questions regarding this notice should be directed to: \_\_\_\_\_ at \_\_\_\_\_

or to the  
 State of Maine Drinking Water Program at  
 287-2070 during normal business hours.  
**TO BE POSTED IMMEDIATELY.**

Boil Water Order (English)	امر بـ غلي الماء (Arabic)	AVIS D'ÉBULLITION DE L'EAU (French)	Kar Kari biyah (Somali)	Orden de hervir el agua (Spanish)
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