

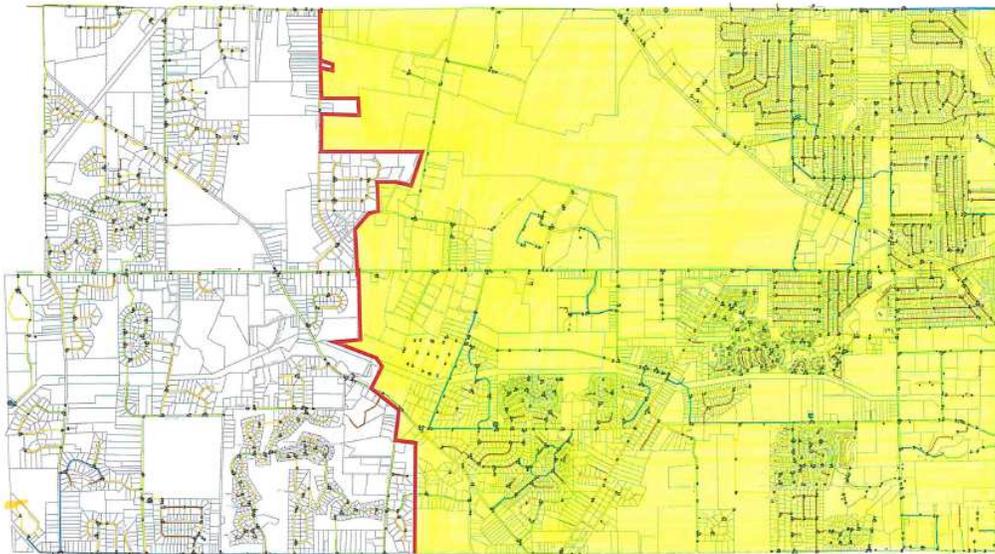
Horsham Water & Sewer Authority Boil Water Advisory – May 31, 2018 Updated June 1, 2018

Below are some frequently asked questions that have been received concerning the Boil Water Notice and responses we are providing for our customers information:

1. What happened?

A chlorinator failure occurred at a well supplying approximately 10% of the overall water supply. The water from the affected Well, #40, is blended with water from six other sources. The broken chlorinator has been repaired, resolving the source of the problem. After consulting with the PA DEP, out of an abundance of caution, the Authority issued a boil water advisory specific to Authority customers who live in the area east of Limekiln Pike, west of Blair Mill, south of County Line and north of Blair Mill, as highlighted on yellow on the new revised map below.

HORSHAM WATER AND SEWER AUTHORITY
WATER MAP



2. How long might this Boil Water Advisory be in effect?

We are anticipating being able to lift the Boil Water Notice on Saturday once results of the samples taken are received from the laboratory.

3. **How was this notice distributed to the customers?**

A robo call system was used to contact residents in the affected area who have provided contact information to the Authority. An advisory notice was also posted on our website. We were further assisted by the Horsham Township website, Facebook, Twitter, and TV Cable Channels Comcast 22 and Verizon 32, in addition to Horsham Chats Facebook.

4. **Can I wash my hands, bathe and shower?**

Yes.

5. **Will bottled water be provided?**

There is a water truck available at the Horsham Township Library at 435 Babylon Road from which homeowners can obtain water to use for drinking and cooking. Homeowners must supply their own containers. The truck will be on site until at least 10 pm the evening of Friday June 1, returning at 6 am Saturday, June 2, until such time the advisory is lifted.

6. **Does a home filtration system prevent the need to boil the water?**

Most home filtration systems would not eliminate any potential bacteria or viruses should they be present, however a true reverse osmosis (RO) system is considered highly effective in removing bacteria and/or viruses.

7. **Can I run my dishwasher?**

Household dishwashers generally are safe to use. If possible, set your dishwasher so it is using a hot water rinse or sanitizing cycle.

8. **Can I do laundry?**

Yes.

9. **What are the side effects?**

Although there is no confirmed contamination of the water and the Boil Water Advisory was issued as a precaution, should bacteria or viruses be present in a drinking water source, symptoms can include diarrhea, cramps, nausea, headaches and possibly a mild fever.

Additional updates will be posted on the Authority website as they become available. Please sign up for automatic notifications at <https://www.horshamwater-sewer.com/customer-updates>.