

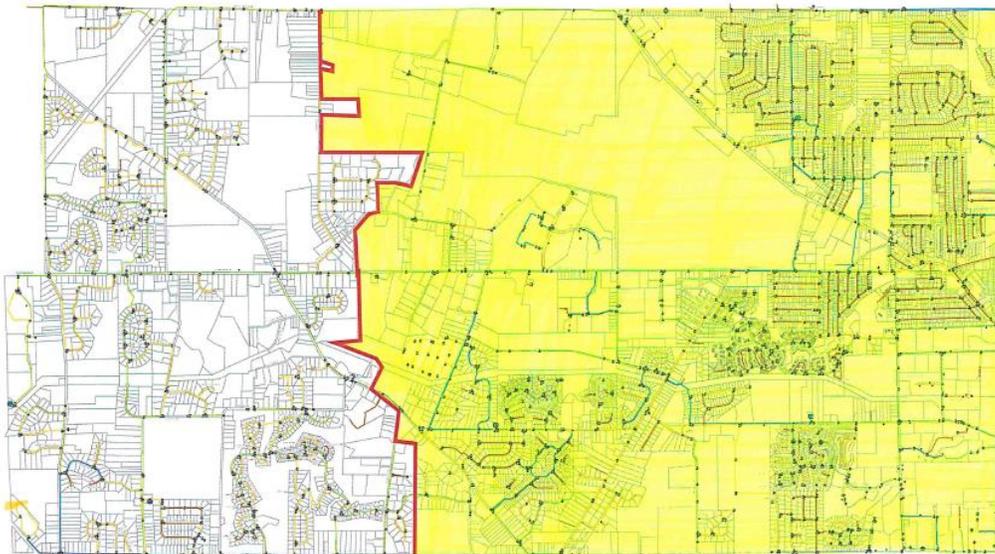
Horsham Water & Sewer Authority Boil Water Advisory – May 31, 2018 Updated June 2, 2018

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 piece of water treatment equipment, referred to as a “chlorinator” failed at a single 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 equipment was promptly repaired and is currently back on line and functioning properly. After consulting with the PA DEP, out of an abundance of caution, the Authority issued a boil water advisory specific to Authority customers in areas east of Limekiln Pike, west of Blair Mill, south of County Line and north of Blair Mill, as highlighted in yellow on the new revised map below.

HORSHAM WATER AND SEWER AUTHORITY
WATER MAP



2. When did it occur?

The chlorinator malfunction caused a low chlorine event for approximately four hours, starting around 2:15am, during the early morning hours of Thursday, May 31st. As mentioned above, it was promptly repaired on Thursday morning. Even though it was for a short time, the boil water advisory was issued out of an abundance of caution for public health and safety.

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

We are anticipating being able to lift the Boil Water Notice on Saturday, June 2, 2018 once satisfactory results of water samples taken are received from the laboratory.

4. How was this notice distributed to the customers?

The Authority used an automated customer notification system to contact residents by telephone and/or email in the affected area. Only those customers who have provided contact information to the Authority were contacted in this manner. Notice was also provided on the Authority's website (www.horshamwater-sewer.com) and via the Horsham Township website, Facebook, Twitter, and TV Cable Channels Comcast 22 and Verizon 32, in addition to Horsham Chats Facebook.

5. Can I wash my hands, bathe and shower?

Yes.

6. Will bottled water be provided?

A water truck has been made available at the Horsham Township Library located at 435 Babylon Road, Horsham PA. Homeowners can obtain water to use for drinking and cooking. Homeowners should bring their own clean containers (e.g. empty spring water bottles, pitchers, pots, coolers, etc.). The truck will be on site until at least 10 pm the evening of Friday June 1, returning at 6 am Saturday, June 2.

7. Does a home water 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.

8. Can I run my dishwasher?

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

9. Can I do laundry?

Yes.

10. What are the side effects?

There is currently 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 mild fever.

11. Can my pet drink the water?

The same precautions should be taken for pets as for humans.

12. Can I water my plants?

Yes.

13. Is there any relationship between this event and the PFOS/PFOA contamination and the short or long term remediation plans?

No.

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>.