



## Pressure Loss at Non-Municipal Community Public Water Systems

Pressure loss events at small, non-municipal community public water systems do not require the water system operator to call the Minnesota State Duty Officer. This information is specific to very small CPWS with no high hazard connections and is considered to be similar to a 'Type 3 Category' pressure loss event as described in the general MDH main break or pressure loss guidance. Any CPWS with a complex distribution system or high hazard connections does not meet this criteria.

### System types included are:

- **Manufactured Home Parks**
- **Housing Developments**
- **Low- Rise Apartment Buildings**

Background	<p>Distribution systems can lose pressure for various reasons that include water main breaks, power outages, equipment failure and planned repairs. A sudden and unplanned loss of pressure can create the potential for back-siphonage of contamination to enter the system. An unplanned pressure loss event <b>may</b> require you as a public water system to issue a 'Drinking Water Advisory' after consulting your MDH district engineer.</p> <p>Planned distribution repairs and water system shut-offs are less likely to pose a health risk. However, the water system must notify its consumers in advance that the water supply will be turned off and include the expected amount of time to complete the work.</p>
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### For all pressure loss events, the water system operator must:

- **Notify Residents**
- **Notify the MDH District Engineer or MDH On-Call Number\***
- **Collect representative bacteriological samples when pressure is restored**

*\*MDH 24-Hour On-Call Number (651) 201-5386*

Shown below are the steps that the water system operator must follow during unplanned pressure loss events and planned distribution repairs:

**Unplanned Power Outage or Watermain Break:**

<p>Actions</p>	<p>The system must notify the water users and the MDH district engineer or the MDH on-call number (651-201-5386) within 24 hours.</p> <p>In consultation with the MDH engineer, the system <b>may</b> be required to issue a Drinking Water Advisory to consumers in the affected area. If so, the MDH engineer will notify the local licensing public health agency and any other appropriate parties. Once system pressure is restored, the operator will flush the distribution system and then instruct residents to run water from all fixtures for 5 -10 minutes. When repairs and system flushing is completed the operator will collect bacteriological samples from representative sites on the distribution system.</p> <p>If sampling indicates bacterial contamination, the MDH engineer will recommend remediation actions that may include increased flushing and/or shock chlorination of the distribution system for systems that do not chlorinate. An additional drinking water advisory may be initiated at any time by the district engineer as deemed necessary.</p>
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**Planned Distribution Repairs or Water System Shut-Off:**

<p>Actions</p>	<ul style="list-style-type: none"> <li>• The system must notify the water users and the MDH engineer before the event.</li> <li>• Once repairs have been completed and system pressure is restored, the operator will flush the distribution system and then instruct residents to run water from all fixtures for 5 -10 minutes.</li> <li>• Following flushing, the operator will collect bacteriological samples from representative sites on the distribution system.</li> <li>• If pressure cannot be restored within the same workday, the owner must provide a backup water source.</li> <li>• If sampling indicates bacterial contamination, the MDH engineer will recommend remediation actions that may include increased flushing and/or shock chlorination of the distribution system for systems that do not chlorinate.</li> </ul> <p>An additional drinking water advisory may be initiated at any time by the district engineer as deemed necessary.</p>
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A notification template is provided below that can be printed out and distributed to consumers to notify of planned repairs and water system shut-offs.

*Note: This template is for community public water systems to notify customers of temporary service disruptions during power loss, repairs and improvement projects.*

[Insert PWS logo]

## Important Information about Your Drinking Water

This is not an emergency.

This notice is for customers of the [insert PWS name] public water supply.  
[Insert date of notification]

We have experienced an unexpected power outage that has resulted in a loss of water pressure for a period of time.

**OR**

We are making improvements to the drinking water supply. These improvements may cause temporary disruptions **and/or** temporary changes in your water.

### **What is being done?**

[Insert info.]

### **What is the water system doing to minimize health or safety concerns?**

Once we have restored service, we will flush the system and collect bacteriological samples. We do not anticipate any health or safety concerns but will promptly notify you if any arise.

### **Will there be any water quality changes?**

There may be some discoloration due to water system work and flushing. To minimize impact to our customers, we are asking customers to flush faucets in their plumbing system for approximately 10 minutes.

The water system has been or will be shut-off starting [insert date and time]. We expect work to be completed **within/by** [insert date and time]. We will send another notice if issues continue. For more information, please contact [insert name] at [insert email and phone number], or visit our website at [insert URL] for answers to frequently asked questions, updated information, and more.