

The following templates are for scheduled work:

Flushing

Planned Maintenance

Temporary Water Quality Changes

And for Emergency Communications:

Water Main Break Notices

Boil Water Advisory

And for Annual Communications:

CCR

PFAS

When to Communicate:

- **Before** planned work (48–72 hrs ahead).
- **Immediately** for main breaks, pressure loss, advisories.
- **During** incidents (every 4–6 hours with status updates).
- **After** incidents (resolution + “what we learned”).
- **Annually** for CCR + “What your report means.”

What to Include (always):

- What’s happening (plain language)
- Who’s affected (map/link if possible)
- What to do (specific actions)
- Timeline/next update
- Contact + where to get updates (web/social/phone)
- Quality on Tap™ branding

See the messages on the following pages, be sure to change to fit your system or utility and include the Quality on Tap Logo.

WATER MAIN BREAK NOTICE

(Immediate Distribution — Use for Door Hangers, Website, or Social Media)

Quality on Tap™ Usage:

- Add the seal on **all** public-facing notices, door hangers, and social posts.
- Standard tagline: “**Quality on Tap™ — Our Commitment, Our Profession.**”
- Position next to your utility logo (equal height).
- Color: Use original QoT colors or your utility brand palette—ensure high contrast.

[UTILITY NAME] — Water Main Break Update

Date: _____

Area Affected: _____

We are currently repairing a **water main break** in your area. You may experience:

- Low water pressure
- Temporary service interruption
- Discolored water once service returns

What you should do:

- Limit water use while repairs are underway
- Once service is restored, run cold water for 2–3 minutes to help clear air or discoloration

Estimated repair completion: _____

Our crews are working as quickly and safely as possible. We appreciate your patience.

Questions?

Call: _____

Website: _____

Quality on Tap™ — Our Commitment, Our Profession

PRECAUTIONARY BOIL WATER ADVISORY

PRECAUTIONARY BOIL WATER NOTICE

Issued by: [UTILITY NAME]

Date: _____

Due to:

Water main break

Pressure loss

System maintenance

Other: _____

The NC Department of Environmental Quality requires us to issue a **precautionary boil water advisory** for customers in:

What you should do:

- **Boil all water for drinking, cooking, brushing teeth, and washing dishes for 1 minute**
- Use boiled or bottled water until the advisory is lifted

Why this notice was issued:

When pressure drops below safe levels, there is a small risk that contaminants could enter the system. This is a precaution to keep customers safe.

When will it be lifted?

We will notify you once water samples show the system is safe. Estimated timeline:

Updates:

Phone: _____

Website: _____

Facebook: _____

Quality on Tap™ — Clear, Safe, Reliable Water

FLUSHING OPERATIONS NOTICE

System Flushing Scheduled in Your Area

From: _____ to _____

Locations: _____

Our crews will be flushing water lines in your neighborhood to improve water quality and flow.

What you may notice:

- Temporary water discoloration
- Slight pressure changes
- Cloudy water from air in lines

These effects are normal and will clear on their own.

What you can do:

Run cold water for 2–3 minutes if water appears discolored.

Thank you for your patience as we maintain your drinking water system.

Brought to you by [UTILITY NAME] & Quality on Tap™

PLANNED MAINTENANCE NOTICE

Planned Water System Maintenance

Date of Work: _____

Time Window: _____

[UTILITY NAME] will be performing scheduled maintenance to ensure continued reliability of your drinking water system.

What to expect:

- Possible low pressure
- Short service interruptions
- Temporary discoloration when service resumes

We recommend:

- Avoid running appliances during the work period
- Run cold water briefly after service returns

If you have medical equipment requiring water, please contact us so we can assist:

_____.

Quality on Tap™ — Professional Service for Our Community

TEMPORARY WATER QUALITY CHANGES

Notice: Temporary Changes in Water Appearance

Date: _____

You may notice temporary changes such as:

- Brown or yellow tint
- Cloudy water
- Air bubbles

These changes are usually caused by:

- System flushing
- Increased demand
- Construction or repairs
- Fire hydrant use

Your water remains safe.

If discoloration occurs, run cold water for 2–3 minutes.

If issues continue, contact us at: _____.

Your Local Water Professionals — Quality on Tap™

PFAS / EMERGING CONTAMINANT UPDATE

(Written in plain language — ready for newsletter, website, or door hanger)

PFAS Water Quality Update

Issued by: [UTILITY NAME]

Date: _____

We are providing this update to keep our community informed about PFAS—chemicals that are being regulated at the federal and state level.

What are PFAS?

PFAS (Per- and Polyfluoroalkyl Substances) are manufactured chemicals found in many common products nationwide.

What we are doing:

- Testing our water as required
- Monitoring federal and NC standards
- Evaluating treatment options (if applicable)
- Working with NCRWA and state agencies

What your latest results show:

- PFAS were **not detected**
- PFAS were detected below current regulatory limits
- PFAS were detected above proposed limits (see details below)

Results: _____

What this means for you:

We will continue to update customers as regulations change and additional testing is completed.

Questions?

Call: _____

Website: _____

Quality on Tap™ — Transparency. Professionalism. Safe Drinking Water.

ANNUAL CONSUMER CONFIDENCE REPORT (CCR) NOTICE

Your Annual Water Quality Report Is Available

(AKA Consumer Confidence Report – CCR)

[UTILITY NAME] is pleased to share our **Annual Drinking Water Quality Report**. This report explains:

- Where your drinking water comes from
- What we test for
- How we meet state and federal standards
- Important information for customers

How to access your report:

Online: _____

QR Code: _____

Printed copies available at: _____

Need help understanding your CCR?

We are happy to answer questions. Call us at: _____

Quality on Tap™ — Safe Water, Served With Pride