

**NO ICE SKATING ALLOWED ON \_\_\_\_\_ WATER COMPANY RESERVOIRS**  
**\_\_\_\_\_ *Issues A Reminder About Dangers of Thin Ice***

– Trespassing or skating on icing or frozen reservoirs can be dangerous and is prohibited, Water Company officials warned area residents today. “The ice that forms on some of the water supply lakes should not be tested by trespassers to determine if it will be safe for skating or recreation,” \_\_\_\_\_ said.

“The constant variation in water levels at our reservoirs means that someone trespassing on a frozen reservoir may suddenly discover that there’s only a thin bridge of ice that does not support that person’s weight,” \_\_\_\_\_ said. \_\_\_\_\_ Water Company is concerned for the safety of anyone who would illegally use a frozen reservoir for winter recreation, but children are especially at risk. Besides risking drowning, that person could be immersed in ice-cold water, which could cause hypothermia and lead to death.

“Ice thickness is notoriously unpredictable and varies widely. Breaks can happen without any warning,” \_\_\_\_\_ said. “This is especially true at our largest and deepest reservoirs, where underwater thermal currents are continually undermining the ice. Because of the unseen currents and varying water levels, unsafe ice conditions are present even during periods of extremely cold weather,” \_\_\_\_\_ added.

Warnings against trespassing are posted on company property, as it constitutes a violation of state law. Violators can be arrested. There are many recreational areas throughout the state where people can legally participate in winter recreation under safe, supervised conditions. Local recreation departments can provide information on such sites.

**XXX**

**(COMPANY), HEALTH OFFICIALS ADVISE (Town) RESIDENTS TO BOIL TAP WATER BEFORE CONSUMPTION  
WATER COMPANY INCREASES DISINFECT ION TO KILL (CONTAMINANT)**

– State Health Department officials and (Company) water quality experts today advised (how many?) (Company) customers (where?) to use only boiled or bottled water for drinking and consumption purposes because (contaminant?) has been detected in the water utility's untreated and treated water. The boiled water advisory is in effect until further notice.

Recent routine test results of untreated water samples from (source) Reservoir indicate the presence of (contaminant), in violation of untreated water standards of the Connecticut Public Health Code, (Company) officials confirmed today. Additionally, follow up test results today confirmed the presence of (contaminant) in treated water in (source) distribution system, which means that some of these bacteria have survived the water utility's chlorine treatment.

As a result of these tests, (company) and the state health department (when) advised customers to rapid boil their tap water for at least one minute or use bottled water for drinking, cooking or otherwise ingesting, until further notice. (Company) is providing bottled water for residents at the (where?).

State health officials further advise immune-compromised persons who are being treated for cancer or have undergone organ transplants, people with HIV/AIDS or other immune system disorders, elderly persons and infants, to seek additional advice from their doctors and also use boiled or bottled water for consumption purposes.

While (contaminant) is naturally occurring in soil and the environment, its presence in untreated water supplies and treated water indicate that the quality of the tap water may be affected and could lead to contamination that causes (symptoms). "We are working diligently to solve this problem quickly. But because we are unsure of the safety of the tap water, we and state health officials advise, as a precautionary measure, that our customers boil their tap water or use bottled water for consumption," said \_\_\_\_\_. State health department officials note that the tap water is safe for bathing, swimming and garden watering. It is also safe for your pets to drink.

As short-term solutions, (company) is killing the bacteria by treating the (source) with (what) and increasing the amount of chlorine that is added to the water.

State health department regulations require (company) to test (source) samples for (what? and how often?); (Company) is currently conducting daily tests on its untreated and treated water. "We sincerely regret this inconvenience," \_\_\_\_\_ said. "We will continue to regularly monitor the drinking water and advise our customers as soon as the water is safe to consume." (Company) also will post a \$?? credit to affected customers' next billing statement. Customers may call \_\_\_\_\_ Water Quality experts at XXX-XXXX or visit the company's web site at \_\_\_\_\_ for more information.

**XXX**

**RESERVOIRS REMAIN LOW DESPITE RECENT RAINS  
\_\_\_\_\_ & Region's Health Directors  
Urge Customers to Keep Conserving Water**

– Despite the periods of rain over the weekend and through Monday, \_\_\_\_\_ County and \_\_\_\_\_ Area reservoir levels are still significantly below normal for this time of year, and residents need to continue to conserve water.

In early (month?), drought conditions placed \_\_\_\_\_ Water Company's \_\_\_\_\_ water distribution systems into Emergency Phase – the ? stage of its Drought Management Plan. In this phase, customers were requested to reduce water consumption by ? percent.

For \_\_\_\_\_, normal reservoir storage for (when?) is ?% of capacity. \_\_\_\_\_ reservoirs are presently ?% full. Normal capacity for

“Even though we’ve received an average amount of rainfall since the start of the spring season, rainfall for the past two seasons continues to linger at significantly below average levels,” said \_\_\_\_\_, “We must continue to encourage water saving activities until our reservoirs recover,” \_\_\_\_\_ said.

“Our customers should continue to utilize water- and money-saving activities in the home,” \_\_\_\_\_ said. “However, they can most effectively conserve water by decreasing or eliminating lawn watering and fixing leaks in the house,” he added. Additionally, \_\_\_\_\_ noted that there a number of steps that customers can take on a daily basis to conserve that are listed on the \_\_\_\_\_ web site.

Other actions the \_\_\_\_\_ officials reminded residents to avoid are:

- Washing automobiles at home.
- Using water to flush or wet streets, sidewalks, driveways or parking areas.

The typical family of four uses an average of ? gallons of water a day, or ?,000 gallons per quarter. To conserve this spring; \_\_\_\_\_ Water Company suggests that residents also plant drought-tolerant foliage and use rocks, mulch and creative landscaping instead of planting new flowerbeds.

The winter season is typically when reservoirs refill because outdoor water use is reduced and precipitation flows into reservoirs from frozen watersheds. However, the 200? fall season was warmer and drier than usual, and the soft ground absorbed much of the rainfall.

**XXX**

### **(Company Name) Water Service Restored**

(Company) restored water services to all of its customers as of (when on date). (Various power outages and utility equipment failures or other reasons) led to a disruption in water service to approximately (how many) customers in (where and when). Water company officials estimated that water service would be restored to all of its customers by (when).

(Name and Title) estimated that (Company) customers experienced a loss of water service or pressure at around (when). The water service interruption was due to a combination of lost electrical power, along with some failures in (Company) standby generators, for its (which system in where).

(How many) customers who reside on (where) lost water service or pressure. In (where), the outages affected customers on (which systems).

"Providing quality water and service to our customers is our highest priority," (Name) said. "We are delighted to report that the interruption of water service was minimal and appreciate the patience and understanding."

**XXX**

\_\_\_\_\_ **WARNS CUSTOMERS ABOUT IMPOSTORS POSING AS WATER  
COMPANY EMPLOYEES**

-- \_\_\_\_\_Water Company has learned that individuals posing as water company employees have gained access to an elderly resident's home and stole valuables from the individual.

Water Company officials stress that customers should never let anyone claiming to be from \_\_\_\_\_Water into their homes without first checking his or her photo identification card and making sure it displays the company name, logo and the employee's picture. Even \_\_\_\_\_Company contractors carry identification badges. Customers should also look for the distinctive Water Company name and logo on all Water vehicles.

Impostors often target senior citizens and women whom they think are living alone, claiming a need to check the water meter, turn off the water for a period of time, test the water, or inspect the plumbing. If there is any doubt that the person at an individual's door is an \_\_\_\_\_Water employee, residents may call XXX-XXXX. If the company can not verify that the person is an \_\_\_\_\_Water Company employee, police will be called.

**XXX**