

THE VILLAGE OF
PALM SPRINGS
Florida

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****UPDATE****

PRECAUTIONARY BOIL WATER NOTICE IN EFFECT FOR ALL UTILITY CUSTOMERS UNTIL FURTHER NOTICE

As part of the Village's commitment to providing the highest quality water possible that meets all state and local required standards, the Village maintains a certified onsite laboratory, three full-time laboratory technicians, and numerous licensed water treatment operators that complete water testing/sampling daily. This testing includes chlorine residual, pH, and turbidity samples at each water treatment plant every three hours; chlorine residual samples throughout the water distribution system, including at the entry point to the Lake Clark Shores water system, every day; and forty bacteriological samples throughout water distribution system and at each well every month among others.

During Friday's routine bacteriological testing several samples returned positive for total coliform. Coliform are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, bacteria may be present. Out of an abundance of caution for the health and welfare of our customers the Village was required by the Palm Beach County Health Department to issue a system-wide precautionary boil water notice.

As a result, extensive sampling (40 samples per day) was completed today and yesterday throughout the water system by an independent laboratory to ensure the safety of our drinking water. At this point in time there have been no indications that harmful bacteria are present in our drinking water. However, the complete results from this sampling will not be available until Monday evening, at which time we are hopeful to lift the precautionary boil water notice. **Please note that it is very important that the precautionary boil water notice continue to be followed until further notice.**

Please continue to check our website (www.vpsfl.org) for the most up-to-date information.

We take the trust that our community places in us to provide safe, great tasting drinking water very seriously. We know that this is a significant inconvenience for our customers, which is why Village staff is working around the clock to resolve this issue as quickly as possible.

Thank you for your patience as we work to protect the health and welfare of our community.

Matthew Hammond, PE
Public Service Director

PUBLIC NOTICE EFFORT RELATED TO PRECAUTIONARY BOIL WATER NOTICE THAT IS IN EFFECT

To: Customers of Village of Palm Springs Utilities

Unfortunately, the Village does not have an E-mail address for every customer (more than 13,000 customers) and, as a result, we have worked through various mediums to provide public notice to all utility customers as quickly as possible. We apologize for this inconvenience and we are hopeful that it will not go past this Monday. Our staff is working diligently to ensure the water that is provided is safe and meets all state and local required standards. We know that this is a significant inconvenience for our customers and we apologize and are working to resolve this issue as soon as possible.

As information, the Village has taken the following steps to notify our customers of this issue:

- . Prepared and posted a press release on the Village's website home page as a news brief (in the center of our home page under the pictures scroll) and as an emergency alert (at the top of the home page)
- . Posted the press release on the Village's social media sites - NextDoor, Twitter, Facebook
- . E-mailed (on multiple occasions) and requested the local media (television and newspapers) to announce information within the press release (At least one television station has reported this information)
- . Posted information about the boil water notice on the Village's LED sign
- . Sent text messages to all customers signed up to receive emergency alerts and/or news briefs that are posted on our website - To sign up, visit the Village's website - www.vpsfl.org
- . Sent E-mails to all customers signed up to receive emergency alerts and/or news briefs that are posted on our website - To sign up, visit the Village's website - www.vpsfl.org
- . Sent out an E-newsletter (by E-mail) to all customers signed up (including HOA contacts that have been provided) - To sign up, visit the Village's website - www.vpsfl.org

Additionally, the Town of Lake Clarke Shores has added information regarding the boil water notice on their website and have utilized their reverse 911 telephone calling service to notify customers. We are also hopeful that you would be willing to help us notify those that are not aware by letting your neighbors know about this boil water notice.

With regards to those who are affected, all of the highlighted areas within the attached map and within the dashed areas are effected. Further, we have provided an attachment that provides recommended practices on how to best follow the boil water notice.

Again, we apologize for this inconvenience. We will utilize the tools above to let our customers know when the boil water notice has been rescinded. Thank you for understanding that we are working to continue to provide you with the safest drinking water possible.

Rich Reade
Village Manager

ORIGINAL PRESS RELEASE

The Village of Palm Springs is committed to ensuring that we provide the highest quality of water to all of our customers. It is a priority that our staff takes very seriously and we value the trust that our community provides us with. ensure that we are providing water that meets all state and local required standards, the Village completes water testing/sampling daily. However, during routine sampling throughout the Village's potable (drinking) water distribution system, total coliform was confirmed in some of the samples that were taken.

As a result and as a precaution, we are advising that all water used for drinking, cooking, making ice, brushing teeth and/or washing dishes be boiled. To ensure the highest levels of safety, a rolling boil of

one minute is sufficient or, as an alternative, bottled water may be used. For additional information, visit <https://tinyurl.com/Boil-Water-Proceedures>.

The "Precautionary Boil Water Notice" affects utility customers within Palm Springs, Lake Clark Shores and parts of unincorporated Palm Beach County. A map of the Village's Utility Service Area is attached showing the affected areas.

This "Precautionary Boil Water Notice" will remain in effect until the problem has been corrected and a bacteriological survey shows that the water is safe to drink. The public will be notified immediately through the local media, Village website (www.vpsfl.org), Village E-newsletter, social media accounts, etc. when this issue has been resolved.

Again, the health and welfare of the public is the top priority for the Village and staff is actively working with the Palm Beach County Health Department to resolve this issue as quickly as possible. We apologize for any inconvenience that this may provide.

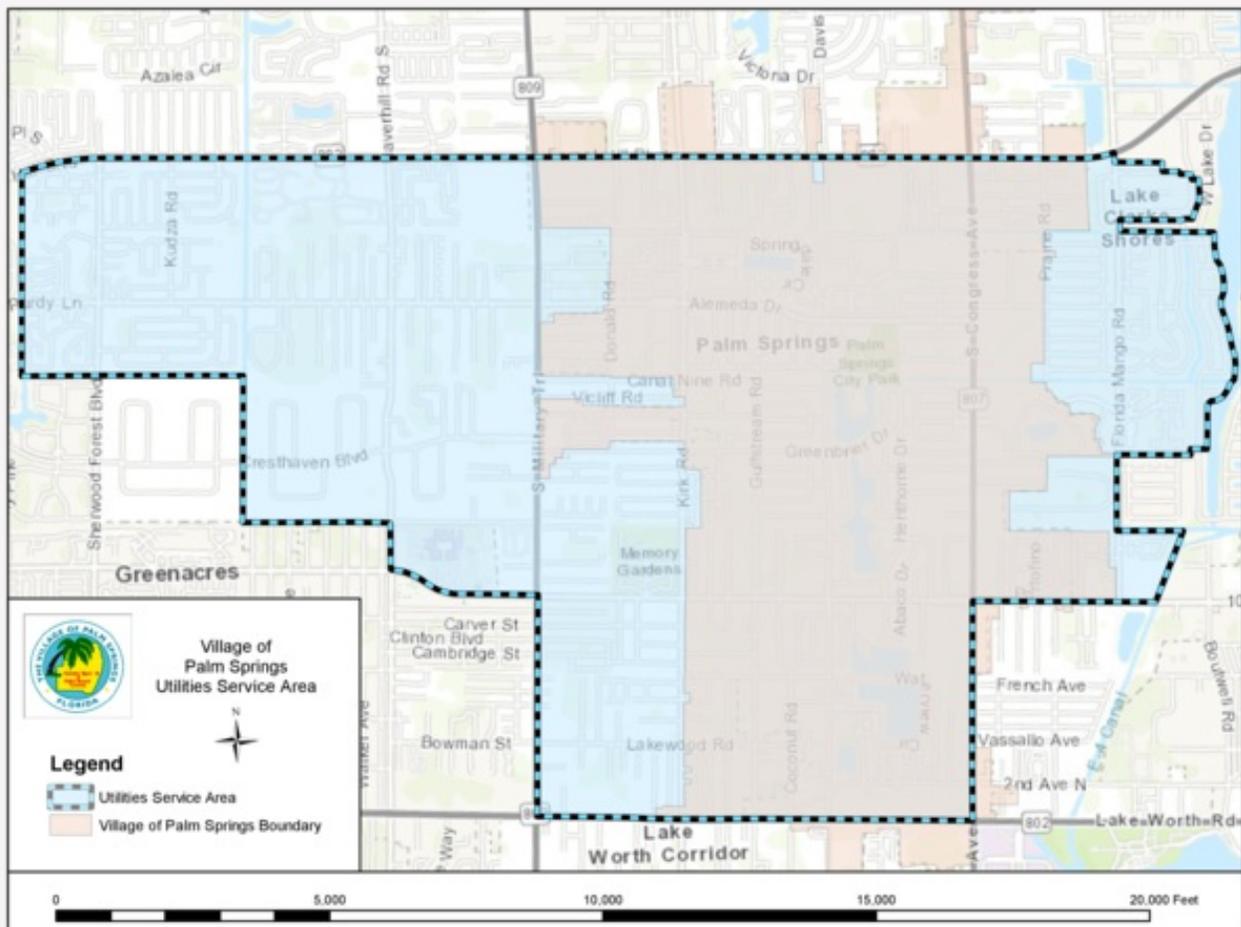
Total Coliform Bacteria:

Coliform are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, bacteria may be present. Coliform were found in more samples than allowed and this was a warning of potential problems.

For further, information and/or updates, please visit our website at www.vpsfl.org.

Contact: Matt Hammond, Public Service Director - mhammond@vpsfl.org

MAP SHOWING ALL AFFECTED AREAS ALL HIGHLIGHTED AREAS WITHIN DASHED BOUNDARY LINE



BOIL WATER NOTICE GUIDELINES



INDUSTRY BULLETIN for Florida's Food Industry



Florida Department of
Business &
Professional
Regulation

SUBJECT: BOIL WATER NOTICE GUIDELINES

June, 2017

BOIL WATER NOTICE, By Authority of Section 381.006 and 403.855-857, Florida Statutes

These procedures **must** be observed while a "BOIL WATER NOTICE" is in effect:

TAP WATER

- ◆ Do not serve water from faucets until local health authorities advise the water is safe for consumption. Use only bottled water from an approved source and/or boiled tap water. Boil water at a rolling boil for one minute to kill infectious organisms.
- ◆ An alternative method for areas without power is to mix 8 drops (1/8 teaspoon) of unscented household bleach per gallon of water and allow to stand for 30 minutes. If the water is cloudy in appearance, add 16 drops (1/4 teaspoon) and let stand for 30 minutes. (Water will not be toxic, but may have a chlorine odor and taste.) Note: Using bleach will not kill parasites that may be present, however boiling will kill parasites.

ICE, ICE-MAKING, BEVERAGE & WATER VENDING

- ◆ Ice bagged or made prior to the issuance of the boil water notice may be used.
- ◆ Ice produced in ice machines after the issuance of a boil water notice must be discarded and machines not restarted until the water supply is deemed safe by local health authority. Sanitize the interior of the ice machine, ice trays and built-in ice-makers with two teaspoons (100+ ppm) of household bleach in one gallon of water prior to restarting the ice machine or ice-maker.
- ◆ Disconnect or turn off water vending machines, drinking fountains, misters, ice-making units and soda machines and prevent their use.
- ◆ Filters in water lines should be replaced if the water supplier detected bacteria in the water samples or if debris accumulation is observed in the filter(s). Information regarding the presence of bacteria will be provided by your water supplier or through the news media.

HANDWASHING

- ◆ Do not use tap water for handwashing. Use only bottled water from an approved source and/or boiled (and safely cooled) tap water. After proper handwashing, use a sanitizing solution on the hands. This may be accomplished by using a commercial hand sanitizing lotion that requires no rinse or a chlorine bleach solution of two teaspoons of household bleach in one gallon of water. Single-use gloves may be used to provide additional protection after proper handwashing.
- ◆ No bare hand contact with ready-to-eat food is allowed while boil water notice is in effect.

COOKING & CLEANING

- ◆ Food equipment and utensils and food-contact surfaces that must be cleaned in place (does not fit into a three-compartment sink), may be cleaned with steam with no additives, a sanitizing mix of bottled or boiled water and bleach (50-100 ppm) or other approved sanitizing solution.
- ◆ Do not use tap water for food processing or food preparation until the BOIL WATER NOTICE is lifted by local authorities. Use only bottled water from an approved source and/or boiled tap water for these purposes.

DISHWASHING/WAREWASHING

- ◆ Manually wash, rinse and sanitize dishes, food equipment and utensils with bottled water from an approved source and/or boiled tap water utilizing a three-compartment sink in the approved manner. Use single-service articles when possible.
- ◆ Mechanical dishwashers may be used only to remove food residue and debris, if followed by a manual wash, rinse, and sanitization as described above.

RESCINDING THE BOIL WATER NOTICE

- ◆ You will be advised by the local Health Department directly or through the news media when a "BOIL WATER NOTICE" has been rescinded (lifted). AFTER the "BOIL WATER NOTICE" is lifted, allow water to run for five minutes at each tap to flush the lines with safe water. Remember to include misters, drinking fountains, ice makers (discard the first binful), soda machines, etc., when flushing the lines.

If you require further information, please contact your local water supplier. If you have questions about the Boil Water Notice Guidelines, please contact your licensing agency.

Florida Department of Agriculture and Consumer Services: 850.245.5520

Florida Department of Business and Professional Regulation: 850.487.1395

Florida Department of Health: Local County Health Department

Rick Scott, Governor

www.FreshFromFlorida.com

www.MyFloridaLicense.com/dbpr

www.FloridaHealth.gov



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OUR EMAILS**



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EMAIL**