



Tier 1 Public Notice  
**LOSS OF POSITIVE PRESSURE**

A situation that causes a loss of positive pressure in any portion of the distribution system where there is evidence of contamination or a water supplier suspects a high risk of contamination has the potential to cause adverse health effects. Public notice, in the form of a boil water advisory, shall be provided to **all persons** (residential, transient and non-transient users) impacted by the loss of positive pressure as soon as possible, but no later than 24 hours after you learn of the violation or situation.

**Delivery and Reporting Requirements**

Provide – within 24 hours – a Tier 1 public notice to **each service connection** using one or more of the following forms of **direct delivery**:

- Hand delivery
- Electronic mail
- Automated telephone dialing system
- Form of direct delivery approved by the Department

Public notice must also be provided to all transient and non-transient service connections using broadcast media. If using an abbreviated notice (3930-FM-BSDW0197), you must provide the entire Tier 1 public notice in one of the following ways:

- Posted on a website
- Recorded on a dedicated telephone line
- A form approved by the Department

In addition:

- Report the circumstances to the Department within 1 hour of the discovery of the violation or situation.
- Initiate consultation with the Department as soon as possible, but no later than within 24 hours, and comply with all initial and additional public notice requirements.
- Send a copy of each notice and its certification form (3930-FM-BSDW0076) to the Department within 10 days after you issue each notice.

**Description of the Violation/Situation**

If you know why the loss of distribution system pressure occurred, explain it in your notice.

**Potential Health Effects**

Use the mandatory health effects language indicated in italics on the following template.

**Population at Risk**

Some people can be affected more severely than others, as described on the following template. The exact example of at-risk language on the template is not mandatory, but you must provide information on the population at risk. Also make sure it is clear who is served by your water system—you may need to list the areas you serve.

**Corrective Action**

Describe the corrective actions you are taking. Listed below are some steps commonly taken by water systems that experience a loss of pressure in the distribution system. Use one or more of the following actions, if appropriate, or develop your own:

- We are sampling/we sampled the finished water for the presence of coliform bacteria.
- We are sampling/we sampled disinfectant levels and will adjust/adjusted the amount of disinfectant added as necessary to maintain adequate levels.
- We are repairing/replacing water lines.
- We are flushing the system thoroughly to re-establish disinfectant residuals.

**Template Form Field Instructions**

When you place your cursor in the blank form fields in the following template, look at the bottom, left corner of your computer (just above the START button) for instructions on the information you should enter in that field. For example, if you place your cursor over the first blank form field in the template, the instructions will read “Insert system name.”

**DRINKING WATER WARNING**  
**BOIL YOUR WATER BEFORE USING**

**HIERVAN EL AGUA ANTES DE USARLA.**  
**ESTE INFORME CONTIENE INFORMACION MUY IMPORTANTE SOBRE SU AGUA DE BEBER.**  
**TRADUZCALO O HABLE CON ALGUIEN QUE LO ENTIENDA BIEN.**

Troy Borough Water Customers in the area of Courtney Dr, Valley View Dr, and Edgewood Dr. **May Be At Increased Risk From Microbial Contamination.**

We routinely monitor the conditions in the distribution system. On 01/22/2025, we experienced a loss of positive water pressure due to a broken 4" water line. A loss of positive water pressure is a signal of the existence of conditions that could allow contamination to enter the distribution system through back-flow by back-pressure or back-siphonage. As a result, there is an increased chance that the water may contain disease-causing organisms.

**What should I do?**

**DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a rolling boil, let it boil for one minute, and let it cool before using; or use bottled water. You should use boiled or bottled water for drinking, making ice, washing dishes, brushing teeth, and food preparation until further notice.

*Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.*

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

Guardians of infants and young children and people at increased risk, such as pregnant women, some of the elderly, and people with severely compromised immune systems, should seek advice from their health care advisors about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1 (800) 426-4791.

**What happened? What is being done?**

The line is being repaired, water testing will be completed, and customers will be notified when the boil advisory ends.

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We will inform you when all corrective actions have been completed and when you no longer need to boil your water.

For more information, please contact: Daniel J. Close, Manager  
49 Elmira St  
Troy, PA 16947  
at 570-297-2966

*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

This notice is being sent to you by Daniel J. Close.

PWS ID#: 2080020

Date distributed: 01/22/2025