



Lessons Learned Report

Boil Water Advisory

Date: May 23, 2015

1. Purpose of the Lessons Learned Report

Boil Water advisories (BWA) are not issued often by water purveyors. Due to the nature of conditions that generate the need for a BWA and the weight of both state and federal regulations regarding follow-up actions and notification requirements, BWA can be difficult to manage and mistakes and omissions may lead to compliance issues and strained customer relations.

Therefore, a comprehensive review of the District's policy and procedures related to BWA after an event will assist management in identifying areas where the policies and procedures work well and areas where additions, deletions, or revisions of policies and procedures may be warranted.

This report will be based on input from management, field superintendents, and the Board. The goal of this exercise will be to identify areas that work well and areas where improvements can be achieved. Emphases will be placed on building on what works well and improving on what did not work well. There is nothing to be gained by assigning blame for any weakness identified in the current policies and procedures or application thereof.



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2. Overview

In April, 2016 the District experienced a water main rupture in close proximity to a potential source of contamination. A precautionary BWA was issued due to a “*significant potential of serious adverse effects on human health*”¹ from cross contamination.

2.1. Success Factors

- 1.
- 2.
- 3.
- 4.

2.2. Primary Challenges

- 1.
- 2.
- 3.
- 4.

2.3. Top Recommendations

- 1.
- 2.
- 3.
- 4.

¹ 40 CFR 141.202(9)



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3. Lessons Learned

Project Area / Overall Impact on Project	Key Learnings	Recommendations for Future Projects
Compliance with Laws	Strengths: Areas to improve:	
Communication w/Customers	Strengths: Areas to improve:	
Notification Methods	Strengths: Areas to improve:	
Communication w/Board	Strengths: Areas to improve:	
People and Their Roles	Strengths: Areas to improve:	



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Project Area / Overall Impact on Project	Key Learnings	Recommendations for Future Projects
Communication w/ODW	Strengths: Areas to improve:	
Coliform Monitoring Plan	Strengths: Areas to improve:	
Training of Staff	Strengths: Areas to improve:	