

DRINKING WATER WARNING

E. coli is present in Norwell's water

BOIL YOUR WATER BEFORE USING

This report contains important information about your drinking water. Have someone translate it for you or speak with someone who understands it.

We were notified on July 8, 2026 by the laboratory that a sample collected on July 7, 2026 was positive for *E. coli* bacteria. These bacteria can make you sick and are especially a concern for people with weakened immune systems. Bacterial contamination can occur when increased run-off enters the drinking water source (for example, following heavy rains). It can also happen due to a break in the distribution system (pipes) or a failure in the water treatment process.

Locations affected by this Boil Water Notice

All users of the Norwell water system.

What should I do? What does this mean?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST or USE BOTTLED WATER**
Bring all water to a rolling boil and let it **boil for at least one (1) minute** or **use bottled water**. You may cool the boiled water before using it. Boiled or bottled water should be used for drinking, making ice, food preparation, brushing teeth and washing dishes **until further notice**. Boiling kills bacteria and other organisms in the water.
- Refer to the attached notice titled '**Drinking Water Contaminated with Bacteria**' for additional precautions you may take when notified to boil your water. You can also find more information at [Drinking water boil orders and public-health orders | Mass.gov](#).
- **Discard** all ice, beverages, uncooked foods, and formula made with tap water collected on or after July 6, 2026.
- **Food establishments** must follow MA DPH procedures and the direction of their local board of health, which may be more stringent than the DPH guide. **MA Department of Public Health - Guidance for Emergency Action Planning for Retail Food Establishments (pg. 30)** <https://www.mass.gov/lists/retail-food#supplemental-guidance->
- *E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems.
- The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice about drinking water from their health care providers.

What is being done?

Flushing water mains and increasing chlorination. We will inform you when tests show no bacteria and you no longer need to boil your water. We anticipate resolving the problem within 72 hours.

For more information, please contact Howard Tufts at 781-659-8076 or HTufts@TownofNorwell.net. General guidelines on ways to lessen the risk of infection by microbes are available by emailing the EPA at safewater@epa.gov.

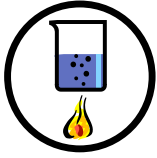
If you have questions about the drinking water regulations you can contact the MassDEP Drinking Water Program at: program.director-dwp@mass.gov or (617) 292-5770. If you have any health-related questions, please contact your doctor or healthcare provider. For general public health inquiries, you can contact the Massachusetts Department of Public Health at 1-617-624-5757.

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 Norwell Water Department.

PWS ID#: 4219000

Date distributed: July 8, 2026



DRINKING WATER WARNING LOCATIONS

E. coli is present in Norwell's water

BOIL YOUR WATER BEFORE USING

This list contains important information about a Boil Water Order Notice and your drinking water. Have someone translate it for you or speak with someone who understands

The full Boil Water Order Public Notice is available TownofNorwell.net. These bacteria can make you sick and are especially a concern for people with weakened immune systems.

We were notified on [date] by the laboratory that a sample collected on July 8, 2026 was positive for *E. coli* bacteria.

Locations affected by this Boil Water Notice

- **All users with water supplied by the Norwell Water Department**

For more information, please contact Howard Tufts at 781-659-8076 or HTufts@TownofNorwell.net.

General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

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



Drinking Water Contaminated with Bacteria

Recent tests have indicated the presence of bacteria in your drinking water. The following are precautions you can take:

Drinking the Water

There are two simple and effective methods you can use to treat drinking water for microbiological contaminants (bacteria):

1. Boiling: Bring the water to a rolling boil for at least 1 minute. Laboratory data show this is adequate to make the water safe for drinking. You may cool the water before using it.

or

2. Disinfecting: Disinfectant tablets obtained from a wilderness store or pharmacy may be used. In an emergency, liquid chlorine bleach such as Clorox[®] or Purex[®] can be used at a dose of 8 drops (or 1 teaspoon) of bleach to each gallon of water. (*Careful measurement with a clean dropper or other accurate measuring device is required when using liquid chlorine bleach.*) Let stand for at least 30 minutes before use. Read the label to see that the bleach has 5-6% available chlorine.

Washing Dishes

It is best to use disposable tableware during the time the water needs disinfection. If that is not possible, the following steps should be taken:

1. Wash dishes normally but be sure to rinse them in a solution of 1 teaspoon of bleach, as mentioned above, in a gallon of warm water (submersion in a dishpan for a minimum of 5 minutes is advised). The dishes should be allowed to air dry. Gloves should be worn when handling bleach to minimize any skin irritation.
2. Because of the many variables involved with dishes washed in a dishwasher, it is recommended that you use the additional rinse step, as described above, after washing.

Bathing: Young children should be given sponge baths rather than put in a bathtub where they might ingest the tap water. Adults or children should take care not to swallow water when showering.

Brushing your teeth: Only disinfected *or* boiled water should be used for brushing your teeth.

Ice: Ice cubes are not safe unless made with disinfected *or* boiled water. The freezing process does not kill the bacteria or other microorganisms.

Washing fruit and vegetables: Use only disinfected *or* boiled water to wash fruits or vegetables that are to be eaten raw.

Hand washing: Only boiled *or* disinfected water should be used for hand washing.

Cooking: Bring water to a rolling boil for 1 minute before adding food.

Infants: For infants use only prepared canned baby formula that is not condensed and does not require added water. *Do not* use powdered formulas prepared with contaminated water.

Houseplants and garden: Water can be used without treatment for watering household plants and garden plants. The exception would be things like strawberries or tomatoes where the water would contact the edible fruit.

House pets: The same precautions that are taken to protect humans should be applied to pets. Aquatic organisms (e.g. fish) should not be exposed to water containing elevated levels of bacteria. If the organism's water needs to be refreshed use appropriately boiled or bottled water.