Ending an Advisory Press Release Template

# PURPOSE

*Use to notify that a drinking water advisory has been lifted.*

# DIRECTIONS

*Use this template for media releases about lifting of a water advisory. Replace information in brackets with specific water system and advisory information. Adapt it as needed.*

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[Date]

## FOR IMMEDIATE RELEASE

**Contact:** [Name, Title, Phone, E-mail]

**Water advisory ends for [Water System] customers in [area]**

Customers in [Water System— affected area] can use tap water for all purposes. The [drinking water advisory] is lifted. [Water System’s] water quality has returned to [standard].

The [Water System] [provide details on tests results/corrective actions]. [Water system] consulted with [Primacy Agency/Health Department] to correct the problem.

On [date] a [boil water] advisory was issued to customers in [area] because of [test, main break, etc.] and to protect public health. The [System name] appreciates its customers’ patience.

[*Optional— Include a quote from water system spokesperson]*

*[Optional— Include a quote from health department or other agency spokesperson]*

[Water System] will work with customers to answer questions [community meeting, phone number etc.]. Customers can look for information on this event in [bill stuffer, newsletter]. The [Consumer Confidence Report], due in [date] is another source for information.

Customers with questions or suggestions may call [telephone number] or e-mail [e-mail address]. Additional information is available from:

* [Water System— phone, website]
* [Health Department— phone, website]
* [Primacy Agency— phone, website]
* EPA Safe Drinking Water Hotline 1-800-426-4791