



**American Water Works  
Association**

## Utility Member Benefit

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## Utility Advisory

**TO: AWWA Member Utilities**

**FROM: AWWA Public Affairs**

**DATE: August 18, 2011**

<b>What:</b>	<b>Drinking Water Advisory Communication Toolbox Released</b>
<b>Who:</b>	<b>AWWA, CDC, USEPA, and Department of Health/Human Services</b>
<b>When:</b>	<b>Toolbox Recently Posted on CDC Website</b>

A new toolbox has been released to help utilities plan for, develop, implement, and evaluate drinking water advisories. [The Drinking Water Advisory Communication Toolbox](#) thoroughly outlines measures to take before, during, and after an advisory. In the toolbox, utilities will find ways to determine the type of advisory to distribute, collaborate with local partners such as the local health department, and work with the media.

Drinking water advisories cover a wide range of situations with varying degrees of severity, ranging from impending construction to main breaks, boil water notices, and chemical contamination. With this toolbox, utilities can be better prepared for crisis communications and comply more confidently with mandatory advisories required by state and federal law.

The toolbox represents the culmination of an exhaustive review of information from more than 500 documents and over 100 interviews. The project found that advisory terminology, agency responsibilities, and advisory frequency vary widely from state to state. This toolbox provides a consistent guide and tools for preparing for drinking water advisories, for taking action during an incident, and for evaluating those actions post-incident.

This project was a collaborative effort of the U.S. Centers for Disease Control and Prevention (CDC), U.S. Environmental Protection Agency (USEPA), American Water Works Association (AWWA), Association of State and Territorial Health Officials (ASTHO), Association of State Drinking Water Administrators (ASDWA), and National Environmental Health Association (NEHA).

The CDC's page on water related emergencies can be found here:

[http://www.cdc.gov/healthywater/emergency/drinking\\_water\\_advisory/index.html](http://www.cdc.gov/healthywater/emergency/drinking_water_advisory/index.html)

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