

TOWN OF RYE – BOARD OF SELECTMEN
Monday, September 9, 2019
5:30 p.m. – Rye Town Hall

Present: Chair Phil Winslow, Vice-Chair Keriann Roman and Selectman Bill Epperson

Others Present: Acting Town Administrator, Becky Bergeron

5:30 p.m.

I. CALL TO ORDER

Chair Winslow called the meeting to order at 5:32 p.m.

II. NON-PUBLIC SESSION (1) per RSA 91-A:2, I (b) Collective Bargaining

At 5:32 p.m., Keriann Roman made a motion to go into Non-Public Session per RSA 91-A:2, I (b) Collective Bargaining. Seconded by Phil Winslow. Roll Call: Winslow – Yes, Roman – Yes Epperson – Yes.

At 6:28 p.m., Keriann Roman made a motion to come out of Non-Public Session. Seconded by Phil Winslow. Roll Call: Winslow – Yes, Roman – Yes Epperson – Yes

6:30 p.m. RECONVENE PUBLIC MEETING

III. CALL TO ORDER AND PLEDGE OF ALLEGIANCE

Chair Winslow called the meeting to order at 6:40 p.m. and led the Pledge of Allegiance

IV. ANNOUNCEMENTS

- Chair Winslow noted that the Goss Farm Open House will be on Sunday, September 22, from noon to 3:00 p.m.

V. PUBLIC COMMENT – (at the beginning of the meeting, for any comment by any Rye resident on any topic. Requested time limit, up to 5 minutes each person.)

- **Karen Allen, 81 Grove Road, Rye Public Library Trustee**, addressed the Board as the representative of the Board of Library Trustees. As a follow up of the meeting on August 21st between the Rye Public Library Trustees and the Board of Selectmen, the RPL Trustees would like to suggest that the Town Center Committee Charge is too limited and should be expanded.

The Trustees recommend that in addition to the Plan New Hampshire Plan, the charge include an amendment with discussions about how the anchor organizations in the town center will work together to avoid duplication of service and use of space. This is so that everyone will understand the process and be able to explain it to their neighbors, as to how these organizations are working together to meet the needs of the Town. Additionally, the Trustees recommend that the committee evaluate the possibility of a comprehensive fundraising program, in support of the various projects, to avoid confusion and to inspire as much private donations as possible. Ms. Allen stated that the Rye Public Library Trustees are very excited about the Town Center Committee being formed and hopes the Library can play an important role in the collaboration of this strategic plan of the Rye Town Center. She added that the Trustees are very interested in setting up a second meeting with the Board of Selectmen prior to the Board of Selectmen's meeting on September 23rd.

Chair Winslow stated that the Board will talk about the second meeting with the Library Trustees during the 'Old Business' session of this meeting.

- **Steven Borne, 431 Wallis Road**, commended the Board and Library Trustees on their collaboration. He stated that he supports their efforts whole heartedly. Mr. Borne noted that the Town's website is being redone; however, there has not been any discussion regarding the goals. He asked what the strategies are that the development is going to fulfill. Mr. Borne stated when talking to an acquaintance recently, the subject of the Town came up. It was noted that the Library holds "Listening Circles" every couple of years and they develop strategies around what they have heard from the public and then they go about trying to implement those strategies. Mr. Borne added that he read in the paper that the Town of Exeter is bringing in consultants to find out what their needs are around safety; what the issues are and what it will take to make those changes. He summed up by saying that over ten years he has seen the Library and Recreation work this way, but never the rest of the Town's management.
- **Laurel Denman, 480 Brackett Road**, reminded the Board that she spoke at the last Selectmen's meeting regarding the speeding and intersection in front of her house. She stated that the stop sign still has not been fixed in front of her house. Public Works said they would fix it last week.

VI. CONSENT AGENDA ITEMS – (to be discussed at the meeting only if pulled off the consent agenda by one of the three Selectmen.)

- A.** Assessing Services Contract with MRI
- B.** John Bellino requests appointment to the Rye Telecommunications Infrastructure Committee
- C.** Laura Killarney requests appointment to the Rye Telecommunications Infrastructure Committee
- D.** Primex Property & Liability Program Contribution Assurance Program (CAP) Agreement
- E.** Email rec's from David Helfrich resigning from the Rye Energy Committee

- F. Letter rec'd 8/26/19 from the UNH Technology Transfer Center announcing that Daniel Barron, Public Works Department, has achieved the status of **Roads Scholar One**.
- G. Dennis McCarthy, Public Works Director – Utility Pole License 63-0717 Pole Number 14/117A – Pole located on Brackett Road
- H. Social Media Policy
- I. Finance Administrator Job Description
- J. Rockport Technology Group, Inc. – IT Support Agreement – *(Discussed later in the meeting.)*

Chair Winslow requested that Consent Agenda Items B, C, F, and H be removed for discussion.

Vice-Chair Roman requested that Consent Agenda Item J be removed for discussion.

Motion by Phil Winslow to accept Consent Agenda Items A, D, E, G and I as presented. Seconded by Bill Epperson. All in Favor.

- **Social Media Policy**

Chair Winslow asked if the policy says that the media would be one-way.

Vice Chair Roman explained that due to First Amendment Rights it has to be set up in a certain way. There are three different forums under the First Amendment: There is a non-public forum, a public forum and a limited public forum. When the Town puts up its social media, it will be a limited public forum. That is how the Town will retain some control of what is said with the back and forth dialog, but not full control. With limited public forum, the Town cannot just remove content because they do not like what is said; however, they can remove comments that are not relevant to the discussion. Ms. Roman recommended starting with a non-public forum on a Facebook page (informational only), but at some point they will want to encourage people to make comments. She suggested that she take the policy back and further revise it.

- **John Bellino requests appointment to the Rye Telecommunications Infrastructure Committee**

Mr. John Bellino stated that his professional background is in technical sales and marketing, as well as financial and business development. He is currently in a company that specializes in the development of medical devices, such as implants for shoulders, and hip and knee replacements. Mr. Bellino spent summers in Rye prior to moving here in 1996. He stated that he has experienced the issues with the cell phone coverage. He truly believes that it is a significant public safety issue and would like to be a part of a workable solution for the Town. He has no preconceived ideas as to what the solutions could be, but he knows that the issue is important enough that they need to bring it to a conclusion.

- **Laura Killarney requests appointment to the Rye Telecommunications Infrastructure Committee**

Ms. Killarney stated that she moved to Rye about a year and a half ago. She grew up in Massachusetts and spent a couple of years in San Diego. She vacationed in the area and loved it, so she decided to relocate to Rye. Her professional background is with Staples Corporate. She has been with the company for 21 years. She is a manager with the company's network and communications department. She oversees the services for support to all of the retail and delivery services, and manages a team off-shore based in India. She added that dealing with support, she is very familiar with the challenges that comes with any type of infrastructure work. She would like to volunteer her time and felt that with her background she could assist.

Chair Winslow welcomed both Mr. Bellino and Ms. Killarney and thanked them for volunteering.

Selectman Epperson explained that the cell tower issue has been a problem forever. It came to a head about a year ago with a proposal from Verizon to put a cell tower on Brackett Road within fifty feet of a house. Through a series of contentious meetings, it was decided that this committee should be formed to do the due diligence along with a consultant.

- **Letter rec'd 8/26/19 from the UNH Technology Transfer Center announcing that Daniel Barron, Public Works Department has achieved the status of Roads Scholar One.**

Chair Winslow congratulated Daniel Barron for achieving the designation of Roads Scholar One.

Motion by Phil Winslow to accept Consent Agenda Items B, C, F, and H. Seconded by Bill Epperson. All in Favor.

VII. DISCUSSION ITEMS

A. Carl McMorran, Aquarion Water Company – Water Quality Update 20 Minutes

Chair Winslow explained that Aquarion Water is present to discuss the process they used to notify their customers when they first found E-Coli in one of their water tests. The Board asked them what worked and what didn't and how Aquarion will be changing the methods that didn't work, to ensure the Rye residents that use their services will be notified as well. In the past, a lot of the communications have come through Hampton and North Hampton.

Mr. McMorran presented the Board with a copy of the summary that was given to the Public Utilities Commission. He pointed out that it is fairly comprehensive and gives a timeline from August 23rd through the 25th. He assured everyone that the tap water is safe. Mr. McMorran stated that Aquarion Water recognizes that a boil-water event is an inconvenience to everybody. It needs to be recognized that these are actions that are a result of regulations, policies and practices that are in place to protect public health from water borne diseases. Communities have grown accustomed to not worrying about the safety of the water. However, the pathogens that cause water borne diseases are still out there and there are still

risks. Aquarion operates to protect public health first, even if it is an inconvenience to the customers, until they have run enough tests to prove that the water is safe for consumption.

Mr. McMorran explained that Aquarion conducts routine sampling of their distribution system. It is an essential surveillance program to detect the possible presence of water borne pathogens. They look at bacteria that is indicative of pathogens. These are good indicators of potential contamination, but not a confirmation that it is necessarily there. When there was a detection in the routine samples, Aquarion immediately collected forty-two more samples from the wells and distribution system. These all came back free of both E-Coli and Coliform bacteria.

Chair Winslow asked what is done when there is a positive for E-Coli and /or Coliform.

Mr. McMorran stated that the reason for the “Boil Water Order” was that it was required by regulations. They had two separate samples that had Coliform and one that had E-Coli. Regulations are designed that with the sign of potential contamination, a “Boil Water Order” goes into effect, until you can prove otherwise. There are a lot of reasons this type of sample result is obtained. It is very easy to contaminate the sample itself.

Chair Winslow asked the difference in the risk to the public between Coliform versus E-Coli.

Mr. McMorran explained that total Coliform is a broad group of bacteria that are very common in the grounds and soils. If they are not present, it can be assured that there is no danger. If they are present, repeat samples are needed. E-Coli is a narrower group of bacteria that falls within that group that are found in the guts of warm blooded animals. It is a better indicator of possible fecal contamination. It doesn't mean that there is definitely something dangerous there, but more testing is needed if it is detected.

Selectman Epperson asked if it is normal for the testing to take a couple of days to get the results.

Mr. McMorran confirmed. He added that during this time there was a break down in their treatment processes. There was no interruption in the disinfection that occurs with all the sources. Other indications within the system showed that things were normal. However, the isolated sample results triggered the “Boil Water Order”.

Chair Winslow noted that on Friday, August 23rd, Aquarion contacted the Town of Hampton's Town Manager, Deputy Town Manager, Board of Selectmen and the North Hampton Board of Selectmen. Rye was never notified. He asked that in the future Rye be notified as well.

Mr. McMorran stated that without making excuses, he has to say that the real challenge in the process was the communication. The technical aspect of it was relatively simple. Trying to get in touch with everyone involved, all of the officials, nine thousand accounts, on a Friday afternoon, with all of the chaos was quite a challenge. He pointed out that the last time this happened was twenty-seven years ago and they don't have to go through this exercise very often. He agreed that they want to do things better.

Mr. McMorran again referred to the time-line of the 23rd's events. The "Boil Water Order" came down from the State, which sets into place events in the Aquarion Organization that are classified as a "Critical Event". Aquarion has a "Critical Event Team" composed off team managers, executives and specialists; such as, water quality operations. The "Critical Event Team" set up the command center and an hour later, they started to get the message out. He talked about a "Code Red" system, which was not implemented until a couple of hours later. The question was whether approved language from Department of Environmental Services was needed. As soon as they had the approval, the "Code Red" system was used to email the alert to the customers.

Selectman Epperson asked if it should be predetermined that once there is an alert it is already approved or if certain circumstances that make it different.

Mr. McMorran explained that initially the representative from DES said that he needed to come down to look at the maps of the system to determine the extent of the "Boil Water Order". It wasn't sure if the whole system was involved. In hindsight, they should've put out a "Precautionary Boil Water Order" in order to get the message out sooner.

The Board asked for the same notification courtesies as Hampton and North Hampton in the future.

Mr. McMorran stated that they are planning on having some meetings with town officials to learn how to do things better. It may not be this, but it could be a hurricane or some other catastrophic event.

Chair Winslow pointed out that in Rye there are two water providers; Rye Water District and Aquarion. During the event, residents in the Rye Water District were not sure that they were not involved in the event. He stressed that in the future, Aquarion make it clear in the alert that it is for Aquarion customers only and not Rye Water District customers.

Mr. McMorran stated that it is a challenge. The message starts out by saying this is an important message from Aquarion Water, but there is still confusion.

The Board expressed their concerns that Rye was not notified in a timely manner.

The Aquarion team acknowledged that there are places for improvement in the process and the way to do that is through a debriefing of the event. They stressed the need of having an "After Action" to talk with town emergency management teams in the communities about issues; such as, who is the first person/department to contact, and how does the information go out to the community and the officials. Currently, Aquarion is still conducting internal debriefing/after actions.

Fire Chief Cotreau stated that he has requested that he be included in the after action. He reported that the event was very frustrating. He added that he has been involved with this type of event in the past and it should not be as frustrating as it was. He said that the Town of Rye's Emergency Management should be part of the solution at that table.

Chief Winslow asked that contact information for Chief Cotreau and Chief Walsh be given to Aquarion.

Steven Borne, 431 Wallis Road, Member of the Rye Civic League, asked for a copy of the DES report in order to get it out in the Civil League News. He noted that most of the people on Aquarion Water are in the Jenness Beach and Rye Beach Districts so involving them in anything that Aquarion does should be part of the equation. He also noted that a lot of the people in these districts are renters, so notifying the homeowners may not be a valid way to communicate. Also, Portsmouth delivers water to a lot of Rye residents and this could happen with their water supply.

Ralph Hickson, Rye Water District Commissioner, reported that the Water District will be attending the Goss Farm Event and will be bringing a map of the Water District's Service area.

The Aquarion team explained that they are trying to get into a routine of quarterly updates with Hampton and North Hampton and extend the offer to Rye as well. He would come to a Selectmen's meeting on a quarterly bases in order to update the Board on anything to do with Aquarion.

Chair Winslow stated that they would like to take them up on that offer, but suggested it start at the end of the year.

B. Rye Center Committee Appointment of Members – (Discussed later in the Meeting)

C. Chief Walsh – Emergency Notification System Upgrade

Police Chief Walsh introduced **Kenny Dempsey, Rye's Field Rep from the Emergency Communication Center**, and **Heather Dunkerley, Rye's Field Rep from Homeland Security**. He explained that they will be presenting the Code Red and New Hampshire Alerts. These are two systems that the Fire and Police Chiefs are in the process of signing Rye up for. Rye did have another emergency notification system that the State has recently upgraded. He added that these systems are only good if they can get the residents to sign up for them. They are brainstorming on ways to get the community involved.

Ms. Dempsey presented a slide presentation of the Code Red system. Code Red is a communication system that allows communities to send out alerts if there is an emergency. The old system was called City Watch, which was only for emergencies. With the Code Red system, non-emergency alerts can also be sent out. Some of the reasons to utilize to system would be like the "Boil Water Order" discussed earlier in the meeting, evacuations, gas leaks, missing person or even a shelter-in-place order. Ms. Dempsey explained that the definition of an emergency event is an imminent threat to life, public safety, property or emergency operations. Residents can sign up for emergency notifications by going to

www.ReadyNH.gov

[Sign up for Emergency Alerts and Download the NH Alerts App](#)

Ms. Dempsey continued her presentation by describing the system. It is set up to strictly focus on community alerts (events that are effecting the local community). A resident can get the alert on their cell phone. If the resident is away on vacation, they will still get the alert. Non-emergency alerts can be sent; however, a separate list of the resident recipients would have to be developed by the Town and uploaded.

Chief Walsh explained the process of signing up for the system. There has to be responsible contact people designated by the Town. Also, there will need to be a written policy drafted and adopted.

Ms. Dempsey explained that the designation chain of command would start with the Police Chief because he is the Emergency Management Director. Then it will be up to the Chief to designate who has access to the system and is authorized to send out the alerts. It is generally the Police and Fire Chiefs and someone that they assign as their backup.

Chief Walsh stated that the emergency management chain of command is already in place with Lieutenant Scott Blaisdell as the Police Department backup and Lieutenant Kevin Wunderly as backup for Fire Chief Cotreau.

Ms. Dempsey explained that when all of the paperwork is signed, the information will be given to the database unit in order to create the credentials and the launch cards. She will then meet with the Chief and give him the launch cards. He will notify the authorized users that they can now attend the training. After the training is complete, the launch cards can be distributed to the authorized users. There is no cost to the Town for this service.

Chair Winslow thanked Ms. Dempsey and stated that the Board is looking forward to participating.

- **CONSENT AGENDA ITEM J**

Rockport Technology Group, Inc. – IT Support Agreement

Vice-Chair Roman asked that there be a modification to the agreement. She noted that on page 5; at the bottom of the page it reads; Disclosure of any of the information contained in the agreement is strictly prohibited and if it is disclosed it will result in immediate termination.

Ms. Roman pointed out that this is in conflict with the “Right-to-Know” law. She stated that she has additional language that needs to be added in order to comply with RSA 91:A. She will get the language to the office for the modification.

Motion by Keriann Roman that with that revision, the Board authorizes Acting Town Administrator Bergeron to sign the Agreement with Rockport Technology Group, Inc. Seconded by Bill Epperson. All in Favor.

- **DISCUSSION ITEM B - Rye Center Committee Appointment of Members**

Chair Winslow reported that the Board received 19 applications for membership. The committee will have seven members, with one being a Selectman, so there are six open positions.

Chair Winslow recommended that the Board follow a list of criteria for selection on members to the committee. He proposed looking at the following applicants:

- Member from the Historic District Commission
- Library Trustee
- Resident of the Town Center
- Person with architectural and general contracting experience

- A young resident that attended the charrette

The Board agreed that this will help solidify the mission and goals of this endeavor.

Chair Winslow asked the applicants that were in attendance to introduce themselves and to give the Board a brief background statement.

Kaitlyn Coffey, 2 Lang Road, stated that she lives in the town center and is an alternate member on the Rye Historic Commission. Her professional background is in property and casualty insurance. She commented that she has a vested interest in the future of Rye.

John Mitchell, 562 Washington Road, stated that he owns a house at 201 Washington Road. His background includes renovating homes, mainly focused on the history. He has a lot of options and ideas for the Rye Center. He feels like it needs to be more like a community center. There are a lot of things that the Town should be doing that is not being done. He has been in Rye for 15 years. He stated that he has a lot of personal interest in the Town's history and maintaining its flavor and history. He pointed out that he is self-employed and it is easy for him to attend meetings.

Victor of Azzi, 110 Old Ocean Blvd, Library Trustee, pointed out that he has a number of decades of experience in planning, architecture and engineering. He has been a member of Plan NH for a number of years and on the Board of Directors for several years. He has been involved in a number of the Town's prior projects, including the library and public safety building. Mr. Azzi stated that the Town needs a vision for the Rye Town Center.

Chair Winslow recommended that the Board email the other applicants in order to get more background information and to make the appointments at the next Selectmen's meeting on September 23rd.

D. Chief Walsh – Review of Central Road Speeding & Wallis Road/Brackett Road Intersection Safety Issues

Chief Walsh referred to his memo that he sent to the Board specific to the Wallis Road and Brackett Road intersection. There is also information from the Highway Director, Dennis McCarthy, about what the neighbors wanted for a solution. Mr. McCarthy's information suggested that it required an engineer traffic study and he did not recommend a four-way stop sign there to control speed. Chief Walsh reported that over a twenty year period the Town has had a total of six accidents in that area.

Chief Walsh reviewed the recent accident with the Board. Accident reconstruction showed an estimate of the speed of 30 to 40 miles per hour for the vehicle driving on Wallis Road. Looking at the intersection on Google Map from 2011, it shows a better view of the stop sign. That is the north side of Brackett Road, where there has been three accidents. The Google Map from 2018, shows the way the intersection looks now. There is the warning stop sign and very little to no view of the actual stop sign, which is on the right. The Highway Department is going to move the stop sign to the left by ten feet. This will be the same as what the Highway Department did on August 30th on the south side of Brackett Road and coming up to Wallis Road. They took the stop sign and moved it closer to the travel lane, so there is a better view of it. The staff also recommended that the overgrown vegetation be trimmed back. Chief Walsh stated that he has talked to the property owner on the west side of Brackett and he has agreed to trim it back.

Chief Walsh stated that he will follow up on that. Chief Walsh also informed the Board that the officers have been issuing tickets when the people have gone through the stop sign. The next step in the follow-up, is the placement of the traffic counting unit on Tuesday. This will give the Board the number of cars, the times, and the speeds. Chief Walsh recommended a twelve month process, as conditions change with the seasons.

Selectman Epperson asked Dennis McCarthy if it would be an issue to stencil the 'Stop Ahead Warning' on the road.

Mr. McCarthy stated that the stenciling has to be redone every year. Once it is done at one intersection, there will be a request at all of them and it isn't warranted for the volumes that the Town has at most intersections.

Chief Walsh explained the process that will be used on Central Road. They have the traffic count that gives the number of vehicles, the times and the speeds. The officers will be assigned to be at that location during the heavy violation times of the day. The third and final step will be to do another count after the officers have done the period of focus enforcement and look at a three month window to see if there has been any permanent improvement. The Chief stated that the department is planning to do this procedure routinely town wide.

Selectman Epperson asked Dennis McCarthy if in the process of moving the sign, if it would it be possible to get a bigger sign, with better reflectors.

Mr. McCarthy stated that he would look into it, but he believes they are already using a highway grade sign.

Chief Walsh referred to his second memo to the Board regarding Central Road. They have received the traffic count data for one week and the assignments will be going out for radar patrols on Central Road, for specific days at specific times. Chief Walsh reported that just before this meeting he sat on Dow Lane. He observed an increase in traffic from 4 to 5 p.m. He started stopping the cars at 40 miles per hour. They are averaging between 5 to 10 miles per hour over the speed limit, moving in both directions. The general mentality is that if the speed limit is 30, it's ok to go 35.

Chief Walsh also told the Board that he has put out a letter to Rye residents about the speed issues in Town. He has put it on the police website, and on their social media sites. He has gone to the churches and the schools and asked them to pass it out. He will be at the Recycling Center on Saturday introducing himself to the residents and handing out the letter. He stressed that it is important to listen to the residents about their concerns, but the department needs the residents help. It needs to be better for the residents by everyone driving exactly the speed limit, not 5 to 10 miles an hour over it. Chief Walsh also reported that there have been some contractors in the area that have been noted following the speed limit and being respectful of the community and the driving conditions. He has met with some of the owners of those companies to thank them in order to re-enforce and encourage this behavior.

Chair Winslow noted that in the last six weeks Wallis Road was second in the number of tickets issued at 45, behind Ocean Blvd. at 47. He asked what constitutes a warning verse a ticket.

Chief Walsh explained that it is at the officer's discretion. He added that he has issued a ticket to someone going the speed limit, but it was in the middle of a blizzard. The speed at that time was unreasonable.

Chair Winslow noted that in the six weeks, tickets issued were 19% and warnings were 81%. Chief Walsh acknowledged that this is the case. He pointed out that having the officer write the ticket is not going to necessarily solve the problem. The main goal is education and awareness. A lot of times the driver's attitude shows though the communication with the officer, which shows the drivers intentions, regarding their behavior.

Roger Wiegley, 633 Central Road, thanked Chief Walsh for all he has done. He pointed out that on Central Road, near Sea Road, the sidewalk goes down one side of the road and stops. Then it picks up on the other side of the road. If anyone wanted to stay on a sidewalk, they have to cross the road. Mr. Wiegley recommended putting a crosswalk there with a sign that says "Stop for Pedestrians per order of the State".

Maureen Bouchard, 12 Red Mill Lane, also thanked Chief Walsh for all he has done. She reported that she has seen vehicles stopped on Central Road since the last meeting. She asked where the counter was placed on Central Road.

Chief Walsh explained that in order to protect the integrity of the data, the exact location must remain undisclosed.

Ms. Bouchard reminded the Chief that at the last meeting there were concerned residents from South Road. She asked if there has been a patrol on South Road as well.

Chief Walsh stated that he is going to work on that area next. The Board had asked that he concentrate on the Wallis Road issue first.

Dania Wiegley, 633 Central Road, thanked the Chief. She stated that his efforts have been very obvious. She said that she supports his ideas of a collaborative approach with the residents and the Police Department. She asked when the last monitoring of the traffic was done in the evening. She explained that when she or her husband take their dogs out for a walk at 9 to 10 p.m., it seems to be a problem.

Chief Walsh explained that the unit was in place 24 hours a day. It was put out at midnight and retrieved at midnight. Everything that she was describing has been recorded.

E. Department updates on 2020 budget requests 20 Minute

Acting Town Administrator gave a brief overview to the Board. She reported:

- Recreation and Sewer will be looking for more staffing in 2020.
- Building Department will be looking for a part-time employee to assist the Planning and Zoning Administrator, as well as help in the Building Office.
- Town Clerk's Office is looking at a records preservation program

- Tax Collector's Office is looking at upgrading software to intergrade with BMSI

Chief Cotreau referred to the CIP and reported:

- Breathing apparatus has reached its useful life - the department has applied for a Grant with a 5% match - the application has gone through peer review favorably. The cost is about \$9,000
- There may be upgrades to some of the Protective Gear, due to the changes in the breathing apparatus – this will run in the range of \$10,000 to \$14,000.
- Cardiac monitor replacement. The department currently has two units. One is a Life Pak 12, which is the older unit and the other is a Life Pak 15. The Life Pak 12 is no longer being supported for service. The cost is about \$35,000
- Jaws of Life replacement. (This piece of equipment has been on the CIP for a number of years.) It costs around \$35,000.
- RTV four-wheel drive utility with EMS side-out, for access to medical emergencies at the beach, in fields where people do cross-country skiing, and in the Town Forest. It gives the Department access to areas that they currently have no access to. If there was a medical emergency, they would be able to get a person out. He reported that the vehicle can also be used by the Police Department, for beach access. The cost is \$30,000 which includes the unit, the EMS side-out and winter tracks.

Chief Cotreau also reported to the Board that there will be two items in the operational budget, some of which will not impact the budget very much. He explained:

- With the purchase of the new ladder truck, there will be manufacturer's training needed. He is recommending having one/two day training on the application of the truck. This is not just for how to set it up, but for how to make the most out of it at an incident. So, he will be seeking a qualified instructor to do this training. The manufacturer's training cost is included in the price of the vehicle. The overtime to have the guys participate is not. The difference between the manufacturer's training and the additional training the Chief is seeking is that the manufacturer's training will show the guys how to run the truck. The additional training will show the guys how to best position the vehicle for the most effectiveness.
- The second item is a second round of training on the Jet Ski. It will run about \$6,000 to \$8,000 annually.

Chief Walsh reported that the Police Department will be looking at:

- A new cruiser and the outfitting of the equipment for the cruiser.
- Two portable radios; one new for animal control and one replacement for patrol. (There are currently five portable radios still in service that are the older model these will be obsolete within the next couple of years and will need to be replaced)
- Rifle replacements will be needed within the next two years. The current rifles are single shot – 556s
- The Police One online training user fees will be increasing.
- The department has researched parking enforcement software for an upgrade, they are considering changing to one that is being used by Kennebunk and York Maine.

Mr. McCarthy stated that this discussion is extremely premature for his department as they are still trying to implement the projects for last year. However, referring to the CIP, he reported that he has six projects that he has outlined with the CIP Committee for the next year, as follows:

- Street Scanning to rate the condition of the road pavement
- Road Drainage repairs
- Prior Projects still pending approvals; Shoals View Drive and the Salt Shed
- Purchase of a second trash compactor
- Replacement of Truck #113
- Ongoing Pavement Program

F. Date for Deliberative Session: Earliest date, Saturday, February 1 – Last day, Saturday, February 8. *Selectmen please vote on the date and snow date.*

**Motion by Philp Winslow to hold the 2020 Deliberative Session on Saturday, February 8th.
Seconded by Bill Epperson. All in favor.**

VIII. CORRESPONDENCE

A. Letter rec'd from Abenaki Country Club requesting a second crosswalk on South Road.

Mr. McCarthy pointed out that there is already a crosswalk (about 150 feet away) and that would put two crosswalks fairly close together, so he is reluctant to issue another one, especially in the middle of the block. He pointed out that it is not good policy to have multiple crosswalks in a close proximity of each other without a reason.

Chief Walsh agreed that it was not good policy to have multiple crosswalks in an area. He pointed out that it creates a stop and go situation, which can be hazardous.

Chair Winslow asked Acting Administrator Bergeron to get back to Abenaki to let them know that the Board feels that they do not have significant information to warrant an additional crosswalk. If they feel they want to justify it, they are welcome to attend a future meeting, to discuss it.

IX. NEW BUSINESS

- Acting Administrator Bergeron announced that they will be hosting the first ever benefits fair for the employees at the Town Hall on September 25th. Ms. Bergeron asked for permission to hire a food truck for the employees to have lunch. The Joint Loss Management Team will be paying for the lunch from their funding.

The Board had not objection to the plan.

- Acting Administrator Bergeron also reported that New York Life Insurance has approached her and has offered whole life policies to the employees. It would be a 100% employee paid premium. The only involvement of the Town would be to deduct the premium from the paychecks and remitting it into NY Life. She reported that there is a sufficient savings to the employee on the costs of the whole life policy, if the Town gets a group policy and offers it to the employees as a group. She noted that there would be no problem with administering the plan; however, if the Board of Selectmen agrees to it, they will still have to get the approval of the three unions.

The Board agreed to the idea as long as there is no push back from the unions.

- Acting Administrator Bergeron asked the Board to set a date and time to meet with the Library Trustees.

After a short discussion, it was decided that the Board will meet with the Library Trustees prior to the 23rd meeting as a continuation of their last meeting.

X. OLD BUSINESS - None

XI. OTHER BUSINESS

Motion by Keriann Roman to seal the minutes of the Non-Public session per RSA 91-A:2, I (b) Collective Bargaining, as it may render it not effective if disclosed, until such time as collective bargaining has concluded. Seconded by Phil Winslow. All in Favor.

ADJOURMENT

Motion by Keriann Roman to adjourn at 9:27 p.m. Seconded by Bill Epperson. All in Favor.

Respectfully Submitted,
Dyana F. Ledger

9-9-19 Disc Item A

Janice Ireland

From: Becky Bergeron
Sent: Wednesday, August 28, 2019 2:23 PM
To: Janice Ireland
Subject: FW: Meeting on September 9, 2019
Attachments: Time Line for Boil Water Critical Event 2019_08.pdf; Final Boil Order Public Notice.pdf; DES Boil Water Fact Sheet.pdf; Boil Water Order Lift Handout.pdf

Agenda item 9/9

From: Carl McMorran <CMcMorran@aquarionwater.com>
Sent: Tuesday, August 27, 2019 11:10 AM
To: Becky Bergeron <BBergeron@town.rye.nh.us>
Cc: Bryan Mills, Nextgen Strategies <mills@nextgen-strategies.com>; Greg Lane <lane@nextgen-strategies.com>
Subject: RE: Meeting on September 9, 2019

I have put in on my schedule.

Rather than waiting until Sep 9, I have attached the following information for you and the Select Board:

- A timeline of the event
- The boil order public notice
- The DES fact sheet that we hand delivered with the notice to critical customers
- The notice lifting the boil water order that was also hand delivered to critical customers

The biggest challenge of this event was getting the news out quickly and accurately, and there are plenty of opportunities here for improvements. I look forward to discussing details with you, and strengthening our working relationship for mutual support in anticipation of the next critical event.

Feel free to contact me with any questions. Thank you

*Carl McMorran, M. En.
Operations Manager
Aquarion Water Company of New Hampshire
603-926-3319 ext 116*

DRAFT MINUTE of the BOS Meeting 9-09-19
See meeting of 9-23-19 for approvals/corrections

**Timeline for Boil Water Event
Hampton, New Hampshire
August 21-25, 2019**

Wednesday - August 21, 2019

Time:	Event Description
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10:00 am	Water samples were collected between 10:00 am and 1:00 pm at 10 locations in the water distribution system.
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Thursday - August 22, 2019

Time:	Event Description
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10:26 am	Aquarion's contract laboratory (Eastern Analytical) picked up the water samples at Aquarion's New Hampshire office and delivered them to their laboratory at 1:10 pm. The analytical process to determine the presence or absence of E. Coli and Total Coliform (bacteria) was started by the laboratory at 1:40 pm, with the results being available approximately 20 hours after the process has begun.
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Friday - August 23, 2019

Time:	Event Description
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9:35 am	Aquarion was notified by Eastern Analytical that E. Coli and Total Coliform were detected in one distribution system sample and Total Coliform was detected in another distribution sample collected on August 21, 2019. The laboratory is required to report verbally to NHDES.
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10:25 am	Call received from R. Skarinka at NHDES to notify Aquarion that this type of event (an E.Coli positive and another Total Coliform positive result in the distribution system) requires an immediate Boil Water Order. R. Skarinka stated that he would leave the NHDES Concord office around 11:00 am and would be headed to Aquarion's New Hampshire office to review the water sample locations that tested positive for E.Coli and Total Coliform and the second sample location that tested positive for Total Coliform and to review the scope and extent of the Boil Water Order.
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10:30 am	Aquarion declares a Critical Event and establishes a Command Center in our New Hampshire Office at 7 Scott Road in Hampton, NH.
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11:10 am	Aquarion Critical Event Team Meeting The Critical Event Team includes: <ul style="list-style-type: none">C. Firlotte, President and CEO of Aquarion Water CompanyJ. Walsh, Vice President of OperationsL. Teixeira, Vice President of AdministrationJ. Herlihy, Vice President of Water QualityC. McMorran, Manager of New Hampshire OperationsD. Lawrence, Director of Engineering and Planning
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Prepared by Aquarion Water Company – August 26, 2019

1

DRAFT MINUTE of the BOS Meeting 9-09-19
See meeting of 9-23-19 for approvals/corrections

**Timeline for Boil Water Event
Hampton, New Hampshire
August 21-25, 2019**

Friday - August 23, 2019

Time:	Event Description
	P. Fazekas, Director of Communications D. Szabo, Director of Rates A. Bradshaw, Director of Utility Programs B. Mills, Community Relations G. Lane, Community Relations
11:30 am	Communication started with local and state officials through phone calls, texts, emails and personal conversations and continued until around 11:00 pm. Phone and text outreach included F. Welch, Hampton Town Manager, J. Sullivan, Hampton Deputy Town Manager, J. Waddell, Hampton Board of Selectmen (BOS) member and BOS Liaison to Aquarion, Hampton BOS members R. Bridle, R. Barnes, M.L. Woolsey, R. Griffin (Chair). Additional outreach to B. Kaenrath, Town Administrator, North Hampton, and North Hampton Select Board (SB) Chair J. Maggiore.
11:59 am	C. McMorran received a call from R. Cassidy, Department of Health and Food Protection (NH Department of Health and Human Services). They received the Boil Water Notice from NHDES. They have an emergency action plan for boil water events that is sent to all licensed food service establishments in the affected water system.
12:20 pm	R. Skarinka of DES arrived at Aquarion's New Hampshire Office to define the area the Boil Water Order would be applicable to and the language of the Boil Water Notice. R. Skarinka determined that the Boil Water Order would need to be for all customers serviced by Aquarion in Hampton, North Hampton, and Rye.
12:45 pm	Conference call held with the Aquarion Water Critical Event Team and NHDES on the Boil Water Order, Notice and requirements. R. Skarinka called J. Howarth at NHDES to review the notice requirements, timing of the notice, and how the Boil Water Order could be lifted. The following decisions were made: <ul style="list-style-type: none">• Aquarion will need to prepare draft Boil Water Notice and submit to NHDES for review and approval prior to publication.• Boil Water Notice will be accomplished by:<ul style="list-style-type: none">○ Broadcast Media – Radio Announcement○ Code Red (Reverse 911)○ Hand Notification of Food Establishments, Health Care Facilities and other Critical Customers• NHDES Regulations require that Notice must be completed by Saturday (8/24/2019) at 10:00 am.• Meeting with NHDES ended at 1:53 pm.

DRAFT MINUTE of the BOS Meeting 9-09-19
See meeting of 9-23-19 for approvals/corrections

**Timeline for Boil Water Event
Hampton, New Hampshire
August 21-25, 2019**

Friday - August 23, 2019

Time:	Event Description
1:40 pm	C. McMorran and R. Skarinka called Hampton Fire and Police Departments to provide an update and coordinate with R. Sawyer, the Town's Emergency Management Director.
1:55 pm	Upon receipt of final direction about the Water Boil Notice from NHDES, Aquarion began preparing a draft of the notice for review by NHDES.
1:50 pm	C. McMorran called and spoke with F. Welch and provided an update on communication and the Boil Water Order.
2:15 pm	Aquarion informed J. Laflamme, Assistant Director of Gas and Water Division at the Public Utility Commission, that NHDES would require that the Boil Water Notice be provided to Hampton, North Hampton, and Rye.
2:45 pm	Aquarion mobilizes additional staff from other parts of the Company to come to and assist with communication and distribution of notices to critical customers, restaurants, food establishments, and hotels.
2:49 pm	Boil Water Notice was reviewed by R. Skarinka at NHDES and approved to distribute the notice.
2:55 pm	C. McMorran contacted Eastern Analytical to inform them that we would need them to test water samples on Saturday and Sunday. Eastern Analytical agrees to open beyond normal work week.
3:00 pm	Aquarion Critical Event Team Meeting
3:08 pm	Code Red message was sent out to customers and Boil Water Notice was published to Aquarion's website and FaceBook was updated.
3:15 pm	Decision made to extend the hours of Aquarion Customer Service Call Center from 4:30 pm to 7:30 pm to accommodate questions from customers. After 7:30 pm phone calls would go to answering service and be transferred to standby staff in New Hampshire or Aquarion's Water Quality Department. Decision was made to open Call Center on Saturday and Sunday from 8:00 am -2:00 pm to address customer questions and concerns.
3:30 pm	Follow up phone calls were made to update Town Officials on the communication for the Boil Water Notice. Outreach included Hampton Board of Selectman members, North Hampton Select Board members, and Emergency Management Staff in Hampton, North Hampton and Rye.

Prepared by Aquarion Water Company – August 26, 2019

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DRAFT MINUTE of the BOS Meeting 9-09-19
See meeting of 9-23-19 for approvals/corrections

**Timeline for Boil Water Event
Hampton, New Hampshire
August 21-25, 2019**

Friday - August 23, 2019

Time:	Event Description
3:30 pm	Outreach to Hampton Union, WMUR (Channel 9), and other media outlets with information about the Boil Water Notice. Media outreach continued throughout the day.
4:24 pm	Aquarion provided J. Laflamme, Assistant Director of Gas and Water Division at the Public Utility Commission, a copy of the Boil Water Notice.
4:25 pm	6 Aquarion staff were dispatched to hand deliver notifications to all critical customers, restaurants, food establishments, and hotels. Staff completed the notifications around 8:00 pm.
4:45 pm	Aquarion Critical Event Team Meeting
5:41 pm	Aquarion provided J. Laflamme, Assistant Director of Gas and Water Division at the Public Utility Commission, a copy of media releases related to the event.
6:00 pm	Hourly radio announcements began at 6 pm and continued to 9 pm on Friday. The radio stations included: 105.3, 97.5, iHeart Radio, 96.7, 95.3, and 930 am.
7:30 pm	Aquarion Critical Event Team Meeting
8:30 pm	Aquarion updated J. Laflamme, Assistant Director of Gas and Water Division at the Public Utility Commission, on the Boil Water Order.
10:30 pm	Email notifications were sent out to local and state officials and key stakeholders to describe the current situation and supplement earlier outreach.

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See meeting of 9-23-19 for approvals/corrections

**Timeline for Boil Water Event
Hampton, New Hampshire
August 21-25, 2019**

Saturday - August 24, 2019

Time:	Event Description
7:00 am	9 Aquarion staff were dispatched to hand deliver notifications to all critical customers, restaurants, food establishments, and hotels. Staff completed the notifications by 12:00 pm.
8:00 am	Aquarion continued communication with local and staff officials through phone calls, texts, emails and personal conversation. Outreach included phone calls and texts with Hampton BOS members and North Hampton SB Chair. Communication was ongoing until around 6:00 pm on Saturday.
8:00 am	Hourly radio announcements began at 8 am and continued to 8 pm on Saturday. The radio stations included: 105.3, 97.5, iHeart Radio, 96.7, 95.3, and 930 am.
10:30 am	Aquarion Critical Event Team Meeting
12:11 pm	Email update sent to local and state officials and key stakeholders regarding customer outreach and communication with critical customers.
12:30 pm	Bottled water distribution set up at Hampton and North Hampton Fire Stations for distribution by Aquarion Staff. These locations were manned by Aquarion staff until 8 pm in Hampton and North Hampton. Aquarion staff also delivered bottled water to senior/life care facilities and other critical customers.
12:57 pm	Email, website and FaceBook notifications were sent out to notify local and state officials and key stakeholders that Aquarion Water was distributing bottled water at the Hampton and North Hampton Fire Stations. Bottled water was being provided to customers who were otherwise unable to obtain it with priority given to elderly customers, small children and those with compromised immune systems. Follow up calls and texts to Hampton Board of Selectman members and North Hampton Select Board members.
1:25 pm	C. McMorran received a call from Eastern Analytical that all results from water samples collected on Friday were bacteria free.
2:00 pm	Electronic message boards were put out in four locations to inform the public of the Boil Water Order. The Hampton Police Department electronic message boards were put in place earlier in the day.
3:07 pm	A Code Red message was sent out to customers updating everyone on the water sample results received at 1:25 pm.

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**Timeline for Boil Water Event
Hampton, New Hampshire
August 21-25, 2019**

Saturday - August 24, 2019

Time:	Event Description
3:16 pm	Email notifications were sent out to notify local and state officials and key stakeholders updating them on the water sample results received at 1:25 pm. . The email notification was followed by phone calls and texts to Hampton BOS members and North Hampton SB Chair to confirm receipt of update and provide additional information, if necessary.
5:16 pm	Aquarion provided J. Laflamme, Assistant Director of Gas and Water Division at the Public Utility Commission, a copy of the Code Red Notice to customers and email notifications to local and state officials.

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See meeting of 9-23-19 for approvals/corrections

**Timeline for Boil Water Event
Hampton, New Hampshire
August 21-25, 2019**

Sunday - August 25, 2019

Time:	Event Description
7:40 am	C. McMorran received a call from R. Skarinka of NHDES that the laboratory called him to say that the water samples collected on Saturday were bacteria free and the Boil Water can be lifted.
8:03 am	C. McMorran called Fred Welch to notify him that the Boil Water was lifted.
8:15 am	Aquarion reaches out to local and state officials through phone calls, texts, emails and personal conversation to inform them that the Boil Water Order was lifted. Outreach and communication continued throughout the day. Outreach targets included all Hampton BOS members, North Hampton SB Chair J. Maggiore and SB member K. Kilgore, North Hampton Town Administrator B. Kaenrath, North Hampton Fire Chief M. Tully and Rye Fire Chief M. Cotreau.
8:30 am	Aquarion Critical Event Team Meeting
8:57 am	A Code Red message was issued notifying customers that the Boil Water Order has been lifted. Aquarion also updated the website and Facebook.
9:10 am	Email notifications were sent out to notify local and state officials that the Boil Water Order was lifted.
9:15 am	11 Aquarion staff were dispatched to hand deliver notifications to all critical customers, restaurants, food establishments, and hotels that the Boil Water Order was lifted. Staff completed the notifications by 12:00 pm.
9:45 am	Aquarion provided J. Laflamme, Assistant Director of Gas and Water Division at the Public Utility Commission, a copy of the Code Red Notice to customers lifting the Boil Water Notice.
10:30 am	Outreach to Hampton Union, Manchester Union Leader, WMUR (Channel 9), and other media outlets with information about the Boil Water Notice being lifted. Media outreach continued throughout the day.
11:00 am	Aquarion Critical Event Team Meeting
5:00 pm	Aquarion Critical Event Team Meeting was held and the Critical Event was closed at 5:18 pm.

NHDES-W-03-030

BOIL ORDER NOTICE
This water system may be contaminated with *E. coli* bacteria
BOIL YOUR WATER BEFORE USING

Public Water System Name: Aquarion Water Company – Hampton, North Hampton and Rye System

PWS ID: ____NH 1051010 Date Sampled: 8/21/19

Location in distribution system/source(s) ____ Hampton Fire Station served by various wells ____

These bacteria can make you sick, and are a particular concern for people with weakened immune systems.

What does this mean? *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 the water from their health care providers.

What happened? *E. coli* bacteria were detected in one of ten samples collected in the Hampton system on Wednesday 8/21. We are currently investigating to determine the probable cause of this occurrence, including a review of operations and collection of repeat bacteria samples. All water in the Hampton system is disinfected prior to distribution to customers. At this time there is no indication of any irregularity in treatment and there were no main breaks in the vicinity.

What should I do? DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring all water to a boil, let it boil for 2 minutes, and let it cool before using, or use bottled water. Pre-boiled or bottled water should be used for drinking, brushing teeth, washing vegetables, food preparation, washing dishes, making infant formula, and making ice **until further notice**. Boiling kills bacteria and other organisms in the water. Fact sheet WD-DWGB 4-12, provides guidance to consumers under a boil order and is available online at <http://des.nh.gov/organization/commissioner/pip/factsheets/dwgb/documents/dwgb-4-12.pdf>.

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.

You will be notified when the water quality problem is corrected. We expect to resolve the issue and lift the boil water notice as soon as possible. Please check the website below for updates. Until that time, the water should be boiled as described above. For more information please visit our website at www.aquarionwater.com or contact us at 1-800-732-9678. Aquarion will issue a credit of \$20 on each customer account to cover the cost of bottled water.

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.

dwgbinfo@des.nh.gov or phone (603) 271-2513 or fax (603)271-3490
PO Box 95, Concord, NH 03302-0095
www.des.nh.gov

2015-08-18

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ENVIRONMENTAL Fact Sheet



29 Hazen Drive, Concord, New Hampshire 03301 • (603) 271-3503 • www.des.nh.gov

WD-DWGB-4-12

2019

Frequently Asked Questions About Boil Orders

WATER USAGE

Why must I boil my water?

A boil order has been issued to your water system because either recent testing has shown the presence of organisms that could cause illness, e.g., fecal or *E. coli* bacteria, or technical/physical problems in the water system have significantly increased the possibility of bacterial contamination.

How can I make my water safe?

Boiling the water is the best way to ensure that it is free of illness-causing organisms. Bring water to a boil, maintain a rolling boil for at least one minute. Store the water in clean, covered containers (sanitize if in doubt about the cleanliness of the containers, refrigerating if possible). If you do not want to boil your water, you can disinfect it by adding 5 drops (almost 1/8 teaspoon) of unscented bleach without other additives per gallon of clear tap water (common household bleach contains 8.25% sodium hypochlorite). If the tap water is cloudy, filter water with a clean cloth and add 10 drops (almost 1/4 teaspoon) of bleach. Containers can be sanitized by thoroughly rinsing interiors for at least 30 seconds with a mixture of 1 teaspoon bleach in 1 quart of water before pouring out.

Water filters

Boil tap water even if the water is filtered. Most filters **do not** remove bacteria or viruses.

Can I use bottled water?

Buying bottled water may be a feasible alternative to boiling water. Bottled water operations are routinely inspected, and samples are routinely analyzed to ensure they meet health standards.

During a Boil Order, can I use my untreated tap water for ...?

Drinking	No
Ice cubes	No, and existing ice cubes should be thrown out. See below for information on ice machines.
Brushing teeth	No
Baby's formula	No, see further information on next page.
Washing produce	No
Preparing food	No
Coffee, tea, lemonade, etc.	No. See further information on next page.
Laundry	Yes

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Watering grass or garden	Yes, but fruits/vegetables must be washed using pre-boiled or bottled water before consumption.
Washing hands	See below.
Showers or baths	See below.
Washing dishes	See below.

Can I wash my hands using tap water?

It is recommended that you wash your hands using soap and either bottled water or pre-boiled water. An alcohol-based hand sanitizer may also be used.

Can my family take showers or baths using tap water?

Adults may continue to shower as long as no water is swallowed. Sponge baths are recommended for children using a clean supply of water if possible. After you bathe or shower, wash your hands in chlorinated or bottled/boiled water.

People with open wounds or who are immuno-compromised should avoid showering in contaminated tap water.

Can I wash dishes using tap water?

You may use a dishwasher if it has a sanitizing cycle. If it does not have a sanitizing cycle, or you are not sure if it does, you may hand wash dishes and utensils by following these steps:

- Wash the dishes as you normally would.
- As a final step, immerse the dishes for at least one minute in lukewarm water to which a teaspoon of bleach per gallon of water has been added.
- Allow the dishes to completely air dry.

Can I use my coffee maker, ice machine, water or soda dispenser?

None of these devices should be used if they are directly connected to your water supply. Also, filters are unacceptable for removing bacteria. Once you have been notified that the boil order has been lifted, these devices should be cleaned and sanitized according to the operator's manual for the device. Food establishments should refer to the [Emergency Action Plan for Retail Food](#) on the New Hampshire Department of Health and Human Services website.

Feeding babies

Breastfeeding is best. Continue to breastfeed. If breastfeeding is not an option:

- Use ready-to-use baby formula, if possible.
- Prepare powdered or concentrated baby formula with bottled water. Use boiled water if you do not have bottled water. Disinfect water for baby formula if you cannot boil your water (see above for directions on how to use bleach to disinfect water).
- Wash and sterilize bottles and nipples before use.
- If you cannot sterilize bottles, try to use single-serve, ready-to-feed bottles.

Can I give my pets tap water?

Although pets are not normally affected by the same diseases as humans, caution suggests giving pets pre-boiled or bottled water.

HEALTH-RELATED INFORMATION

Who can be affected?

Anyone who ingests contaminated water may become ill. Infants, young children, the elderly and people with severely compromised immune systems are more at risk of illness.

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What are the symptoms of water-borne illness?

Disease symptoms may include diarrhea, cramps, nausea and possible jaundice and associated headaches and fatigue. Symptoms may appear as early as a few hours to several days after infection, averaging 3 to 4 days; and may last more than two weeks. These symptoms, however, are not just associated with disease-causing organisms in drinking water; they may also be caused by a number of other factors. If you are ill with these symptoms, contact your health care provider.

What if I drank water already?

There is nothing you can do about the exposure you have already received. If you become ill, contact your health care provider. Follow the above recommendations about using your water until you are told the water is safe again.

A note about *E. coli* bacteria: *E. coli* is a sub-group of the fecal coliform bacteria group present in humans. Most *E. coli*, are harmless, but some can cause illness. *E. coli* outbreaks receive much media coverage. Most outbreaks have been related to food contamination (not water) caused by a specific strain of *E. coli* known as *E. coli* O157:H7. When a drinking water sample is reported as "*E. coli* positive," it does not mean that this specific strain is present and in fact, it is probably not present. However, it does indicate recent fecal contamination. Boiling or treating contaminated drinking water with a disinfectant destroys all forms of *E. coli*, including O157:H7.

GENERAL INFORMATION

How long will the Boil Order remain in effect?

Each boil order situation is different making it impossible to predict how long the boil order will remain in effect. It will not be lifted until testing shows that the water meets public health standards. NHDES will notify the water system when the boil order can be lifted, and the water system, in turn, will notify you.

FOR MORE INFORMATION

Please contact the Drinking Water and Groundwater Bureau (DWGB) at (603) 271-2513 or dwgbinfo@des.nh.gov or visit des.nh.gov.

- For personal medical questions, contact your health care provider.
- For additional general health information, contact NH Disease Control at (603) 271-4496.
- For specific information about your particular water system, contact the water system representative. If you do not know the phone number, DWGB staff can assist you.
- For general information concerning situations that may result in the issuance of a boil order, search the NHDES website for "WD-DWGB-4-8 Boil Water Advisories."
- For general information concerning coliform bacteria (including fecal and *E. coli* bacteria), search the NHDES website for "WD-DWGB-4-1 Coliform Bacteria in Drinking Water."
- For general questions about drinking water quality call the EPA Safe Drinking Water Hotline at 1-800-426-4791 (M-F, 10am-4pm).
- For additional information on *E. coli* bacteria, see the [Center Disease Control website](http://www.cdc.gov).

Note: This fact sheet is accurate as of July 2019. Statutory or regulatory changes, or the availability of additional information after this date may render this information inaccurate or incomplete.



Aquarion Water Company of New Hampshire
7 Scott Road
Hampton, NH 03842
603-926-3319 phone
www.aquarionwater.com

Stewards of the Environment®

August 25, 2019

Tap Water is Safe to Drink

This is an important message from Aquarion Water Company. We are pleased to report the water is safe to drink and the Boil Water Order has been lifted. Test results of the two rounds of water samples collected on Friday and Saturday confirm that our water is bacteria-free, so the state Department of Environmental Services has lifted the boil water order.

We are aware that some businesses have been adversely impacted by this boil water order. If your business was impacted, please contact Aquarion at 1-800-732-9678.

If you have questions, please call Customer Service at 1-800-732-9678 or visit www.aquarionwater.com for additional details.



9-9-19 Comes A



August 13, 2019

Rye Selectmen, Rye Chief of Police, Director of Public Works:

Abenaqui Country Club is seeking approval of a second crosswalk on South Road. The current crosswalk is servicing motorized golf carts.

The golfers who are walking from our 12 green to our 13th tee, cross about 136 feet or 45 yards west of the current crosswalk. Some members have reported near misses with vehicles and feel a painted crosswalk might be safer and slow cars down. The club has and continues to paint the existing walk at our expense and would also paint the new one.

A handwritten signature in cursive script, appearing to read "Patrick Kelley".

Patrick Kelley
Golf Course Superintendent
Abenaqui Country Club
Rye Beach, NH