

VERY IMPORTANT ADVICE ON FLUSHING TANKS - EXTERNAL TREATMENT NOT REQUIRED

Advice from Total Property Management on Flushing of Tanks Following Cryptosporidium problems

A lot of schools are ringing us to ask us to arrange for tanks to be sterilized and professional companies are telling us they are "run off their feet" and will have to work all over the weekend to meet demand. Given that this so called advice to sterilise tanks appeared only to being given to schools and not in general and we had received some professional advice that sterilisation was not a way of removing Cryptosporidium we asked United Utilities to confirm in writing their advice:

Jamie McGregor, Service Delivery Analyst confirmed in and email 01/09/2015

"Please treat the following as your written confirmation as requested - The latest advice that we can offer and confirm is that flushing of the tanks does not require any sterilisation process. You would only need to completely drain the tank, refill, drain completely again, and then once refilled, allow the water to run for 10-15 minutes to flush out."

This procedure can easily be carried out by the site supervisor without any external costs being incurred.

If you want further information please contact us 01254 584690. A copy of the email is available on the [website](#)

If you want further information on Cryptosporidium this can be found at <http://www.cdc.gov/parasites/crypto/>

Advice from Total Property Management

After a school holiday when very little water will have been used in school it is advisable to run water through water heaters, water fountains, and water source from which children and staff might drink, shower heads and kitchen or other taps which will be used for food preparation.

In addition over the summer there have been issues with the water processing plant in Garstang which have not yet been fully resolved. United Utilities have offered the following guidance to schools in the affected areas. **If you have not heard from United Utilities, please contact them on 0800 9127240 to ensure that a supply of water will be provided for your educational establishment.**

Important message for school staff from United Utilities

We hope to be able to lift the boil water advice in the coming week but this means some schools may return with the advice still in place. We want to ensure that all schools and other educational establishments in the affected area are supplied with clean drinking water to support term opening by deploying bottled water.

Working with the local authorities, we have called the 357 educational establishments in the affected area and have now spoken to the majority of them. If you haven't spoken with us yet, can you please contact us directly to discuss your particular needs – we have already made 174 appointments to deliver bottled water following agreement with schools. You can email us via School.ContactLine@uuplc.co.uk or call us on 0800 912 7240.

Public Health England have provided the following advice and guidance for schools:

How will safe drinkable water be ensured for schools?

United Utilities will be contacting schools, nurseries and colleges directly to establish their requirements and ensure they have access to drinking water in accordance with School Premises (England) Regulations 2012.

United Utilities is providing supplies of bottled water to all schools, nurseries and colleges in the affected area so that all institutions will be able to reopen on time.

Advice will be provided on the storage and consumption of bottled water. They have set up a dedicated phone line and [section of their website for schools here](#). They will also be using media channels and communicating through local authorities. United Utilities will provide this supply until the boil water notice is lifted, and will support the transition from bottled supply back to piped supply. Additional contingency planning is underway to provide drinking water to schools if the boil water notice continues longer than expected.

FREQUENTLY ASKED QUESTIONS

Can tap water be used in the preparation of foods and in cookery classes? Bottled water should be used in the preparation of all foods that doesn't undergo any further cooking (including reconstituting warm sauces, mixing drinks, jellies etc.). For specific questions or detailed guidance on the use of water in food and drink preparation, contact the Food Standards Agency on 020 7276 8829 or helpline@foodstandards.gsi.gov.uk

Can tap water be used for washing dishes/surfaces? Tap water can be used for washing and rinsing dishes, however all hand-washed dishes, crockery and cutlery should undergo a final rinse with previously boiled water or bottled water, this should include surfaces. Dishwashers can be used if on a high or near-boil temperature setting; temperatures over 65 degrees kill the organism very quickly

Can tap water be used for washing hands? Hand washing is an extremely important part of everyday disease prevention and should not be stopped. However, young children should be supervised to prevent drinking water. For very young children, where supervision is impractical, other methods may be more appropriate, such as boiling water and allowing to chill. Gels are generally ineffective against cryptosporidium and should not be used as an alternative.

Is showering allowed? Showering is acceptable so long as children are aware they should not drink or swallow the water.

Can swimming pools be used? Yes, as long as the pool maintenance and treatment is appropriate and working, and showers are available.

Can my school engage in water play? Yes. Young children should be supervised to prevent accidental drinking.

Can tap water be used for treatment of minor injuries, cuts or grazes? Cryptosporidium is a parasite affecting the gut and there are no reported instances of infection through cuts or grazes. Usual practice for dealing with these sorts of injuries should be applied.

FURTHER ENQUIRIES: For further information, please contact United Utilities on: 0800 9127240 or School.ContactLine@uuplc.co.uk

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