



Arkansas Department of Health

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Governor Asa Hutchinson

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January 28, 2021

COLLIER, BENZENE
WEST HELENA WATER WORKS
702 CHERRY ST
HELENA, AR 72342

RE: BOIL WATER NOTICE #4351
WEST HELENA WATER WORKS - PWS ID # 416

The Arkansas Department of Health has confirmed the 'Boil Water' Notice issued by Benzene Collier for the Entire System on January 28, 2021. This order was issued as a precautionary measure because of the possibility that contaminated water may have entered the distribution system as a result of the partial loss in normal system pressure.

Under the 'Boil Water' Notice, all affected customers are advised that the water may be unsafe for human consumption, and water used for drinking or food preparation must be boiled briskly for one (1) minute prior to use. All ice cubes should be discarded and only boiled water used for making ice.

This Notice will be lifted by the Department of Health when 1 set(s) of 9 bacteriological samples indicate that the water is free of bacterial contamination and an adequate disinfectant level is established throughout the distribution system.

We recommend that you directly notify the news media.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jake Chatman'.

Jake Chatman
Engineer

WEST HELENA WATER WORKS
PHILLIPS

A PRECAUTIONARY BOIL ORDER NOTICE

ISSUE DATE: JANUARY 28, 2021

FOR FURTHER INFORMATION, CONTACT
JAKE CHATMAN
ENGINEER
ENGINEERING SECTION, (501) 661-2623

NEWS ARTICLE

FOR IMMEDIATE RELEASE

THE ARKANSAS DEPARTMENT OF HEALTH HAS CONFIRMED THE 'BOIL WATER' NOTICE ISSUED BY BENZENE COLLIER FOR THE ENTIRE SYSTEM. THIS ORDER WAS ISSUED AS A PRECAUTIONARY MEASURE BECAUSE OF THE POSSIBILITY THAT CONTAMINATED WATER MAY HAVE ENTERED THE DISTRIBUTION SYSTEM AS A RESULT OF THE PARTIAL LOSS IN NORMAL SYSTEM PRESSURE.

UNDER THE 'BOIL WATER' ORDER, ALL AFFECTED CUSTOMERS MUST BE ADVISED THAT THE WATER MAY BE UNSAFE FOR HUMAN CONSUMPTION, AND WATER USED FOR DRINKING OR FOOD PREPARATION MUST BE BOILED BRISKLY FOR ONE (1) MINUTE PRIOR TO USE. ALL ICE CUBES SHOULD BE DISCARDED AND ONLY BOILED WATER USED FOR MAKING ICE.

THIS "PRECAUTIONARY BOIL WATER NOTICE" WILL REMAIN IN EFFECT UNTIL THE PROBLEM HAS BEEN CORRECTED, AN ADEQUATE DISINFECTANT LEVEL IS ESTABLISHED THROUGHOUT THE DISTRIBUTION SYSTEM, AND A BACTERIOLOGICAL SURVEY SHOWS THAT THE WATER IS SAFE TO DRINK.

THE BOIL WATER ORDER WAS DUE TO MAINTENANCE RELATED WORK.

SYSTEM PERSONNEL NOTIFIED: Benzene Collier BY: Jake Chatman ON: 1/28/2021 1:42:32 PM
SANITARIAN NOTIFIED: Margaret Carnes BY: Jake Chatman ON: 1/28/2021 1:42:34 PM