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## ***PRECAUTIONARY BOIL WATER NOTICE LIFTED FOR ALL UTILITIES CUSTOMERS***

To: Customers of Village of Palm Springs Utilities

**The Precautionary Boil Water Notice issued on February 16, 2018 has been rescinded by the Palm Beach County Health Department effective 4:45 PM, Monday, February 19, 2018.**

Over this past Saturday and Sunday, extensive sampling (80 samples - 40 per day) throughout the Village's water system was completed by an independent laboratory. The results from all 80 samples taken by the independent laboratory confirmed that our water is, and was, safe to drink and use for all normal purposes. Water that was accidentally and/or unknowingly ingested during the precautionary boil water notice was safe and free from contaminants.

To ensure that we are providing water that meets all state and local required standards, the Village completes water testing/sampling daily. However, the results from routine sampling on Friday, February 16th resulted in total coliform testing positive in some of the samples that were taken. As a result, the Palm Beach County Health Department decided to issue a system-wide precautionary boil water notice out of an abundance of caution for the health and welfare of our customers.

Immediately following this direction from the Palm Beach County Health Department, the Village (beginning on Friday evening and throughout the weekend) took the following steps to notify our customers of this potential issue:

- Prepared and posted a press release and updates on the Village's website home page as a news flash/brief (in the center of our home page under the pictures scroll) and as an emergency alert (at the top of the home page)
- Posted the press release and updates on the Village's social media sites - NextDoor, Twitter, Facebook
- E-mailed (on multiple occasions) and requested the local media (television and newspapers) to announce information within the press release (At least one television station and the Palm Beach Post has reported this information on multiple occasions)
- Posted information about the boil water notice on the Village's LED sign
- Sent text messages to all customers signed up to receive emergency alerts and/or news flashes/briefs that are posted on our website - To sign up, visit the Village's website - [www.vpsfl.org](http://www.vpsfl.org)
- Sent E-mails to all customers signed up to receive emergency alerts and/or news flashes/briefs that are posted on our website - To sign up, visit the Village's website - [www.vpsfl.org](http://www.vpsfl.org)

- Sent out E-newsletters (by E-mail) to all customers signed up (including HOA contacts that have been provided) - To sign up, visit the Village's website - [www.vpsfl.org](http://www.vpsfl.org)

\*\*Please consider signing up for one of the various ways to receive E-mail and/or text emergency alerts and/or additional information (i.e., E-newsletters, etc.) about the Village - [www.vpsfl.org](http://www.vpsfl.org).

We are also hopeful that you would be willing to help us notify those that are not aware by letting your neighbors know that this boil water notice has now been rescinded.

Again, we apologize for any inconvenience that this has provided. The Village has issued this boil water notice as a precautionary measure to ensure that our water continues to be provided at the highest and safest levels possible. Although, Village Hall is (was) closed today, we continued to work throughout the weekend and the holiday to resolve this issue as soon as possible.

The Village of Palm Springs is committed to always ensuring that we provide the highest quality of water to all of our customers. It is a priority that our staff takes very seriously and we value the trust that our community provides us with. Thank you for your patience as we understand that this has been a significant inconvenience and a concerning time for all of our customers.

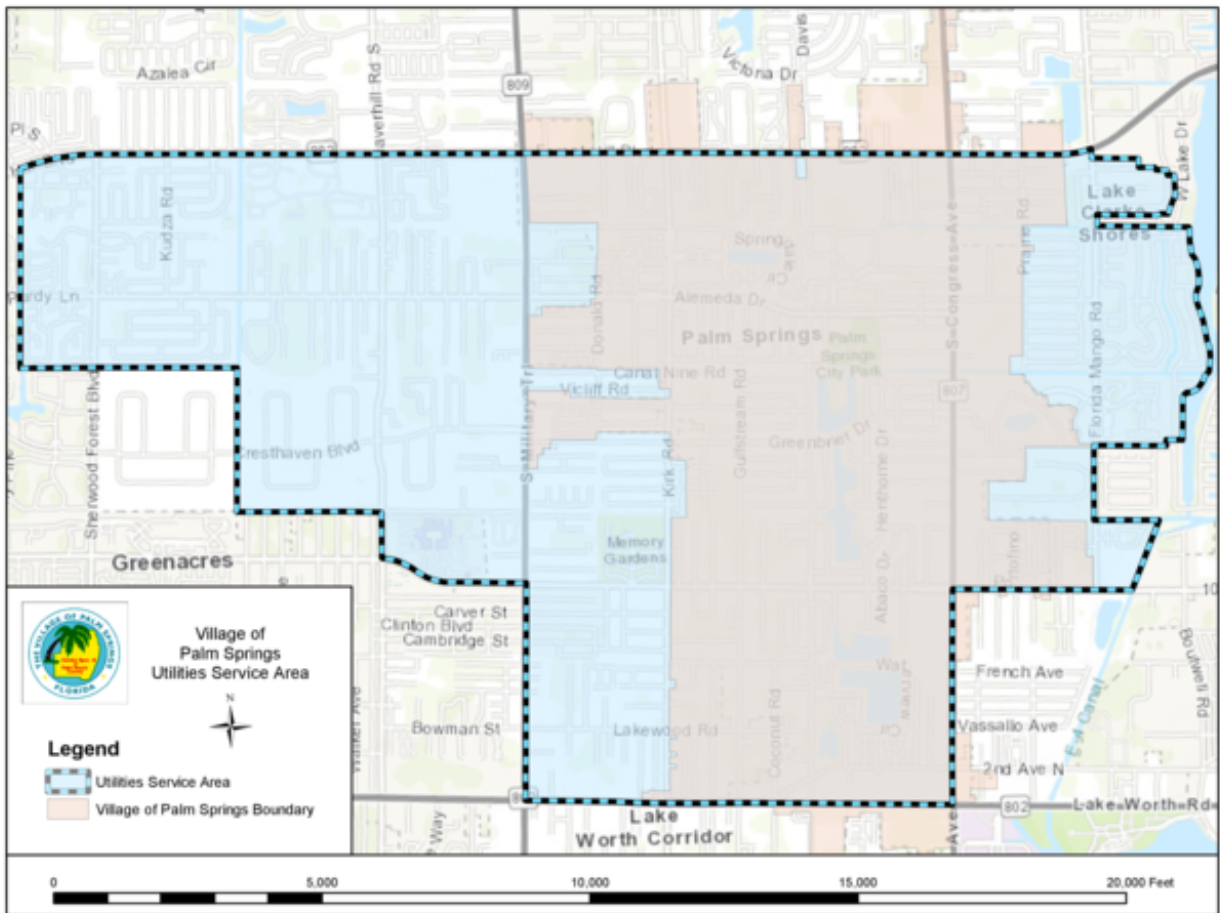
For further, information and/or updates, please visit our website at [www.vpsfl.org](http://www.vpsfl.org).

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Date: Monday, February 19, 2018

Contact: Matthew Hammond, Public Service Director - [mhammond@vpsfl.org](mailto:mhammond@vpsfl.org)

**MAP SHOWING ALL AFFECTED AREAS  
ALL HIGHLIGHTED AREAS WITHIN DASHED BOUNDARY LINE**



| Village of Palm Springs | [www.vpsfl.org](http://www.vpsfl.org) |



Village of Palm Springs, 226 Cypress Lane, Palm Springs, FL 33461

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