

Messiah University
Procurement of Potable Water/Potable Water Emergencies Policy and Procedure
January 2026

Policy: It is the policy of Messiah University to provide potable water in the event of a water emergency.

Objectives: To define available resources assuring an adequate supply of potable water in the event normal water supply is disrupted or contaminated.

Equipment:

Attachment A: Boil Water Advisory Notice (To be copied on bright paper)

Attachment B: Sample Campus Mass E-mail (**Revise and add info as needed**)

Attachment C: Do Not Drink Posting for Water Fountains and other Outlets (To be copied on bright paper)

Attachment D: Bottled Water Distribution List

Attachment E: Water Fountain, Bottle Fill Stations, Ice machine, Coffee makers, etc. Locations

Definition: Coordinating Manager is a Crisis Team Member, any person who signs this policy, or any supervisor, manager, Director, or VP that is on-site to coordinate the implementation of this policy.

Procedure:

Responsibility

Dispatch

Action

Unless a County or Water Authority Official has notified the campus of the emergency issue, contact Veolia Water 24-hour number at 717-564-3662 to confirm the water related emergency.

If it is determined that the emergency is substantiated by the water company or the local authorities, the Vice President of Operations or the Director of Facility Services are to be notified.

Coordinating Manager

If instructed that boil water advisory is necessary and confirmed by Veolia Water, post a "Boil Water Advisory" notice (**Attachment A**) to the exterior door of each building. **Assign 5 employees to post the signs.** Attachment A should only be used if Veolia Water is unable to provide an updated notice at the time of the advisory. If Veolia Water is able to fax a specific notice relevant to the current emergency use that posting.

Notify all Residence Life staff (specifically the RD on call at 717-979-5993) and Dining Service Management to terminate the use of water for drinking and cooking purposes. Inform Residence Life and Dining Services to inform students and visitors and post signs (**Attachment C**) at each water cooler, each entry door (**Attachment A and C**) to every building and other common areas within the buildings informing the public not to drink the water. Have at least **8 employees** or students assigned to this responsibility.

Campus communication is essential. The following is to be followed to assure proper campus wide notification and will come through the university's crisis team. They will complete the steps listed:

- Text message through the Text Message Alert System. It will be sent out to all registered employees and students.
- Notify the University Webmaster for posting information on the University Website. Attachment A and B can be used but will need revision to make the correspondence relevant to the current emergency.
- Use Attachment A and B to develop a notice for the University Emergency Hotline.
- When the emergency is over, or advisories are lifted send out a campus wide e-mail, an update to the University Emergency Hotline and updated information on the university website. Contact the above mention staff to make the proper notifications.

Arrange at least **15 employees** (Facilities staff, Residence Life staff, or Dining Service staff) to assist with water distribution and sign posting. If after hours call at least 10 employees at home to notify them that they need to come in to assist, assign employees as outlined below.

Coordinate procurement of potable water if determined necessary. Dining Services has in stock at all times over 100 cases of bottled water. Distribution of potable water should be directed to the apartments, dorms and Dining Services. If deemed necessary water may also be needed for academic and other campus buildings.

Send **2 Employees** with a **Box Truck** to the local Wal-Mart or Giant Food Stores in Camp Hill (for larger quantities of bottled water). Employees should be instructed to pick up at least 139 cases of bottled water. The above mentioned stores are open 6 am to 11 pm.

Arrange for **8 employees with hand trucks** (hand truck locations: ECC115, Boyer 011, Frey 056, CFA 038, Larsen 116, Miller 052, Mountain View 041) to be available to distribute the bottled water to areas listed on Attachment D.

Keep in mind that after hours procurement of water may only be available through Walmart and Giant Food Store. The Giant in Camp Hill maintains an inventory of at least 300 cases of bottled water. Walmart should have at least 40 cases available at all times. During regular business hours Feeser's can deliver water to campus if asked to do so.

- A. Dining Services has in stock at all times over 100 cases of bottled water.
- B. Approximately 20 cases of bottled water are in stock at all times in the basement (public side storage room) at Orchard Hill.
- C. Tank trucks from H&H Water Hauling can provide water for whatever length of time is necessary.
- D. 5 gallon jugs of bottled water or smaller are available from Dining purchasing this product from their current bulk water supplier.
- E. One gallon jugs Feeser's (Harrisburg) at 1-800-326-2828.
- F. One gallon jug or smaller, open 6am to 11 pm, Walmart 717-691-3150.
- G. Bottled water by the case, open 6am to 11 pm, Giant Food Camp Hill 717-724-1166.
- H. Bowmansdale is on a well separate from Veolia Water. If needed water can be used from Bowmansdale.
- I. Bottled water, John Gross 717-766-2508.
- J. If needed due to a prolonged water emergency, portable toilets can be arranged through Walters Company 1-800-690-5756.

Facility Service Management

After it is determined from the county or water authority that it is safe to drink the public water, a mass email notification is sent to inform the campus. This mass email notification needs to be reviewed by the Associate Vice President for Marketing and Communication.

Key Telephone Numbers

Veolia Water 24 hr emergency number 888-299-8972

Feeser's (Harrisburg) 1-800-326-2828

Veolia Water Administration Office 888-299-8972

Cumberland County Emergency Preparedness 717-240-6400

Cumberland County non-emergency 911 Center 717-243-4121

Upper Allen Fire Department 717-697-9595

Upper Allen Township Office 717-766-0756

Upper Allen Township Police 911

Walmart Mechanicsburg 717-691-3150, 6 am to 11 pm 7 days/wk

MicroBac Biological Services (Emergency Water Sampling) 717-763-0582

Coordinating Manager

When emergency is over, or advisories are lifted, send **8 employees** to remove all of the signs that were posted.

When the emergency is over, or advisories are lifted send out a campus wide e-mail, an update to the University Emergency Hotline and updated information on the university website. Contact the above mentioned staff to make the proper notifications.

Department of Safety

Complete a summary incident report and involve input from all staff that participated in the activities.

Facility Service Manager

A follow up meeting is to be scheduled to discuss the incident to determine what improvements should be made to this policy. Members from Dining Services, Facility Services, and Safety should be included in this meeting. Feedback should include what education may be necessary for employees.

Note - The signed copy of this procedure is filed in the Facility Service Department. By signing this policy you have agreed to enforce the contents, share with your staff and adhere to standards.

Attachment A

PLACE DATE HERE

Precautionary Boil Advisory
From Veolia Water

Dear Customer,

This notice is being provided to you as a result of a water service disruption in the vicinity of your home/business. In accordance with PA DEP regulations, Veolia Water Pennsylvania has issued precautionary boil water advisory that affects your drinking water supply.

EFFECTIVE IMMEDIATELY

All water used for drinking and cooking purposes should be boiled, or brought in from an approved source. Boiling may be done effectively by bringing the water to a boil (212) degrees Fahrenheit) and holding the water at a rolling boil for one full minute.

Water does not have to be boiled for the following activities: showering, washing dishes, washing clothes or other non-consumptive uses. We apologize for any inconvenience this may cause and greatly appreciate your cooperation during this time.

If you have any questions or concerns, please contact our offices at 717-564-3662.

THIS BOIL WATER ADVISORY WILL BE IN EFFECT UNTIL FUTHER NOTICE

Regulations require that in order to lift a boil advisory samples must be analyzed and the results must be good for two consecutive days. We will advise you when that requirement has been met.

Attachment B

Any questions concerning this mass email should be directed to Dispatch at Ext. 6005.

TO ALL GRANTHAM STUDENTS AND TO ALL EMPLOYEES:

DAY AND DATE at approximately **time** a water leak was discovered. Veolia Water of Pennsylvania was called in and has repaired the leak that was in a **water line affected**. The campus was without water until **time and date**. The water company does not expect another interruption in water service. However, they have issued the attached advisory. Please read it carefully.

For all resident students, the facility staff is providing bottled water to residence halls. This water is to be used for brushing your teeth and taking medicine. Water is available in the following locations:

Naugle: Main Lounge

Witmer: Main Lounge

South Complex: Lounge in Mt. View Basement, next to Commuter Lounge

North Complex: Main Lounge

Apartment buildings: Laundry Rooms

Satellite homes: Eisenhower Campus Center, Dispatch

Homestead

Phipps Welcome Center

If you have questions, please contact Dispatch Services at 6005.

Water Advisory
ADD DATE HERE

DO NOT DRINK

Attachment D

Witmer: 20 Cases. Main Lobby

Naugle: 20 Cases. Main Lobby

North Complex: 20 Cases. Main Lobby

South Complex: 20 Cases. Main Lobby

Fry: 6 Cases. Laundry Rooms

Mellinger: 6 Cases. Laundry Rooms

Kelly: 6 Cases. Laundry Rooms

Smith: 6 Cases. Laundry Rooms

Phipps Welcome Center: 3 Cases. Welcome Desk

Satellite Homes: 5 Cases made available at Dispatch

Hitchcock/ Brubaker: 10 Cases (Only if sporting events are planned)

Homestead: 2 Cases. In Kitchen Area

Sawyer: Amount as needed. In the Community Room (202)

Extra Cases in Dispatch: up to 15

Based on events scheduled through Conference and Event Services for specific times and days, additional water may be necessary.
Check schedule of planned events to make that determination.

Attachment E**Water Fountains, Bottle Fill Stations, Ice machines, Coffee makers, etc. Locations By Building****Boyer**

B005 Water Fountain
B141 Bottle Fill Station
B274 Water Fountain
B272 Bottle Fill Station
B220 Water Fountain
B386 Water Fountain
B372 Bottle Fill Station
B320 Water Fountain
B437 Water Fountain
B420 Water Fountain

Chapel

004 Bottle Fill Station
115 Bottle Fill Station

Eisenhower Campus Center

004 Bottle Fill Station
006 Ice Machine
152 Soda Machine
152 Coffee Maker
152 Ice Machine
157 Ice Machine
157 Coffee Maker
166 Bottle Fill Station
201 Water Fountain
201 Coffee Maker
224 Bottle Fill Station
237 Coffee Maker
237 Cappuccino Maker
237 2 - Soda Machines
237 Iced Tea Machine
238B 2 - Water Fountains
238C 2 - Coffee makers
238C 2 - Hot Water Heaters for Tea
238C 2 - Ice Machines

Falcon Hut

2 Water Fountains (front)

Fine Arts

C014 Bottle Fill Station
C029 Water Fountain
C147 Bottle Fill Station
C154 Water Fountain

Frey Hall

F052 Bottle Fill Station
F142 Bottle Fill Station
F172 Water Fountain
F242 Water Fountain
F342 Water Fountain

Fry

A004 Bottle Fill Station

High Center

High 105 Water Fountain
High 124 Water Fountain
High 119 Water Fountain
High 025 Water Fountain
High 044 Water Fountain
High 009 Water Fountain

Attachment E (continued)**Water Fountains, Bottle fill stations, Ice machines, Coffee makers, etc. Locations By Building****Jordan**

J060 Water Fountain
J060 Water Fountain
J162 Water Fountain
J162 Water Fountain
J254 Water Fountain
J254 Water Fountain
J354 Water Fountain
J354 Water Fountain

Kelly

C-002 (Laundry) Bottle Fill Station

Kline

K104 Water Fountain
K011 Water Fountain
K127 Bottle Fill Station
K211 Bottle Fill Station
K233 Bottle Fill Station
K323 Bottle Fill Station
K303 Bottle Fill Station

Sollenberger Sports Center

124 Bottle Fill Station
132 Bottle Fill Station
157 Water Fountain
170 Bottle Fill Station
204-E Bottle Fill Station
204-J Bottle Fill Station
206 Bottle Fill Station

Larsen

1 Coffee Maker
1 Espresso Machine
2 Soda Machines
2 Ice/Soda Machines
1 Ice Coffee
Kitchen 1 Ice Machine
103 Bottle Fill Station
232 Bottle Fill Station

Lenhert

1 Water/Ice and Coffee Machine in Breakroom
131B Bottle Fill Station
126B Water Fountain
110 Water Fountain

Library

006 Bottle Fill Station
018 Bottle Fill Station
117B Bottle Fill Station
2 Coffee Makers

Mellinger

B005 Bottle Fill Station

Naugle

A125 Bottle Fill Station

Attachment E (continued)**Water Fountains, Bottle fill stations, Ice machines, Coffee makers, etc. Locations By Building****North Complex**

Hess A052 Water Fountain
Hess A150 Water Fountain
Hess A141 Bottle Fill Station
Hess A241 Bottle Fill Station
Hess A243 Water Fountain
Hess A343 Water Fountain
Hess A341 Bottle Fill Station
Grantham B050 Water Fountain
Grantham B050 Bottle Fill Station
Grantham B150 Water Fountain
Grantham B150 Bottle Fill Station
Grantham B160 Bottle Fill Station
Grantham B250 Water Fountain
Grantham B250 Water Fountain
Grantham B350 Water Fountain
Grantham B350 Water Fountain
Miller C001 Bottle Fill Station
Miller C043 Water Fountain
Miller C148 Water Fountain
Miller C157 Bottle Fill Station
Miller C249 Bottle Fill Station
Miller C247 Water Fountain
Miller C34 7 Water Fountain
Miller C349 Bottle Fill Station

Old Main

OM134 Bottle Fill Station
OM205 Bottle Fill Station
OM236 Refrigerator Water and Ice Machine
OM236 Coffee Machine

Phipps Welcome Center

106 Bottle Fill Station
206 Bottle Fill Station
306 Bottle Fill Station

Sawyer Pavilion

202 Water Fountain

South Complex

Sollenberger A044 Water Fountain
Sollenberger A060 Water Fountain
Sollenberger A049 Water Fountain
Sollenberger A110 Water Fountain
Sollenberger A116 Water Fountain
Sollenberger A222 Water Fountain
Sollenberger A216 Water Fountain
Sollenberger A316 Water Fountain
Sollenberger A322 Water Fountain
Mt. View B60 Bottle Fill Station
Mt. View B60 Coffee Maker
Mt. View B54 Water Fountain
Mt. View B54 Water Fountain
Mt. View B148 Water Fountain
Mt. View B148 Water Fountain
Mt. View B247 Water Fountain
Mt. View B247 Water Fountain
Mt. View B347 Water Fountain/Bottle Fill Station
Mt. View B347 Water Fountain
Mt. View B447 Water Fountain
Mt. View B447 Water Fountain

Attachment E (continued)**Water Fountains, Bottle fill stations, Ice machines, Coffee makers, etc. Locations By Building****South Complex (continued)**

Bittner C044 Water Fountain
Bittner C004 Water Fountain
Bittner C014 Water Fountain
Bittner C111 Water Fountain
Bittner C103 Water Fountain
Bittner C203 Water Fountain
Bittner C211 Water Fountain
Bittner C311 Water Fountain
Bittner C303 Water Fountain

Witmer

A013 Water Fountain
A126 Bottle Fill Station
A105 Bottle Fill Station
A205 Bottle Fill Station
A305 Bottle Fill Station
A405 Bottle Fill Station
B105 Bottle Fill Station
B205 Bottle Fill Station
B305 Bottle Fill Station
B405 Bottle Fill Station

Engle

137 Bottle Filler
118 Coffee Maker

Scott Zeigler

Electronically signed by Scott Zeigler on 01/16/2026 9:41:07 AM

Vice President for Human Resources and Compliance

Electronically signed by Amanda Coffey on 01/16/2026 10:02:58 AM

Vice President for Operations

Electronically signed by Kathie Shafer on 01/16/2026 9:51:57 AM

Director of Buildings and Grounds

Electronically signed by Mark Graybill on 01/16/2026 10:46:02 AM

Director of Dining Services

Electronically signed by Mark Wirtz on 01/16/2026 10:14:35 AM

Director of Facility Services

Electronically signed by Brian Miller on 01/16/2026 10:17:30 AM

Director of Safety

Electronically signed by Maranda Hogue on 01/21/2026 9:50:54 PM

Manager of Campus and Building Services

Electronically signed by Laura Price on 01/16/2026 10:27:12 AM

Facility Manager

Electronically signed by jarrod sites on 01/20/2026 7:21:54 AM

Project Manager

Electronically signed by Russ Ehrich on 01/16/2026 9:51:49 AM

Dean of Students

Electronically signed by Doug Wood on 01/28/2026 3:51:56 PM

Health and Wellness Coordinator

Electronically signed by Jennifer Smithmyer on 01/22/2026 12:07:22 PM