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Do Not Drink Order (DNDO) Guidance for Health Inspection Program Licensees

What is a DNDO?

DNDOs, sometimes called Do Not Consume orders, are issued when there is concern about contamination in a water supply from biological, chemical, or radiological contaminants in exceedance of their Maximum Contaminant Levels (MCLs) that makes the water unsafe for consumption. This includes making ice cubes, food preparation, brushing teeth or any other activity involving consumption of water. The water can be used for other purposes such as bathing, washing dishes and hands, and laundry.

How will I know when it ends?

Please see our Drinking Water Safety Alert page for all the latest updates on all issued orders:
https://www.maine.gov/dhhs/mecdc/environmental-health/dwp/pws/dwSafetyAlerts.shtml

What do I do when it ends?

- Flush all lines/faucets in your business
  - Remove aerators from the faucet, and clean them
  - Run the water, both hot and cold until the water runs clear
  - Run the water for an additional 3-5 minutes to fully flush the lines
- Discard any beverages or foods made with the water during the time of the event
- Discard any ice cubes made during the time of the event
- Flush equipment with waterline connections for at least 5 minutes. This includes drinking fountains, post-mix beverage machines, spray misters, coffee or tea urns, glass washers, dishwashers, and other equipment with water connections. Clean and sanitize equipment in accordance with manufacturer's instructions.
- Ice machine sanitation:
  - Flush the water line to the machine inlet for 5 minutes.
  - Close the valve on the water line behind the machine and disconnect the water line from the machine inlet.
  - Open the valve, run 5 gallons of water through the valve and dispose of the water.
  - Close the valve.
  - Reconnect the water line to the machine inlet.
  - Open the valve.
  - Flush the water lines in the machine.
  - Turn on the machine.
  - Make ice for 1 hour and dispose of ice.
  - Clean and sanitize all parts and surfaces that come in contact with water and ice, following the manufacturer's instructions.
- Run water softeners through a regeneration cycle.

Who do I contact for more information?

Maine Drinking Water Program:
Hours: Monday-Friday, 8am-5pm
Phone: (207) 287-2070 TTY: Maine relay 711Fax: (207) 287-4172
After-Hours Emergencies: (5pm-8am M-F, weekends and holidays) (207) 557-4214