



DEPARTMENT OF THE NAVY
COMMANDING OFFICER
NAVAL SUPPORT ACTIVITY HAMPTON ROADS
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NORFOLK, VA 23551-2419

NOTICE: IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Naval Support Activity (NSA) Hampton Roads Public Water System (PWS) ID# 3710850 Lacks Properly Licensed Operator

Our water system was issued a Notice of Alleged Violation from Virginia Department of Health (VDH) on May 28, 2025. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we are doing to correct this situation. While we work to correct the issue, we are required to issue a public notice to our current customers and provide a copy of this notice to new customers, before or at the time service begins, until this violation is resolved.

The installation's waterworks requires a Class 5 or better licensed waterworks operator. NSA Hampton Roads operator's license expired in February 2025, and we failed to designate a replacement licensed operator.

What should I do?

- There is nothing you need to do. Current sampling data confirms that the drinking water meets all regulatory requirements. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- Although our water quality continues to meet standards, if you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

- This is not an emergency. Consumers are notified of drinking water emergencies within 24 hours. Water quality and residual disinfection levels are regularly monitored and reported to VDH to ensure safe water in the system.

What is being done?

We are taking the necessary steps to ensure that we acquire the services of a properly licensed operator in order to bring our waterworks into compliance with permit requirements. Two utilities employees completed the required training for licensure and will be taking the waterworks operator exam in the coming weeks.

For more information, please contact Ms. Rebecca Gehring, Installation Environmental Program Director at (757) 836-1862 or rebecca.e.gehring.civ@us.navy.mil.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, others in your barracks, housing or offices). You can do this by posting this notice in a public place or distributing copies by hand or email.

This notice is being sent to you by the NSA Hampton Roads – Main Base waterworks. State Water System ID#: 3710850. Date distributed: 7/1/2025.