# PFAS Communication Plan

This plan will cover both the required and optional communications with affected and non-affected residents.

note: Kim Ferguson would like to receive any emails sent to the affected residents as a group.

# Communication from residents to town

Residents will be given phone numbers for TA, Tighe & Bond (T&B), MassDEP. They will be given an email address for TA. They will be encouraged to start with the TA.

We allot time at the beginning of regular Tues evening SB meetings for PFAS discussions with townspeople. To start, 10 minutes will be allocated. If nobody is there at the beginning of the 10-minute time period, the discussion will end and the SB will move on to other business. The SB reserves the right to modify this decision and the time allocated based on experience.

# Communications with individual residents

## Upon determination that a well needs to be tested

* The Town (TA or BOH) will mail a notice, well info form, and FAQ handouts from DEP and DPH.
* T&B will call resident to schedule sampling
* T&B will leave notice at residence (if haven’t reached otherwise).

## After contact with resident has been made by T&B

* T&B will establish preferred method of contact with resident and get email address
* T&B will schedule well test
* TA will reach out using preferred method of contact (obtained from T&B) to go over process, answer questions, ask if they’d like to be added to mailing list

## After well has been tested (while waiting for results)

* TA reaches out after about a week to let them know that the results are still not in, it is normal for it to take 3 weeks, answer questions

## After results are in

* T&B calls or emails resident with results and explanation of next steps. T&B is currently calling within 24 hours of receiving test results. Email is a backup if calling doesn’t work.
* T&B sends official communication to resident by mail.
* T&B notifies TA and town employee responsible for water delivery by email about test results. If there is any level of detection, water will be delivered to residence and resident will be set up to receive water delivery with crock dispenser
* Employee informs resident about water delivery schedule, if needed.
* TA calls to answer questions, make sure they have gotten water (if needed), see if they want to be added to email list if not on already. If resident chooses not to be added to the email list and prefers to keep an eye on the website for information, TA sends letter confirming that decision.
* If results are over 20 ppt, T&B will reach out to schedule installation of a point-of-entry-treatment (POET) system. Please note that homes with highest levels will have POETs installed first.

# Communications with residents on email list

* TA will email all residents on list when test spreadsheet is updated
* TA will email all residents on list when testing map is updated
* TA will email when anything new is learned

# Communications with all residents in town

* significant events will be communicated on town-wide news and copied on nextdoor
* meeting to discuss special town meeting warrant article
* town-wide info sessions

# Communications with MassDEP

* T&B will be following the MassDEP-specified protocol for all reporting and notification.
* T&B and TA will communicate with MassDEP as needed.