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| Dear Occupier  CC: Building Manager | **Your Reference** | Your Reference |
| **Our Reference** | Our Reference |
| **Contact** | Environmental Health Compliance |
| **Telephone** | 9806 5050 |
| **Email** | spike@cityofparramatta.nsw.gov.au |

1 April 2020

**Operation of cooling water systems during the COVID-19 outbreak**

During the COVID-19 pandemic some cooling water systems may be operated less frequently or turned off due to buildings not being occupied. As you may be aware, one of the major risk factors for the growth of Legionella is stagnant water, which can occur if cooling water systems are not operated continuously or shut-down correctly. Accordingly, it is essential that cooling water systems are either:

1. **Left in continuous operation**

* Water treatment program is maintained in continuous operation;
* Cooling water is circulated through the entire system at least once every 48 hours; and
* monthly servicing, water testing and reporting requirements are continued.

**Or**

1. **Shut-down**

* System is drained, cleaned and kept in a dry condition;
* monthly reporting requirements are continued (stating that the system has been

shut down); and

* Fully reinstate water treatment program before system start up.

*Note: see Section 2.5.4 of AS/NZS 3666:2 and excerpt from NSW Guidelines for Legionella Control in Cooling Water Systems attached)*

It is recommended that you discuss the above with your water treatment service provider to ensure the best option is implemented based on your situation and your cooling water system. Further information regarding this matter is available under Section 5.1.2 of [NSW Health (2018) NSW Guidelines for Legionella Control](https://www.health.nsw.gov.au/environment/legionellacontrol/Publications/guidelines-legionella-control.pdf) (attached).

Please be advised it is an offence if a cooling water system is not operated and maintained as required by the Public Health Act 2010 and Regulation.

If you have any enquiries please contact the undersigned on XXXXXX during normal business hours.

Yours faithfully

**Author's name**

Job Title

