



GSA Public Buildings Service

# Client Enrichment Series

Water Quality Management in GSA Facilities - Fall Update

November 19, 2024



# *Water Quality Management in GSA Facilities - Fall Update*

*November 19, 2024*

*The presentation will start at  
1 pm eastern*

## Welcome

**Note:** Phones are automatically muted during the presentation. Submit questions to our presentation team via your “Q&A” pane and we’ll answer as many questions as possible during the presentation.

We will post a formal Q&A document, along with the slide deck and session recording, on our website, <https://www.gsa.gov/ces>

# Agenda

- 01** Introductions
- 02** Baseline Testing Program Update
- 03** Response Action Updates
- 04** Q&A Round 1
- 05** Website Updates
- 06** Next Steps
- 07** Q&A Round 2





# 01 Introductions

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# Hello.



**Brad Short**  
National Industrial Hygiene and  
Facility Safety Program Manager  
General Services Administration



**Courtney Springer**  
Assistant Commissioner  
General Services Administration



**Dr. Janet Stout**  
Infectious Disease  
Microbiologist  
Special Pathogens Laboratory



**Courtney Hatchel**  
Water Quality Management  
Program Manager  
General Services Administration



**Dr. Abraham Cullom**  
Director of Water Safety and  
Management  
Special Pathogens Laboratory



02

# Baseline Testing Program Update

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# Testing Status and Results

Buildings		Test Status			Exceedances			
		Tests Scheduled	Test Results Rec'd	Tests Completed	Lead Exceedances	Copper Exceedances	Coliform Exceedances	Legionella Exceedances
1149	Owned	1076	619	54%	98 / (15.8%)	86 / (13.9%)	53 / (8.6%)	314 / (50.7%)
102	Owned Delegated	32	32	31%	4 / (12.5%)	0	1 / (3.1%)	17 / (53.1%)
6101	Leased	4043	3947	65%	218 / (5.5%)	256 / (6.5%)	89 / (2.3%)	647 / (16.4%)
26	Leased Delegated	16	16	65%	2 / (11.8%)	0	2 / (11.8%)	3 / (17.6%)
30	USPO	12	10	33%	2 / (20.0%)	0	1 / (10%)	6 / (60.0%)
7408	Total	5179	4625	62%	324 / (7%)	342 / (7.4%)	146 / (3.2%)	987 / (21.3%)

- We expect baseline testing to have occurred in all federally-owned buildings by the end of this calendar year.
- Unilateral lease amendments (ULA) have been issued for all applicable leases. If a lessor chooses not to accept the ULA, GSA will conduct the test in that space following the same scope of work.
- We expect initial testing to be completed in all applicable leased locations by the end of fiscal year 2025.
- Individual location testing information for your organization is available 24/7 via the Water Quality Management Dashboard section of the PBS Customer Dashboard.



# 03 Response Action Update

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# Technical Response Updates

## Leave Fixtures in Service

- When *Legionella* exceedances occur, affected fixtures would be left in service
  - Shower filters installed on a case by case basis (mission critical)
- Applies only to *Legionella* exceedances (lead, copper, coliform do not change)
- In line with CDC and industry consultant guidance
- Updated signage will be posted at impacted fixtures
- Bottled water will be provided where there is the potential for risk to health associated with the presence of *Legionella*
- Extremely low increase to risk given building populations (i.e. not a hospital setting)

# Temporary Bottled Water Policy

## Ensuring Flexibility

- New policy offers more flexibility in providing bottled water.
- Old policy only allowed bottled water when the building water was classified as "non-potable."
- New policy includes cases where water is technically potable but may pose a health risk (e.g., presence of *Legionella*).
- Addresses health risks for vulnerable groups, like immunocompromised individuals.
- Allows bottled water to be provided when tenants request it after a positive *Legionella* test.
- Allows disposable cups to be provided with water dispensers in areas accessible by visitors.
  - *Occupant agency employees and embedded contractors are expected to bring their own cups.*

# New Signage

## Legionella

- At impacted point of use fixtures
- If the building has 30% or greater *Legionella* positivity (i.e. 5 of 15 point-of-use samples were positive for *Legionella*), signage will be posted at impacted point-of-use fixtures as well as **building entrances and in common areas.**
- Buildings currently working through issues can leave current signage. However, should be updated after next sampling effort.

## LEGIONELLA HAS BEEN DETECTED IN THE DRINKING WATER SYSTEM

- **Normal use of the water may continue, however, individuals in higher-risk groups may consider alternate methods of hygiene like filling sinks slowly to reduce mist, or temporarily avoiding showers at the facility.**
- Legionnaires' disease (LD) can occur when small droplets of water containing *Legionella* are inhaled. In rare cases, especially for individuals with swallowing difficulties, the bacteria may be accidentally aspirated into the lungs while drinking water.
- According to the CDC, most healthy individuals are unlikely to develop LD after being exposed to *Legionella*.
- Refer to the CDC's LD Fact Sheet for more information (QR Code).



Or visit:  
<https://bit.ly/3MPK15v>

## SE HA DETECTADO *LEGIONELLA* EN EL SISTEMA DE AGUA POTABLE

- **Se puede seguir usando agua normalmente; sin embargo, las personas de los grupos de mayor riesgo pueden considerar métodos alternativos de higiene como llenarlos fregaderos lentamente para reducir el vaho, o evitar temporalmente ducharse en las instalaciones.**
- La enfermedad del legionario (EL) puede producirse cuando se inhalan pequeñas gotas de agua que contienen *Legionella*. En raras ocasiones, sobre todo en personas que tienen dificultades para tragar, es posible que la bacteria se aspire accidentalmente hacia los pulmones al beber agua.
- Según los CDC, es improbable que la mayoría de las personas sanas desarrollen EL tras exponerse a la bacteria *Legionella*.
- Consulte la hoja informativa de los CDC sobre la enfermedad del legionario para obtener más información (código QR).



O visite:  
<https://bit.ly/3MPK15v>

## New Signage – Point of Use

### Lead, Copper, Total Coliforms, & *E. coli*

- At impacted point of use fixtures

# NOTICE

**NOT FOR DRINKING OR  
COOKING PURPOSES**



Or visit:  
<https://bit.ly/3MPK15v>

# AVISO

**AGUA NO APTA PARA  
BEBER NI COCINAR**



Or visit:  
<https://bit.ly/3MPK15v>

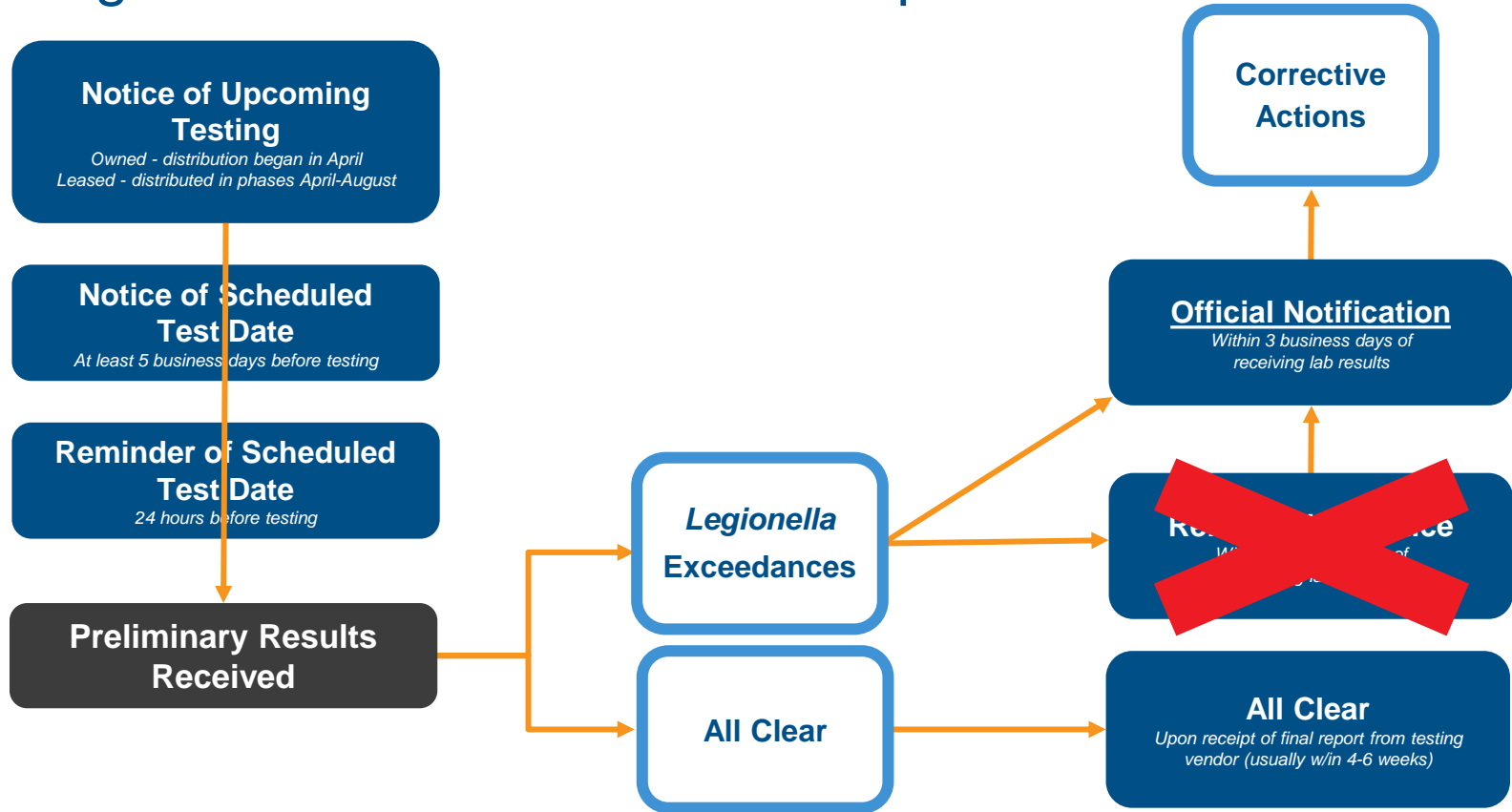


# Messaging Updates

## Removed Interim Message

- Follows feedback from the CDC and customers
- In line with OSHA notification requirements
- Interim Message
  - Vague, lacked specifics
- Official notification message updated
  - Sent w/in 3 business days (immediate corrective actions already in motion)
  - Specifically requests that POC's share w/in 24 hours
  - Detailed information about type/location/corrective actions
  - Detailed information about *Legionella*, CDC links
  - Embedded GSA Water Quality Management 101 video
  - Next: FAQ's

# Building Tenant Notifications - Example





# 04 Q&A Round 1

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# 05 Website Updates

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# Updates to the WQM Website

## External website has been updated

- [External WQM Website](#)
- Embedded GSA Water Quality Management 101 video
- Language consistent with not taking fixtures out of service
- More realistic timeframes for lab results
- Removed the outdated fact sheet
- Other helpful workflow and navigation changes based on heat map analytics of website usage

## Contributing factors for *Legionella* infection





# 06 Next Steps

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# Long Term Strategy

## Monthly *Legionella* Testing

- Cooling towers, decorative fountains, humidifiers, and misters
- Replaces quarterly bacteria testing
- Will be modified into existing O&M contracts

## ASHRAE 188 Plans

- More than 10 stories high (including any levels that are below grade)
- Additional considerations include results of baseline testing and square footage

## Flushing & Technology Solutions

- Weekly flushing for Child Care Centers
- Automatic Flushing Valves
  - Exploring options for utilizing flushed water
- Upcoming Industry Day
  - Exploring options for monitoring and response





# 07 Q&A Round 2

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# Thank You

Join us for these upcoming  
Client Enrichment Series  
events...

Watch our  [class recordings](#)  
visit [www.gsa.gov/ces](http://www.gsa.gov/ces)  
email [clientenrichmentseries@gsa.gov](mailto:clientenrichmentseries@gsa.gov)

## A Conversation on Hybrid Work and Sustainability

Thursday, December 5th, 2024

2pm - 3:30pm eastern

[Register Today!](#)

## RWA Policy and Process Fundamentals

Thursday, January 9th, 2025

1pm - 3pm EDT

[Register Today!](#)

## Principles of Global Project Management (gPM)

Thursday, January 30th, 2025

1pm - 2:30pm EDT

[Register Today!](#)

**Coming Soon!**  
**Occupancy Metrics**  
Implementing OMB Memo MPM 24-01

See You at the Next Client Enrichment Series Session

