



## **Boil Advisory Frequently Asked Questions**

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### **Why are Boil Advisories necessary?**

Boil Advisories protect the citizens from possible contamination of the water due to a loss of adequate pressure in the water main. Boil Advisories are issued when water lines do not maintain adequate levels of pressure due to planned water main repairs or replacement, or because of an emergency, such as a water main break. When water lines lose pressure, they may be subject to soils or debris entering the system.

### **Why didn't I have more notice of the Boil Advisory?**

If it is a planned repair or replacement you will be given 48 hour notification. If it is due to a water main break, our crews work very hard to make the necessary repairs without losing pressure in the lines so citizens do not have to be inconvenienced with a Boil Advisory. Unfortunately, sometimes losing pressure cannot be avoided, regardless of their efforts, and a Boil Advisory must be issued.

### **How do I know when my water is safe to drink again?**

Boil Advisories are issued for specified amounts of time. This time permits the Department of Public Utilities to thoroughly test the water prior to the expiration of the Boil Advisory. The Boil Advisory extends throughout the period of the disrupted waterline, its repair, and the testing of the water after repairs have been made.

### **What should I do if I have been issued a Boil Advisory?**

The Boil Advisory will explain what to do such as, bring all water that will be used for consumption to a boil; let water boil for at least three (3) minutes, then cool before using.

### **For what uses should I boil the water?**

Water that will be used for drinking, brushing teeth, making ice, washing dishes, and for all food preparation needs to be boiled for 3 minutes prior to using while under a Boil Advisory.

### **Can I use my coffee maker, water, or soda dispenser?**

Do not use if they are directly connected to your water supply. Use bottled water or water that has been boiled or disinfected for making coffee and ice. Also, filters don't work for removing bacteria. Once you have been notified that the boil advisory has been lifted, these devices should be cleaned, disinfected and flushed according to the operator's manual for the device.

### **How should I wash my hands during a boil advisory?**

Vigorous handwashing with soap and your tap water is safe for basic personal hygiene. However, if you are washing your hands to prepare food, you should use boiled (then cooled) water, disinfected or bottled water with handwashing soap.

### **Why is my water rusty?**

It is normal to experience air and/or rust in tap water once water service has been restored. Please run each of the COLD WATER FAUCETS until the water runs clear. Avoid washing clothes or using hot water taps until you have done so.