

What is a Boil water advisory?

A boil water advisory is a public notification advising customers to boil tap water before consuming it. Advisories are issued when:

- an event has occurred with the potential to adversely affect water quality.
- a situation has occurred where there is known degradation of the water quality.

There are two types: precautionary and mandatory.

Precautionary boil water advisory

Issued when the water system experiences a loss in positive water pressure (below 20 psi), typically due to a serious main break or low storage tank levels. A loss of positive water pressure indicates the existence of conditions that could allow contamination to enter the distribution system. This is the most common type of advisory, which is issued as a pre- caution until water samples are collected and analyzed to confirm that water quality has not been affected.

Mandatory boil water order

Issued when contamination is **confirmed** in the water system. Customers are instructed to boil the water to kill bacteria and other organisms in the water, until the issue is resolved and the notice can be lifted. Contamination from organisms, such as bacteria, viruses and parasites, can cause symptoms, including nausea, cramps, diarrhea and associated headaches.

What actions do I need to take?

If notified of a boil water advisory,

DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring all water to a rolling boil, let it boil for three minutes, and cool before using--or use bottled water. You should use boiled or bottled water for drinking, making ice, washing dishes, brushing teeth and food preparation until the advisory has been lifted.

We also recommend the following steps:

- Throw away uncooked food or beverages or ice cubes if made with tap water during the day of the advisory.
- Keep boiled water in the refrigerator for drinking.
- Do not swallow water while you are showering or bathing.
- Provide pets with boiled water after cooling.

