

***Am I under a Boil Water Notice?**

-Customers that are under a Boil Water Notice will be notified by a paper notice on the front door unless a Public Service Announcement (PSA) is made. If a PSA is used there will be a physical description of the area that is affected on the notice.

***What can I use the water for while under a Boil Water Notice?**

-A Boil Water Notice only refers to water being used for direct consumption. Water being used for consumption should be brought to a rolling boil for at least 1 minute before use. Customers are safe to use the water for showers, washing hands, etc.

***Is my water contaminated?**

-Most Boil Water Notices are "Precautionary Boil Water Notices" which means that no health hazards have been detected, but samples must be taken to confirm the safety of the water. These notices are typically used when water lines are brought under 20 PSI. There is a greater risk for contamination of water lines when they are not fully pressurized, so samples are needed to verify that there is no bacterial contamination. A "Mandatory Boil Water Notice" means that there have been immediate health hazards detected in the water system.

***How long will I be on this notice? / Is my notice rescinded?**

-Boil Water Notices require two consecutive days of coliform free samples. Pending on the time of day and ability to flush the lines samples may or may not be taken the day that the notice is issued. The testing done on these samples take 24 hours to run, so samples taken today will not have results until at least that time tomorrow. Notices will be rescinded in the same fashion as they were issued. If there was a paper notice issued, then there will be paper notice issued to inform the customer that the notice is no longer in effect. Notices will be issued as they are ready, regardless of normal working hours. The Water Treatment Facility remains staffed on weekends and holidays to ensure that customers' needs are met.

***How can I disinfectant my water if there is no power/means to boil it?**

- If you cannot boil water, you should put eight (8) drops of common household bleach (unscented) which is about 1/8th teaspoon, into one (1) gallon of tap water, then shake it, and allow it to stand for 30 minutes before drinking. If the water is cloudy, use sixteen (16) drops, about 1/4 teaspoon of bleach instead of 8, shake it, and let it stand for 30 minutes. There should be a slight chlorine odor. Use common household bleach that has 5% to 8% active ingredients. Use food grade containers.