



Precautionary Boil Water Notice FAQs

What is a Precautionary Boil Water Notice?

A Precautionary Boil Water Notice is a public notification issued by the City advising residents to boil tap water rigorously before consuming. A Precautionary Boil Water Notice is issued only when the Utility or the Department of Health has determined that the Utility's water system has been compromised by – (A) microbiological contamination; (B) Loss of pressure within the water distribution system; (C) water-main (pipe) breaks or service outages; or (D) any disaster-related events.

Why should I boil my water?

To safeguard yourself, your loved ones or pets from illness from contaminants in the water.

Who can be affected?

Anyone who ingests contaminated water may become ill. Infants, young children, the elderly, and people with severely compromised immune systems are more at risk of illness.

How long will the need to boil water continue?

A boil water notice is typically in effect for 48 hours, but it can last longer depending on the bacteriological test being conducted and/or length of repairs to the system.

How do I boil my water so that it is safe to drink?

Bring water to a FULL ROLLING BOIL for 1 MINUTE and then allow to cool before use. Boiled water may be used for drinking, cooking, and washing if needed. You can also use bottled water in lieu of boiling.

I have a water treatment device; do I still need to boil my drinking water?

Yes, most water treatment devices are designed to improve the taste and odor or chemical quality of the water.

What exactly can I do with my tap water during a "Precautionary Boil Water Notice"?

Here is a list of do's and don'ts while a Precautionary Boil Water Notice is in effect.

Drinking	No
Ice Cubes	Existing ice cubes should be thrown out
Brushing Teeth	No
Baby's Formula	No
Washing Fruit and Vegetables	No
Preparing Food	No
Coffee, Tea, Lemonade, etc.	No
Laundry	Yes
Washing Hands	You can, but we recommend the use of an alcohol-based hand sanitizer, bottled water or a mix of warm soapy water with a teaspoon of bleach.
Showers or Baths	Yes, just be careful not to ingest the water while you take a shower. Though the risk of illness is minimal, individuals who have recent surgical wounds, or have a chronic illness may want to consider using bottles or boiled water for cleansing until the boil water notice is lifted.
Washing Dishes	Yes, use hot soapy water and add a tablespoon of bleach per gallon of water and then rinse with boiled water
Dishwasher	Only if there is a sanitizer option

How will I know when the Precautionary Boil Water Notice has been lifted (rescinded)?

You will be notified in the same manner as in the original Precautionary Boil Water Notice.

Is there anything I must do after the Precautionary Boil Water Notice is lifted?

Flush the water out of your household pipes prior to drinking or cooking. Let cold water run through the pipes for a few minutes by opening your kitchen and bathroom faucets, as well as any outside faucets. If you have an automatic ice maker, allow it to make three batches of ice and then discard those batches