

DRINKING WATER WARNING

PRECAUTIONARY BOIL WATER ADVISORY¹

BOIL YOUR WATER BEFORE USING

[Water system Name] is providing notification that a water main break has occurred at [street and cross street, municipality] which has caused customers within our service area to [Select applicable phrase: *be without water or experience a significant loss of pressure*]. A potential or actual threat of **E. coli or other bacteria** to the quality of water being provided to you currently exists. As a precaution, we are implementing a [Select applicable phrase: *system wide or limited Boil Water Advisory*] until testing of the water supply is deemed satisfactory.

NOTE: This advisory is NOT related to COVID-19

The World Health Organization has stated that the, “presence of the COVID-19 virus has not been detected in drinking-water supplies and based on current evidence the risk to water supplies is low.” For additional information on COVID-19 and drinking water, you can refer to EPA’s website: <https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>.

What should I do? What does this mean?

Effective immediately and until further notice, customers **only** within the impacted service area of [Service Area] are instructed to bring tap water to a rolling boil for one minute and allow the tap water to cool before using, or use bottled water. Boiled or bottled water should be used for drinking; preparing foods; mixing baby formula, food, juices or drinks; washing vegetables and fruit; cooking; making ice; brushing teeth; and washing dishes until further notice. Boiling kills bacteria and other organisms in the water.

The following measures are also recommended:

- Throw away uncooked food or beverages or ice cubes made with tap water during the day of the advisory;
- Keep boiled water in the refrigerator for drinking;
- Do not swallow water while showering or bathing;
- Rinse hand-washed dishes with a diluted bleach solution (one tablespoon of household bleach per gallon of tap water) or clean your dishes in a dishwasher using the hot wash cycle and dry cycle;
- Do not use home filtering devices in place of boiling or using bottled water; most home water filters will not provide adequate protection from microorganisms;
- Use only boiled water to treat minor injuries;
- Provide pets with drinking water that has been boiled (and cooled).

Please continue to boil your water or use bottled water until you are notified that the water quality is satisfactory. This advisory will remain in effect until repairs are completed and testing shows the water quality to be safe from bacteria. Again, there are no indications that COVID-19 is in the drinking water supply or affects our reliable supply of water.

We are working as quickly as possible to restore your water quality. Thank you for your patience. If customers have any questions please contact: [Name] at [Phone Number].

You may also view our web site at [Website Address] for further updates.
