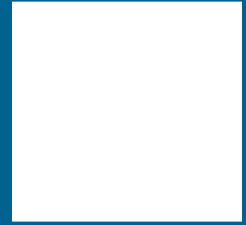


# What to do when you are issued a BOIL WATER NOTICE - RESIDENTIAL CUSTOMERS



A **Boil Water Notice** is issued when there is concern with harmful bacteria or other organisms entering the water supply. Boiling is the best way to ensure water is free of illness-causing organisms. **Bring the water to a rolling boil for one minute.** When it cools, refrigerate the water in clean covered containers.

Alternatively, you may use purchased bottled water.

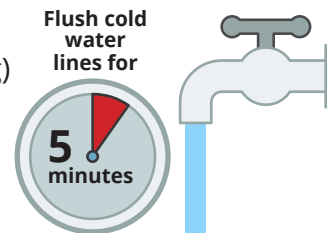
**During a boil water notice**, tap water may still be used in some cases but should be avoided in others.

Purpose	Okay to Use?
Drinking	No
Ice Cubes	No
Brushing Teeth	No, use boiled (and cooled) or bottled water instead.
Baby's formula	No
Washing vegetables/fruits	No
Preparing food	No
Coffee or tea	No
Pet's water bowl	No. Pets can get some of the same diseases as people. It is a good idea to give them boiled water that has been cooled otherwise contact your veterinarian for further advice based on your pet's medical history.
Fish and aquatic pets (e.g. reptiles and frogs)	Most germs that infect people do not infect reptiles or fish. If your water system is using more chlorine or changing disinfection, be cautious about changing the water in your fish tank or aquarium. Contact your local pet store or veterinarian for more advice.
Washing hands	Yes. Vigorous hand washing 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 hand washing soap.
Showers/baths	Yes
Shaving	Yes
Washing clothes/laundry	Yes
Baby's bath	Yes, as long as they do not drink any of the water. Don't let babies suck on washcloths.
Washing dishes	Yes. You can use your dishwasher if you use the sanitizing/heat cycle and commercial dishwashing detergent. You can hand wash dishes if you rinse them in a diluted bleach solution—one teaspoon household bleach to one gallon of water—and then let dishes air dry.
Garden and house plants	Yes

# What to do after a BOIL WATER NOTICE IS LIFTED

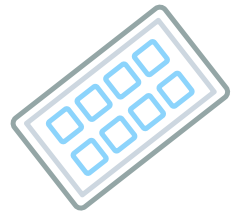
## 1 Flush household pipes/faucets first

- To flush your plumbing, run all your cold water faucets on full for at least 5 minutes each.
- For a residence with multiple levels, start at the top of the house.
- If your service connection is long or complex (like in an apartment building) consider flushing for a longer period. Your building superintendent or landlord should be able to advise you on longer flushing times.
- If the water is discolored, continue to run it from the tap until it is clear.



## 2 Ice and automatic ice makers

- Wash and sanitize ice trays.
- For an icemaker, dump existing ice and flush the water feed lines by making and discarding three batches of ice cubes.
- Wipe down the ice bin with a disinfectant.
- If your water feed line to the machine is longer than 20 feet, discard five batches of ice cubes.



## 3 Hot water heaters, water coolers, in-line filters, and other appliances with direct water connections or water tanks

- Run enough water to completely replace at least one full volume of all lines and tanks.
- If your filters are near the end of their life, replace them.
- Follow any other instructions from the appliance manufacturer.



## 4 Water softeners

- Run through a regeneration cycle.
- Follow any other instructions from the appliance manufacturer.



## 5 Reverse Osmosis (RO) units

- Replace pre-filters, check owner's manual.



## 6 Other Water Filters

- Replace other water filters, as they are disposable and may be contaminated. This applies especially to carbon filters and others that are near the end of their life.

