

# BOIL ORDERS

On occasion it is necessary for the city to issue a boil order as a precaution. Boil orders can be issued for the whole city or for just certain areas that may be affected. Customers are notified through various sources such as:

Local News Stations

Newspapers

The City Facebook Account

The City Website

Flyers

**What does it mean when a boil order is issued?** This means there could be contaminants in the water and as a precaution the boil order is issued. A boil advisory is not as bad as it seems. Whenever there is a disruption of water service, it is always a cautious measure to issue a boil advisory allowing our customers to make an informed decision based on their particular situation. There is an inherent risk of contamination when the soil around the pipe is disturbed due to the main break and subsequent repair of the water pipes. We take every precaution to minimize the risk of contamination. Water is then tested in cycles of 24 hours to ensure that there are no contaminants present. Two sets of samples are taken 24 hours apart and when both samples come back clean the boil advisory is lifted.

**What should the customer do while under a boil advisory?** It is recommended that all cooking and drinking water be brought to a complete boil for five (5) minutes before using. Please continue to boil all cooking and drinking water until we notify you that it is no longer necessary. We also ask you to conserve water and only use what is necessary for household and personal needs while under the boil advisory. Water is safe for showering and flushing the toilets

As always, please contact us with any questions or concerns at 574-533-9399.