

BOIL WATER ADVISORIES

WHAT IS A BOIL WATER ADVISORY?

A boil water advisory is a public notification advising customers to boil tap water before consuming it. Advisories are issued when:

- an event has occurred with the potential to adversely affect water quality
- a situation has occurred where there is known degradation of the water quality.

There are two types:

1. **Precautionary boil water advisory:**

Issued when the water system experiences a loss in positive water pressure, typically due to a serious main break or low storage tank levels. A loss of positive water pressure indicates the

existence of conditions that could allow contamination to enter the distribution system. This is the most common type of advisory, which is issued as a precaution until water samples are collected and analyzed to confirm that water quality has not been affected.

2. **Mandatory boil water notice:**

Issued when contamination is **confirmed** in the water system. Customers are instructed to boil the water to kill bacteria and other organisms in the water, until the issue is resolved and the notice can be lifted. Contamination from organisms, such as bacteria, viruses and parasites, can cause symptoms, including nausea, cramps, diarrhea and associated headaches.



FOR MORE INFORMATION

Please contact our Customer Service Center at 1-800-685-8660, Monday through Friday, 7 a.m. to 7 p.m. For emergencies, we're available at this number 24/7.

Customers can also contact the US Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

WHAT ACTIONS DO I NEED TO TAKE? (precautionary or mandatory)

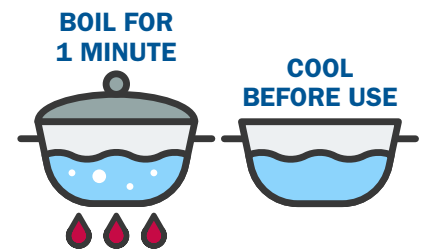
DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.

Bring water to a rolling boil, let it boil for one minute, and cool before using; or use bottled water for drinking, making ice, washing dishes, brushing teeth and preparing food until you are notified that the boil water has been lifted.

We also recommend the following steps:

- Throw away uncooked food or beverages or ice cubes if made with tap water during the day(s) of the boil water.
- Keep water that has been boiled in the refrigerator for drinking.
- Do not swallow water while you are showering or bathing.
- Provide pets with boiled water after cooling.
- 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 water that has been boiled to treat minor injuries. When showering or bathing, avoid allowing the water to come in contact with an open wound.
- Do not wash salad items with tap water. Use bottled water or freshly boiled and cooled tap water.

To ease inconvenience, West Virginia American Water typically provides alternate water sources by placing a water tanker(s) within the affected area. The location(s) of the tankers will be listed on the company's website, news releases, social media and other communications. Customers are asked to bring their own containers when visiting a tanker for drinking water.





WHEN A BOIL WATER IS IN EFFECT, CAN I USE THE WATER FOR...?

Showering and Bathing	Yes. Just be careful not to drink the water while you shower or bathe, and avoid allowing the water to come in contact with an open wound.
Washing Dishes	You should NOT use tap water to wash dishes, because the water temperature doesn't reach the boiling point. Dishes should be hand-washed with water that has been boiled first. Or, you can use hot, soapy water and add one tablespoon of bleach per gallon as a precaution, and rinse dishes in cooled water that has been boiled first.
Laundry	Yes. It is OK to do laundry.

WHAT IF...

I have a filter system on my faucet or refrigerator?	Most point-of-use filters are designed to improve the aesthetics of water (meaning the taste and odor), and not to remove harmful bacteria. To learn about the capability of your filter, contact the manufacturer. If in doubt, boil your water or use bottled water even if you have a filtering system.
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WHEN IS A BOIL WATER ADVISORY LIFTED?

Once the cause of the boil is addressed and normal pressure is restored in the system, the pipeline is flushed to remove air or any sediment in the lines.

Next, according to the WV Bureau for Public Health (BPH) guidelines, to lift a precautionary boil water advisory, water samples from the distribution system must be collected and transported to a certified

laboratory to analyze for harmful bacteria. Once available, test results are submitted to the BPH and, if results are "clean," customers are notified that the boil water is lifted, and there is no longer a need to boil the water.

The test process itself takes 24 hours, so with flushing and sample transport, results may not be available for several days after service is restored. In addition, the BPH may require additional testing prior to lifting a mandatory boil water notice.

WHAT SHOULD I DO ONCE THE BOIL WATER IS LIFTED?

Precautionary boil water advisory	Once lifted, you can resume normal water usage without taking additional measures. If you experience cloudy or discolored water, run your faucets for a few minutes until the water runs clear.
Mandatory boil water notice	<p>Once lifted, flush household pipes, ice makers, water fountains, etc. prior to using for drinking or cooking. Flushing simply means letting the water run to ensure that no contaminated water remains in your pipes.</p> <p>Follow these guidelines for flushing:</p> <ul style="list-style-type: none"> • Faucets: Run all cold water faucets in your home for one minute at one time with the highest water flow possible to prevent splashing or flooding of the drains. • Automatic ice makers: Make three batches of ice and discard them. • Water softeners: Run water softeners through a regeneration cycle. Follow the manufacturer's guidelines specified in the owner's manual. • Water fountains: Run for one minute at the highest flow rate possible. • Change refrigerator filters.