BOIL ORDERS

ILLINOIS AMERICAN WATER
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FACTS ABOUT BOIL ORDERS

WHAT IS A BOIL ORDER?

A boil order is a public notification to customers, notifying them to boil tap water before consuming it. Boil orders are issued when:

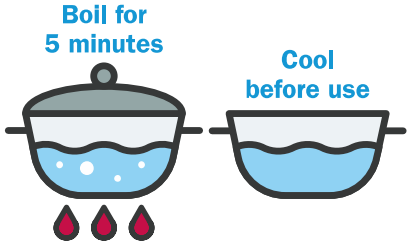
- an event has occurred with the potential to adversely affect water quality
- a situation has occurred where there is known degradation of the water quality

Some situations leading to a boil order include:

1. **Decrease in water pressure:** A boil order is required when water pressure drops below 20 pounds per square inch in the distribution system, typically due to a main break. A loss of pressure indicates the existence of conditions that could allow contaminants to enter the distribution system. This is the most common type of boil order, which is issued until water samples are collected and analyzed to confirm that water quality has not been affected.
2. **Confirmed water quality issue:** Issued when microbiological 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.

WHAT ACTIONS DO I NEED TO TAKE?

DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring water to a rolling boil, let it boil for five minutes, 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 order 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 order.
- Water that has been boiled and cooled should be stored in the refrigerator.
- 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.

FOR MORE INFORMATION

Please contact our Customer Service Center at 800-422-2782, 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 U.S. Environmental Protection Agency's Safe Drinking Water Hotline at 800-426-4791.

When a boil ORDER 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.

WHEN IS A BOIL WATER ORDER LIFTED?

According to Illinois EPA guidelines, water samples must be collected to test for bacteria in the distribution system. The samples are taken on the day when the issue (main break, etc.) has been corrected. Depending on the size of the impacted area, there could be a need to take several samples. Gathering these samples in the field can take time and is completed by our team of experts.

Water quality samples are then incubated 18–24 hours, as required by the EPA. Only after this period of time can test results be read. From beginning to end, this process to lift a boil order can take a couple of days to complete.

Customers are notified when the boil order is lifted and no longer need to boil the water. This information is provided on Illinois American Water's website at **illinoisamwater.com/alerts**.

WHAT SHOULD I DO ONCE THE BOIL ORDER IS LIFTED?

Once lifted, flush household pipes, ice makers, water fountains, etc. prior to using for drinking or cooking.

Follow these guidelines for flushing:

- **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.**

Illinois American Water ofrece asistencia de traducción gratis. Para este servicio, llame al 800-422-2782.



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