

BOIL ALERT INFORMATION & PROCEDURES

Boil Alerts are generally issued due to mandatory EPA protocol following repairs to water mains when depressurization of the water line is experienced and when a specified PSI reading is reached (<20 PSI). This type of boil alert is a precautionary measure which remains in effect until the city issues notice that the boil alert has been lifted and is always issued for a period of at least 24 hours. The reason for this is that once the main has been repaired and the boil alert issued, the Water Department must take samples of water from the residences in the affected area and send them out for lab testing to ensure water quality. This process takes at least 24 hours for the city to receive the results. If a sample were to fail, additional sampling is required and the process repeats.

- When a boil alert is issued it will be in effect until further notified, but for a minimum of 24 hours.
- Boil Alerts are most often issued for potential contamination and as a precaution with the customer's best interest in mind.
- Boil your water for a minimum of one minute before using for consumption (drinking, cooking, oral hygiene). Boiling kills bacteria and other organisms that might be present in the water.

How is the public notified when a boil alert is declared and subsequently lifted? The public is notified utilizing all resources available:

- Media: Sandusky Register, local radio stations, city website, city website subscriber email blast, city Facebook page.
- If the affected area is small and manageable; the Water Department staff tags each front door in the affected area with a notice. Once lifted, tags are again posted to notify each resident.
- The city encourages residents and/or neighborhood associations to share the information with those in your neighborhood.

While the boil alert is in effect, it is recommended that customers:

- Throw away beverages and ice cubes if made with tap water following the issuance of the boil alert.
- Keep boiled water in the refrigerator for drinking.
- Do not swallow water while you are showering or bathing.
- Provide pets with boiled water after cooling it.
- Do not use home filtering devices in place of boiling.
- Use only boiled water to treat minor injuries.