



Understanding a Boil Water Notice

What is a boil water notice and why are these notices issued?

A boil water notice does not mean that the water is contaminated. It is the first precautionary step taken to protect the public from potential waterborne disease while further response and investigation into an event or problem proceeds.

During a boil water notice, affected customers should assume the water is unsafe to drink and take the appropriate precautions. During a notice, all affected customers are notified direct communication and are advised to boil their water before consuming it or use bottled water.

A boil water notice remains in effect until a series of laboratory results show that the water is safe and free from bacterial contamination. Each test usually takes 24-48 hours to complete. Bathing, washing clothes or dishes and other activities where water is used externally, do not pose a health risk during a boil water notice.

When is a boil water notice issued?

SID certified technical personnel work closely with the State Water Resources Control Board, Division of Drinking Water to ensure safe potable drinking water is available at all times.

SID adheres to stringent water quality testing and monitoring requirements to ensure that every drop of water delivered to our customers' homes or businesses meet or exceed state and federal health and safety standards. We back our commitment of maintaining high water quality standards by dedicating the necessary human and technology resources to quality assurance programs. In the normal course of treating and delivering drinking water to our customers, SID routinely tests thousands of water quality samples per year.

SID certified technical staff will issue a boil water notice if any routine or special sample result indicates the presence of water borne pathogen or contaminant. SID staff immediately notifies the Water Board's Division of Drinking Water and begins an investigation and repeat sampling.

When a boil water notice is issued by SID, it can only be lifted by the Water Boards, Division of Drinking Water and only after Laboratory testing determines no bacteria are present.

The chances of water contamination are remote, and SID will not take any chances with your family's health. SID takes protection of public's health as our foremost responsibility. In most cases, issuing a boil water notice is a precautionary measure for the safety of our customers.

What should you do?

Do not consume your water without boiling it first. Use boiled or bottled water for drinking, making ice, brushing teeth, and food preparation until further notice.

To ensure destruction of all harmful bacteria and other microbes that might be present, a boil water notice will advise you to boil water used for drinking, cooking, and ice making. Bring water to a

vigorous, rolling boil and then boil for two minutes (don't forget to cool the water before consuming it). According to the Environmental Protection Agency (EPA), boiling is considered the most effective and the safest method of water disinfection.