

# Boil Water Advisory

## FAQ

### What is a Boil Water Advisory?

A Boil Water Advisory is a public notification informing water customers to boil their tap water before using it for drinking purposes. Advisories are issued in response to an event that **could** allow contaminants to enter the water distribution system. Events like scheduled water line maintenance, water main breaks, loss of system pressure, power outages or natural disasters can lead to a boil water advisory being issued.

### How will I be notified if I am affected by a Boil Water Advisory?

Hendersonville Water & Sewer will notify customers using our notification system. The phone numbers and email addresses in the system are generated from the information customers provided when they enrolled in water service. It is important that customers provide current contact information to receive notifications. If you need to update your phone number or email address, please call Customer Service at (828) 697-3052 Monday-Friday from 8am-5pm.

### What should I do during a Boil Water Advisory?

Tap water should be boiled vigorously for at least one full minute prior to using. Timing should begin when the water begins to bubble. Water should be boiled for the following uses: drinking, cooking, ice making, washing dishes, brushing teeth, preparing food or drinks and watering animals. Wait for the water to cool before using or store in the refrigerator in a clean container. Do not use water from any appliance connected to your water lines. Boiling removes any harmful bacteria that could be present in the water.



#### Boil Water For:

- Drinking
- Brushing teeth
- Washing fruits & veggies
- Preparing food
- Mixing baby formula
- Making ice
- Giving water to pets
- Coffee makers
- Dish washing by hand (make sure to rinse with bottled or boiled water)



#### Use Caution:

- Water filters in most kitchens and households do NOT remove bacteria or viruses
- Bathing babies and young children (give sponge bath and use water that has been boiled and cooled)



#### Do Not Need to Boil Water For:

- Washing clothes in the washing machine
- Taking showers (adults & older children)
- Flushing toilets
- Washing cars
- Household cleaning

### **Is the water safe for bathing and laundering clothes?**

The water is safe for bathing and laundering clothes because bacteria that could be present are only harmful if swallowed. Use caution when bathing a toddler or baby. Consider giving them a quick rinse at the sink or a sponge bath since they can easily swallow bath water.

### **How should I wash dishes during a Boil Water Advisory?**

Household dishwashers are generally safe to use if the final rinse temperature reaches 150 degrees or the dishwasher has a sanitation cycle. To hand wash dishes, use hot soapy water (you may add one tablespoon of bleach per gallon as a precaution) and rinse the dishes in boiled water.

### **What if I drank some of the water before I found out about the advisory?**

This advisory was issued as a precaution, so your risk of getting sick is very low. However, if you begin to have a fever, diarrhea, or nausea you should seek medical attention.

### **How long must a Boil Water advisory remain in effect?**

An advisory will remain in effect until the water line is repaired and bacteriological sample results have determined the water is safe to drink. Typically, there is a **minimum** of 24 to 48 hours from the time of the repair. Sometimes high levels of turbidity (which is a measure of cloudiness or haziness) in water can delay the sampling and testing process.

### **How will I know if the advisory has been lifted?**

Hendersonville Water and Sewer will lift the boil water advisory when the results from the testing have confirmed the water is safe to drink. You will receive a notification in the same manner that you received the advisory.

*We issue a Boil Water Advisory when water contamination is **possible**. In an advisory, we **recommend** that affected customers boil water before consumption or use bottled water.*

**Questions may be directed to Hendersonville Water & Sewer at (828) 697-3073 Monday-Friday 8am-5pm. Issues occurring outside of regular business hours can be reported to the after-hours number at (828) 891-7779.**