

When a boil order is lifted, what should I do?

In the event of a mandatory boil water notice, you should flush household pipes, ice makers, water fountains, etc. prior to using for drinking or cooking.

Flushing means letting the water run to ensure that no contaminated water or exposure to any lead that may have been released remains in your pipes.

Lead contamination may occur when water passes through a municipal service line into a resident's private plumbing system, where plumbing fixtures or pipe include lead or copper pipe with lead solder. This can permit lead to leach into the home's water supply if water is left standing in the pipes for several hours.

Please take the following steps:

Remove faucet aerators from all cold water taps in the home.

Beginning in the lowest level of the home, fully open the cold water taps throughout the home.

Let the water run for at least 5 minutes at the last tap you opened (top floor).

Turn off each tap starting with the taps at the highest level of the home. Be sure to run water in bathtubs and showers as well as faucets.

Do not consume tap water, open hot water faucets, or use icemaker or filtered water dispenser until after flushing is complete.

Due to flushing of the lines by residents and the flushing of the hydrants, some customers may experience a lack of water pressure and/or discolored water. However, this is an expected result and does not pose an immediate health risk.

For additional information regarding boil water notices, lead awareness and drinking water safety, please visit the City's website at rigov.org/water.



Boil orders or advisories are public announcements advising the public that they should boil their tap water for drinking and other human consumption uses like cooking, hand washing, brushing teeth, etc.

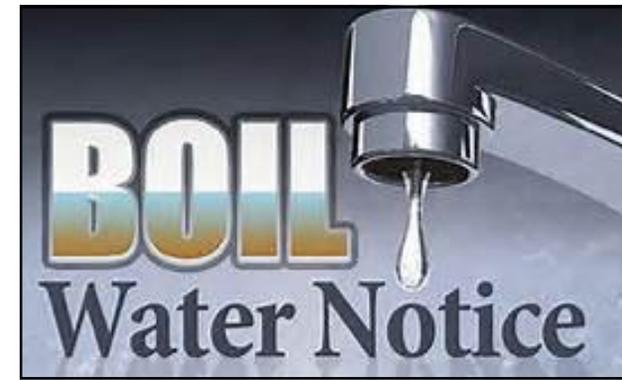
Boil orders are preventative measures issued to protect public health from waterborne infectious agents that could be or are known to be present in drinking water.

When a boil order or advisory is issued the City of Rock Island will take appropriate corrective action, continue to monitor its water supply, and notify customers when it has remedied the problem and the boil order is lifted.



ROCK ISLAND
ILLINOIS

City of Rock Island
Public Works Department
1309 Mill Street
Rock Island, Illinois 61201
309.732.2200 www.rigov.org/water



This is a:

Courtesy Notice

Beginning at the date and time listed below you will be under a precautionary boil order.

Boil Order Notice

Boil all water used for drinking and cooking for a minimum of 5 minutes until further notice.

Your City water will be shut off:

Date: _____

Time: _____

A minimum of 24 hours is required to complete the laboratory testing.

You will receive notification about the boil order being lifted as soon as possible regardless of whether or not it is during regular working hours.

Reason:

Municipal Repairs/Installations

Plumber/Contractor

Other: _____

When a boil order is in effect....

Customers should boil any water that will be used for direct human consumption for 5 minutes prior to consumption.

These precautionary boil orders are issued when water system pressure falls below 20 PSI due to repairs and/or operational problems.

All affected customers are notified when a boil order is placed in effect.

Boil orders remain in effect until bacteriological testing confirms the safety of the drinking water.

A minimum of 24 hours is required to complete the laboratory testing.

Why is a boil order issued?

Boil orders can be issued for any number of reasons.

The most common reason is that nearby work on a water main required that the water be temporarily shut down, which could allow for a contaminate to enter the pipe. However, in an extraordinary event, a larger order may be issued if the water system loses pressure or a contaminant is discovered that requires a boil order.

When a boil order is lifted...

Boil orders are lifted after bacteriological testing confirms the safety of the drinking water.

All effected customers are notified when a boil order has been lifted in the same manner as the original notification.

You will receive notification about the order being lifted as soon as possible regardless of whether or not it is during regular work hours.

Boil orders are issued as a precautionary measure with our customer's health and safety in mind.



GUIDELINES FOR BOIL ORDERS

During a boil order, can I use my tap water for.....

Drinking	No
Ice Cubes	No
Brushing Teeth	No
Baby's Formula	No
Washing Fruits/Vegetables	No
Preparing Food	No
Coffee, Tea, Lemonade, etc.	No
Laundry	Yes
Water Grass	Yes

Washing Dishes

It is recommended that you wash your dishes using soap and either bottled or pre-boiled water (or an automatic dishwasher).

Washing Hands

It is recommended that you wash your hands using soap and either bottled water or pre-bottled water. An alcohol-based hand sanitizer may also be used.



Faucet or Refrigerator Filters

Most point-of-use filters are designed to improve the aesthetics of water (improve taste and odor) and not to remove harmful bacteria. You can learn about the capability of your filter by contacting the manufacturer.

If in doubt, you should boil your water or use bottled water even if you have a filtering system.

Taking Showers or Baths

The risk of bathing or showering in tap water is uncertain and so should be avoided, particularly by people with open wounds or who are immune compromised.

For those people who choose to shower or bathe in the tap water, minimize the time spent in the water and be sure to keep your eyes and mouth closed.

Babies and young children should not bath or shower in tap water because they often swallow some water accidentally.

Pets

The same precautions taken to protect humans should be applied to pets.

Houseplants and Gardens

Water can be used without treatment for watering household plants and garden plants. The exception would be things like strawberries or tomatoes where the water would contact the edible fruit.

Discard any ice, juice, formula, stored water and uncooked foods that were prepared with tap water during the period of concern.

If you experience cloudy or discolored water, you should run your faucets for a few minutes until the water runs clear.