

# CONSUMER ADVISORIES

INFORMATIONAL	BOIL WATER	DO NOT DRINK	DO NOT USE
<ul style="list-style-type: none"> <li>- Failure to meet administrative requirements</li> <li>- Customer education for emergency preparedness</li> <li>- Water conservation messaging</li> <li>- Build rapport with customers</li> <li>- Inform about upcoming projects</li> </ul>	<p><b>Microbial contaminations following:</b></p> <ul style="list-style-type: none"> <li>- a low/no pressure event</li> <li>- loss of disinfection</li> <li>- high turbidity</li> <li>- positive E. coli sample</li> <li>- natural disaster</li> <li>- vandalism</li> </ul> <p><b>IMMEDIATE ACTION REQUIRED FOR HEALTH &amp; SAFETY</b></p>	<ul style="list-style-type: none"> <li>- nitrite/nitrate MCL violations</li> <li>- severe error in treatment</li> <li>- chemical or toxin contamination</li> </ul> <p><b>IMMEDIATE ACTION REQUIRED FOR HEALTH &amp; SAFETY</b></p> <p>ALTERNATIVE WATER SUPPLY REQUIRED</p>	<ul style="list-style-type: none"> <li>- microbial, chemical, or radiological contamination hazardous with any contact</li> <li>- high or low pH that could cause chemical burns</li> </ul> <p><b>IMMEDIATE ACTION REQUIRED FOR HEALTH &amp; SAFETY</b></p> <p>ALTERNATIVE WATER SUPPLY REQUIRED</p>



## Customer Advisories

Consumer and boil water advisories provide important information to the public regarding their drinking water, such as presence of microbiological or chemical contaminants. All boil water advisories are consumer advisories but not all consumer advisories are boil water advisories. Consumer advisories fit into 4 categories: Informational, Boil Water, Do Not Drink, and Do Not Use.

Timely and accurate advisories are key to ensuring consumers are safe and informed and to maintain confidence in their public water system. Some issues may require a specific zone advisory while others require a system wide advisory and Springfield Water & Sewer Commission must communicate effectively to those impacted through various methods such as phone calls, door hangers, media outlets, and website and social media updates.

# The Flow

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## Boil Water Advisories

Boil Water Advisories are most commonly used for potential microbial contamination usually following a low/loss of pressure scenario such as a line break, loss of disinfection, high turbidity, positive E. coli sample, natural disasters, and vandalism. These require your consumers to take immediate action to ensure their health and safety.

When boil water advisories are issued and communicated to our customers, Springfield Water & Sewer Commission recommends customers follow general guidance that has been drafted by the Kentucky Division of Water.

# BOIL WATER ADVISORY FACT SHEET

## BOILING YOUR WATER



1. Fill any size pot with water.
2. Heat on high until bubbles form at the bottom and rise to the top. This is a boil.
3. Let the water boil for at least 1 minute.
4. Turn off the heat and let the water cool.
5. Pour the water into a clean container with a cover for storage or use normally.

## DISINFECTING YOUR WATER



### If the tap water is clear

Using unscented liquid bleach, add 1/8 teaspoon to 1 gallon (16 cups) of water. Mix well and wait 30 minutes or more before drinking. Store in a clean, sanitized container with a cover.

### If the tap water is cloudy

Filter water through a clean cloth. Using unscented liquid bleach, add 1/4 teaspoon to 1 gallon (16 cups) of water. Mix well and wait 30 minutes or more before drinking. Store in a clean, sanitized container with a cover.



## SANITIZING CONTAINERS

Using unscented liquid bleach, make a mixture of 1 teaspoon in 1 quart (4 cups) of water. Pour this mixture into a clean storage container and shake well for at least 30 seconds. Pour the mixture out and let the container air dry or rinse with disinfected water.



**Never mix bleach with ammonia, vinegar, or other cleaners. Open windows and doors when you use bleach.**



Wash all fruits and vegetables with boiled water that has cooled or bottled water.



Boil water for 1 minute before adding food to cook or to make tea, coffee, lemonade, etc.

Wash all food preparation surfaces with boiled water.



Use ready-to-use baby formula or prepare powdered formula with bottled or boiled water.



Wash and sterilize bottles and nipples before use.



Do not use ice from ice dispensers or makers. Throw out ice made from tap water. Make new ice with boiled or bottled water.

Use caution when bathing babies and young children. Be careful not to swallow any water when bathing or showering.



Brush teeth with boiled or bottled water.



### To wash dishes by hand:

1. Wash and rinse in hot water.
2. In a separate basin, add 1 teaspoon of unscented liquid bleach to 1 gallon.
3. Soak the rinsed dishes in the bleach water for at least 1 minute.
4. Let dishes air dry completely.



Dishwashers and laundry machines are safe to use as usual.



**Pets can get the same diseases as people.**

Provide them with boiled water that has been cooled or bottled water.

Springfield Water & Sewer Commission now has real-time boil water information on our website. Customers can either go to: <https://springfieldwater.org> or scan the QR code to see real-time advisories that are in place or have been lifted. Customers can zoom to areas on the map to look at affected container areas or search on their address. Additional information on each advisory can be obtained by clicking on the shaded red or blue area.

