

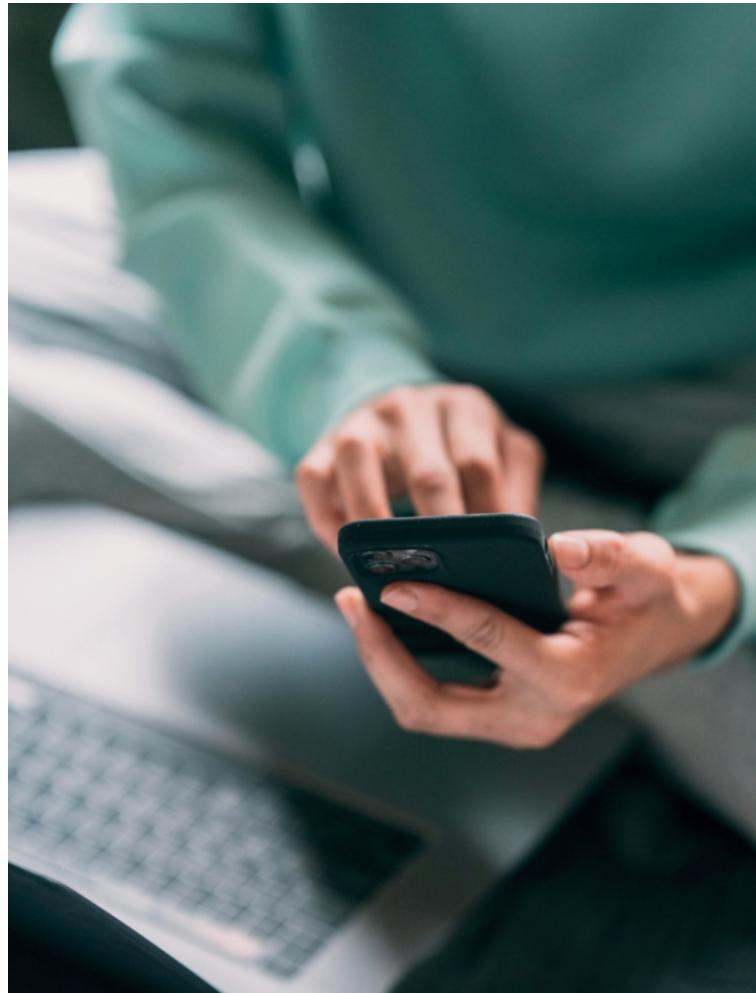


## Springfield Water and Sewer Commission Updates

Change is happening, and we're evolving with it. The Springfield Water and Sewer Commission is encouraging customers to update their contact information. We've introduced several new communication methods that rely on accurate information. Wondering how this benefits you? The Springfield Water Company now sends out info like the following:

- One-calls and texts about Boil Water Advisories
- Payment Reminders calls and texts
- Courtesy calls about high usage/possible leaks
- Any updates that are crucial to our customers such as changes to policies

It is also important to note that we will only have contact info if the water bill is in your name. For renters or landlords, please be advised it is your responsibility to communicate any relative information.



**EFFICIENT & HIGH QUALITY WATER SUPPLY**



## What is a Boil Water Advisory?

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 our 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

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.

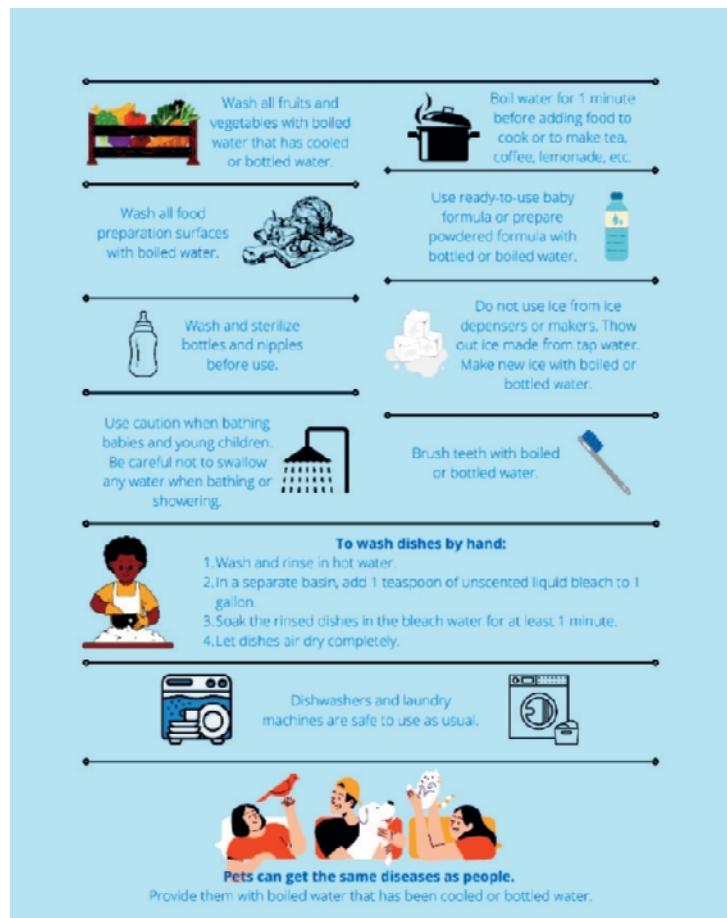


#### SANITIZING CONTAINERS

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.



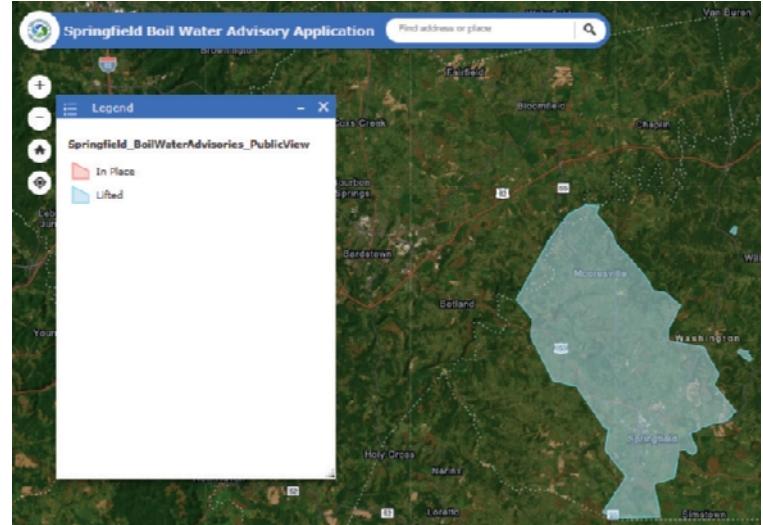
Never mix bleach with ammonia, vinegar, or other cleaners. Open windows and doors when you use bleach.



## SPRINGFIELD WATER & SEWER COMMISSION

*Serving the cities of Springfield, Mackville, Willisburg, and surrounding communities since 1951!*

Springfield Water & Sewer Commission now has real-time boil water information on our website. Customers can either go to <https://springfieldwater.org> under MAPS 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 effected areas or search for their address. Additional information on each advisory can be obtained by clicking on the shaded red or blue area.



Note the difference in the colors on the map. Red polygons are BWA that are currently in place while blue means these have been lifted and are no longer in effect.



## SPRINGFIELD WATER & SEWER COMMISSION

*Serving the cities of Springfield, Mackville, Willisburg, and surrounding communities since 1951!*