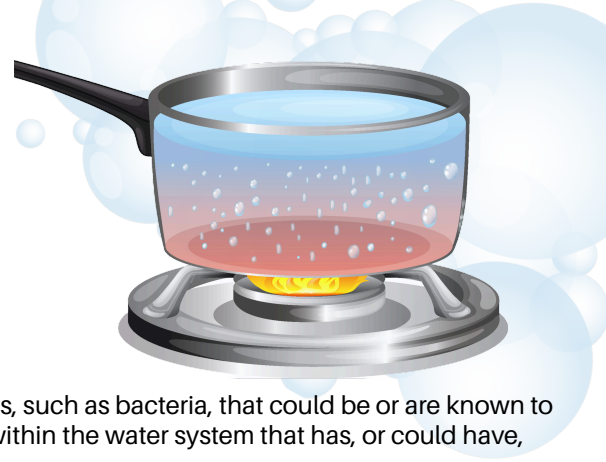


# Boil Water Advisory Informational Sheet



## What is a Boil Water Advisory?

A boil water advisory is issued to protect public health from waterborne infectious agents, such as bacteria, that could be or are known to be present in drinking water. Communications are issued when an event has occurred within the water system that has, or could have, introduced microorganisms that have the potential to make customers sick.

## Customers should adhere to the following actions when a Boil Water Advisory is issued:

- Bring all water to a rolling boil for at least one minute and let it cool before use.
- Use boiled or bottled water for drinking, making ice, hand washing dishes/utensils, brushing teeth and all food preparation activities, including infant formula mixes.
- Continue to boil water until you are notified that the boil water communication has been lifted.

For additional information on boiling water, visit: <https://www.vdh.virginia.gov/drinking-water/boil-water-faqs/>.

## Who issues a Boil Water Advisory?

A Virginia Public Waterworks system recognizes there is an issue with the drinking water and issues a boil water advisory to customers within 24 hours.

- For a listing of all active Virginia Public Waterworks, city/county, system service connections, system population, name of owner, and address of owner, visit:

<https://www.vdh.virginia.gov/drinking-water/information-for-consumers/listing-of-waterworks-and-owners/>.

## Boil Water Advisory Communications Check List

Recommendations for Virginia Department of Health, Office of Drinking Water Field Office	Recommendations for VDH Local Health Districts	Recommendations for Locality and/or other Partner Agencies
<input type="checkbox"/> Provide technical assistance to waterworks and technical assistance when requested to the ODW Emergency Services Coordinator, LHD or other partner.	<input type="checkbox"/> Look at initial email report to check if any restaurants are affected. -If restaurants are affected, reach out per local LHD protocol.	<input type="checkbox"/> Be available to provide information to schools, other local government offices and/or share information provided by state agencies to the community.
<input type="checkbox"/> Complete online Reporting Tool initial notification within 2 hours of learning of water emergency. This reporting tool creates the initial notification for many people and is imperative to get done quickly in a truly significant event.	<input type="checkbox"/> Email back on the initial email report restaurant updates as needed.	<input type="checkbox"/> Consult with regional VDEM staff if resources are needed for the community.
<input type="checkbox"/> Update Reporting Tool as needed.	<input type="checkbox"/> Provide context to community affected (access or function needs, language barrier, etc., if known).	<input type="checkbox"/> If available, a reverse 911 notification may be requested.
<input type="checkbox"/> Finalize Updated Reporting Tool when event is complete.	<input type="checkbox"/> Check in with local health department to inquire if they know of any needs for the community.	<input type="checkbox"/> Share available information with County Manager/Administration/Elected Officials.
<input type="checkbox"/> Consult with ODW Emergency Services Coordinator and ODW Division of Enforcement, Compliance and Policy, when needed.	<input type="checkbox"/> Be prepared to issue advisory in conjunction with VDH ODW IF the waterworks is noncompliant.	<input type="checkbox"/> Provide context to community affected (access or function needs, language barrier, etc. if known).
	<input type="checkbox"/> Standby for MRC support to disseminate advisories if requested.	<input type="checkbox"/> Be prepared for a Coordination Call if requested or request a coordination call as you see fit.
	<input type="checkbox"/> Be prepared for a Coordination Call if requested or request a coordination call as you see fit.	<input type="checkbox"/> Reach out to state agencies proactively with questions/concerns for your community.

## Contact List:

Local Field Office:

Local Virginia Public Water Works Operator:

Office of Drinking Water Emergency Services Coordinator:

Jessica Coughlin, [Jessica.Coughlin@vdh.virginia.gov](mailto:Jessica.Coughlin@vdh.virginia.gov), 804-340-9759