

## **BOIL ALERTS in the City of Norwalk**

These signs are often posted during waterline construction, or just after a waterline break is discovered and in the process of getting repaired. But exactly . . .

### **What is a Boil Alert?**

A boil alert is issued when the pressure is lost in the water line and there is the possibility of any foreign substance entering the system. When a water main break or other situation occurs in which any portion of our water system experiences a loss of pressure below 20 psi, the Ohio Environmental Protection Agency (OEPA) recommends that a Boil Advisory be issued to all affected customers within 24 hours of the occurrence. As soon as the affected area is identified by our department, the notification procedure begins. Please keep in mind that although boil advisories can be inconvenient, they are a safeguard for you. The majority of boil advisories issued by the City of Norwalk are lifted within 30-48 hours. For more information on contaminants, check out: [www.epa.gov/safewater/dwh/contams.html](http://www.epa.gov/safewater/dwh/contams.html)

***INSTRUCTIONS:*** Boil the water vigorously at or near 212 f (100 c) for at least one full minute to kill any disease causing bacteria that may be present in the water. (A microwave oven may be used to boil the water.) Vigorous boiling for one minute will kill any disease-causing microorganisms present in water.

*The flat taste of boiled water may be improved by pouring it back and forth between two clean containers before use, by allowing it to stand for a few hours after boiling, or by adding a small pinch of salt for each quart of water boiled.*

*Water to be used for drinking, cooking, making any prepared drink, or brushing the teeth should be boiled.*

*For more information regarding safe drinking water, check out [www.epa.gov/safewater](http://www.epa.gov/safewater)*

### **Why does it take so long to for an alert to be lifted?**

First, identification of the entire affected area must be established. Also, testing for bacteria takes 24 hours after the sample is pulled, as the sample is allowed to “incubate” to bring any bacteria to fruition.

### **By what means does the city notify residents?**

The City uses a multi-media approach for larger alerts, utilizing the newspaper, City’s Facebook and website, radio and TV Channel 15. For smaller, single-street alerts, signs are posted at the ends of the streets.