



PRECAUTIONARY BOIL WATER ADVISORY VS. BOIL WATER ORDER

FOR MORE INFORMATION

For more information related to drinking water standards, customers can also call the EPA Hotline: 1-800-426-4791



When there is a concern with public water safety, a boil water order or precautionary boil advisory may be issued. The main difference between an order and an advisory is that a boil water order is issued by the Missouri Department of Natural Resources, whereas a public water system, such as Missouri American Water, can issue an advisory.

WHAT IS A BOIL WATER ORDER?

A boil water order is issued by the Missouri Department of Natural Resources to public water systems when a threat to the public health has been confirmed to exist, or is likely to exist, that boiling the water will remedy. The public water system is then required to notify consumers as soon as possible, and by the most effective methods, of the need to boil their drinking water.

WHAT IS A PRECAUTIONARY BOIL WATER ADVISORY?

A public water system may issue a boil water advisory when conditions were present for a potential problem with the drinking water, but a problem has not been confirmed. These are most commonly issued for water main breaks or other low-pressure events where water loss was not controlled and the possibility of contamination intrusion exists. They may also be issued while waiting for results of confirmation samples collected for bacteriological analysis, which can take up to two days plus the time required to transport samples to the laboratory.

QUESTIONS?

We can be reached at our Customer Service Center: 1-866-430-0820

Hours: 7 a.m.–7 p.m.

For emergencies, we're available 24/7.

HOW TO CHECK IF YOUR HOME IS UNDER A PRECAUTIONARY BOIL ADVISORY OR BOIL ORDER

For the latest water alerts, including precautionary boil advisories, boil orders and water outages, visit amwater.com/moaw/alerts and search for the red icon near the top of the screen.

You may also call 1-866-430-0820 to confirm information or receive an update.

WHAT PRECAUTIONS SHOULD I TAKE IF UNDER A BOIL WATER ORDER OR ADVISORY?

The following steps need to be taken:

1. Boil water vigorously for three minutes, then cool prior to use. Use only water that has been boiled for drinking, diluting fruit juices, all other food preparation and brushing teeth.
2. Dispose of ice cubes and do not use ice from a household automatic ice maker. Remake ice cubes with water that has been boiled.
3. Disinfect dishes and other food contact surfaces by immersion for at least one minute in clean tap water that contains one teaspoon of unscented household bleach per gallon of water.

Note: Let water cool sufficiently before drinking (approximately 110 degrees F).

AFTER ORDER IS LIFTED (These steps are not necessary after advisory)

Boil orders generally are more serious than precautionary boil advisories. As such, some additional steps are required following a boil order that are not necessary following a boil advisory. These additional steps include:

- Flush and sanitize all water lines including:
 - » drink dispensers
 - » any equipment with water reservoirs
 - » tea/coffee machines
 - » ice machines
- After thoroughly cleansing water lines, run the water supply FOR AT LEAST FIVE MINUTES prior to use.
- Replace any in-line filters.
- Discard the first batch of ice or other product containing water from the affected supply.