



Q. What should I do if I'm placed under a Boil Advisory?

A. During a boil order, only bottled water or water that has been boiled vigorously for at least one minute should be consumed or used to wash dishes, wash fruits/vegetables, make ice cubes or brush teeth.

- The City recommends that bottled water or water boiled vigorously for at least one minute should be used for hand washing.
- It is safe to wash clothes in the water.
- Use bottled water or boiled water to wash and rinse dishes.

Q. What is a Boil Advisory?

A. 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 Delaware are lifted within 30-48 hours.

Q. How will I be notified?

A. In most cases, city staff members go door-to-door hanging flyers on doors to inform each customer that their residence is under a boil advisory. Please check your front door for this information. This flyer will tell you the approximate date and time that the advisory will be lifted. Please call our department at 740-203-1900 to receive the latest information and to verify when a boil order has been rescinded for your area. In the event that the boil advisory is continued due to further testing by our department, a notice will be delivered to your home. If you receive an additional notice indicating the boil advisory is still in effect for your home continue to boil your water. A notice will be delivered to your home when the advisory is lifted. Office personnel are available to answer questions between 8 a.m. and 5 p.m., Monday through Friday at 740-203-1900. If the affected area is too large to notify with flyers, information is made available to media and cable outlets. Additionally, phone calls are made to customers designated "critical water users." Personal telephone notification includes nursing homes and customers with identified health problems.

Q. My neighbor got a notice but I didn't.

A. The areas affected by boil advisories are determined by our field staff using knowledge of valve locations, pressure zones, and connections to the mains. It is possible to have houses next door, around the corner or across the street affected, while yours is not.

Q. Should I boil water for my pets?

A. Animals often consume water containing microorganisms (such as streams or puddles) with no adverse health effects, so it is not necessary to boil the water that you give them. However, if your pet is very young or has a medical condition, you may want to check with your veterinarian to be sure.