

## Fact Sheet: *Boil Water Alert*

<p><b>What is a boil water alert?</b></p>	<p>A boil water alert or boil water order is a public health advisory or directive given by government or health authorities to the public when drinking water is, or could be, contaminated and is not safe to drink.</p>
<p><b>How will I know if a boil water alert has been issued?</b></p>	<p>Your public water system is required to notify you if, for any reason, your drinking water is deemed not safe. The public water system also must notify you as soon as possible, and by the most effective methods, the need to boil your drinking water.<sup>1</sup></p>
<p><b>What steps should I take if a boil water alert has been issued?</b></p>	<p>You should check directly with your local water system or public health organization for instructions relating to a boil water alert. The Centers for Disease Control and Prevention recommends that water be brought to a rolling boil for one minute before it is consumed in order to kill protozoa, bacteria and viruses. At altitudes above 6,000 feet, boiling should be extended to 3 minutes.<sup>2</sup></p> <p>For further information, you can also visit the <a href="#">EPA's emergency disinfection of drinking water page</a>.</p>
<p><b>How will I know when the water is safe to drink following a boil water alert?</b></p>	<p>Look for notification from your local public water system or contact them directly. Continue to follow boil water order instructions until the alert has been lifted by your local public health or public water treatment system.</p>
<p><b>During a boil water alert, will my Culligan treatment system protect my water?</b></p>	<p>While we have a high degree of confidence in our systems for treating water, we recommend you contact your local Culligan dealer in order to ensure the equipment you have provides the correct treatment for this water alert issue.</p> <p>We advise you follow the boil water order instructions given by your local public water system or health organization. You can always obtain bottled water from your local Culligan Dealer.</p>
<p><b>What should I do about my treatment system following a boil water alert?</b></p>	<p>For these concerns, please contact your local Culligan dealer. You may need to have your water treatment system serviced after a boil water alert has been lifted. You can also visit our website at <a href="http://Culligan.com">Culligan.com</a> for links to helpful resources. We are committed to providing you with the help and information you need and the absolute best water quality available.</p>

<sup>1</sup> Missouri Department of Natural Resources.

<sup>2</sup> Centers for Disease Control and Prevention.

