

What do I do if I'm a business and need help during a precautionary boil order?

Please contact your respective county's health department if you have any questions or concerns about proper procedures for your business in the event of a precautionary boil order.

DuPage County Health Department
(630) 682-7400, www.dupagehealth.org

Will County Health Department
(815) 727-8480, www.willcountyhealth.org

Do I need to flush out my water system following a precautionary boil order?

If you receive a green door tag that ends the precautionary boil order, you do not need to flush out your water system. This means your water tested safe and no contamination is present.

If testing reveals contamination and a mandatory boil order is issued, you will receive further instructions at that time.
Naperville has not issued a mandatory boil order since 1998.

Questions?

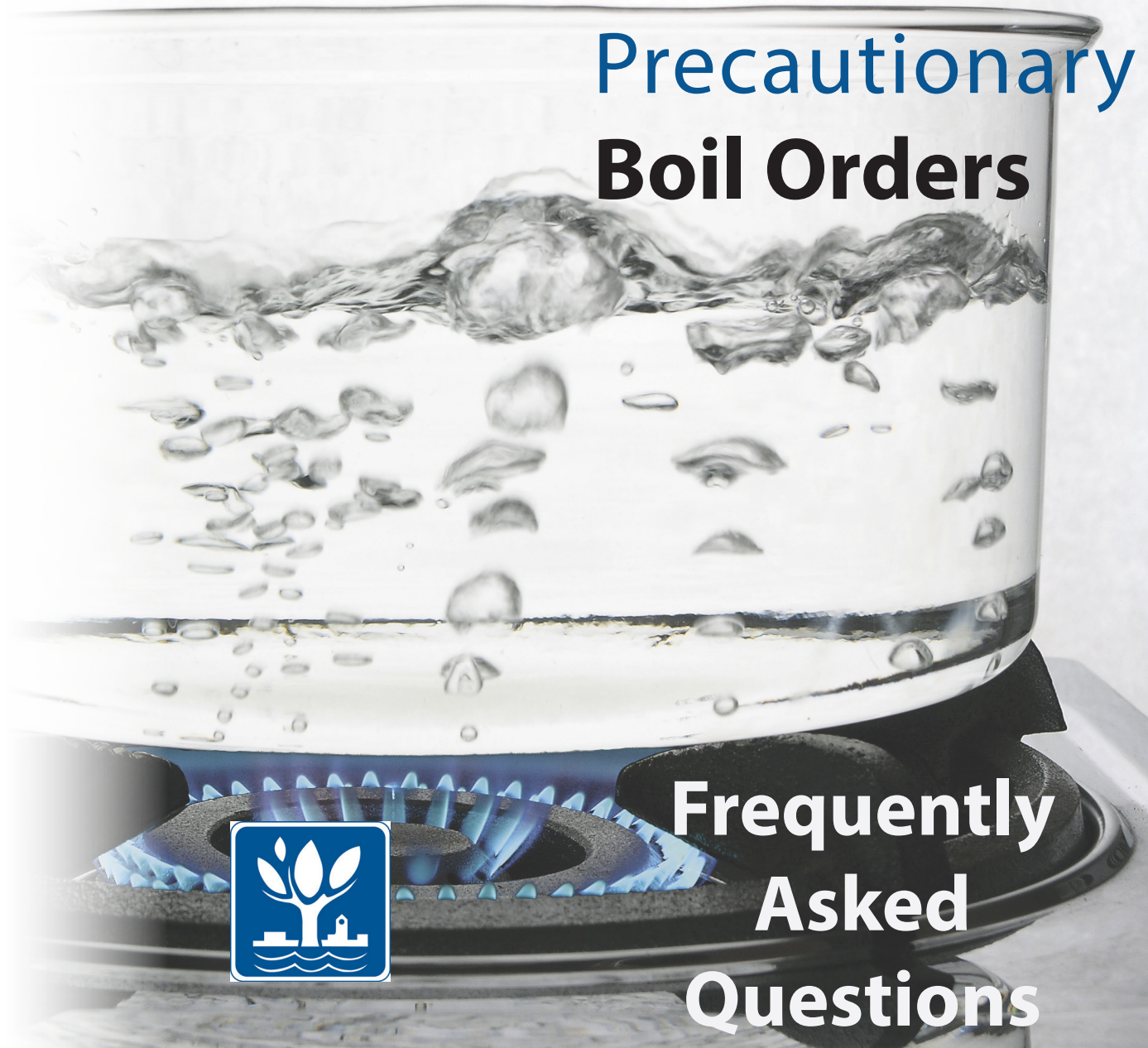
Contact Naperville's
Water/Wastewater
Utility at (630) 420-6137

[www.naperville.il.us/
precautionaryboilorder](http://www.naperville.il.us/precautionaryboilorder)



Precautionary Boil Orders

Frequently
Asked
Questions



What is a precautionary boil order?

Precautionary boil orders are meant to inform customers that there has been an incident that caused the water system to become more susceptible to outside contaminants. **A precautionary boil order does not mean that your water is confirmed to be contaminated.** Instead, it means that because there is the *possibility* of contamination, you should take appropriate precautions until the Water Utility has completed water quality testing.

As a precaution, the City issues these boil orders to impacted areas to advise customers to not use tap water for drinking, brushing your teeth, cooking, or washing fruits and vegetables. Customers should only use bottled water or tap water that has been boiled for these activities.

How long should I boil my water?

Affected tap water should be brought to a rolling boil for five minutes before being used.

Can I drink my water?

During a precautionary boil order, only bottled water or water that has been brought to a rolling boil for five minutes should be consumed or used for brushing teeth, cooking, washing dishes, making ice, or washing produce.

Can I wash my hands with tap water?

It is recommended that you use bottled water or tap water that has been brought to a rolling boil for five minutes to wash your hands. If you cannot do this, it is recommended that if tap water is used to wash and rinse your hands, you follow up by using hand sanitizer. Taking this extra step to sanitize your hands ensures your hands are clean for eating.

How long is this order in effect?

Each precautionary boil order scenario is different, making it impossible to predict how long the boil order will remain in effect. It will not be lifted until testing shows that the water meets public health standards and water samples test clear of coliforms. Naperville's Water Utility will notify you when the boil order is lifted by placing a **GREEN** door tag on your front door and garage. Should testing indicate contamination, you would receive a **RED** tag that would result in a mandatory boil order, along with further instruction. Once the precautionary boil order is lifted you may return to normal use of your water service.

Is it safe to eat in restaurants that are under a precautionary boil order?

County health departments are responsible for checking area restaurants to confirm that safe practices are being followed. Special procedures are required for them to ensure that food preparation and handling is done in a safe manner. Additional procedures are also required to provide safe dishwashing.

Is it safe to breast feed after bathing in the water?

Cleaning the breast area with soap and bottled water or water boiled for five minutes and cooled prior to feeding will provide assurance that the child will not ingest contaminants that may be on the skin.

What if I drank water already?

If you become ill, contact your health care provider. Follow the recommendations in this FAQ about using your water until you are told the water has tested safe and the precautionary boil order is lifted.

How do I wash my dishes?

Use bottled water or water that has been boiled for five minutes to clean your dishes. Please note that your dishwasher cannot be 100% sure to kill any bacteria that *may* be in the water, so for safety purposes, please use bottled or boiled water.

Can I shower or bathe in the water?

Yes, it is safe to do so in the water. You should instruct children to not drink or put water in their mouth while bathing. If you are bathing an infant, take extra precautions, including using bottled water or water that has been boiled for five minutes and then cooled for use.

Can I do laundry?

Yes, you may safely use the water to wash your clothes. The primary concern during a precautionary boil order is activities that result in consuming water.

Can I give tap water to my pets?

Animals generally are not impacted in the same way as humans by contaminants in water. If you wish to take an abundance of precaution, you can provide your pet with bottled water or water that has been boiled for five minutes and cooled. Aquariums should not be impacted.

When was the last time Naperville had to issue a mandatory boil order?

Naperville's Water/Wastewater Utility prides itself on providing high-quality, safe drinking water to its customers. A mandatory boil order is issued only if the results of testing confirm there is contamination in the water. **Naperville has not had to issue a mandatory boil order since 1998.**