A. MANAGER’S MEMORANDUM

Source:  Subject:  Action:
DATE: May 16, 2019

TO: Doug Krieger, City Manager

THROUGH: Marcie Schatz, Deputy City Manager

FROM: Darrell Blenniss, Water/Wastewater Director

SUBJECT: Precautionary Boil Order Issuance Beginning June 2019

PURPOSE:
The purpose of this memorandum is to inform the City Council of the need, procedures and communication surrounding issuance of precautionary boil orders by the Water/Wastewater Utility beginning in June 2019.

BACKGROUND:
Naperville’s Water/Wastewater Utility is committed to providing high-quality, safe drinking water to its customers. As is common in a highly-regulated industry, the Water Utility reviews changes to the regulatory climate frequently and adjusts its policies and procedures in accordance with mandates and laws from various agencies.

For many years, the utility has tested its water supply following water main break repairs to ensure the safety of the water for human consumption. The utility has also conducted monthly turbidity sampling, which is seen as a good measure of water quality, to establish historical turbidity averages in various areas of the City. The City has not had to issue a mandatory boil order for the community due to unsafe results since 1998.

Recently, the utility reviewed its procedures related to water main break response and testing due to the Illinois Environmental Protection Agency’s increasingly more stringent interpretation of the regulations on the requirement surrounding precautionary boil orders. These types of boil orders are meant to inform customers following an incident that meets certain criteria that tap water should not be used for drinking, brushing teeth, cooking or washing produce unless boiled for five minutes. Precautionary boil orders do NOT mean water has tested positive for contamination; instead, it is a precautionary measure meant to empower utility customers to make the best choices for themselves, their families or their business customers until proper testing can be completed.

Previously, precautionary boil orders were not issued in Naperville due to a long history of adequate testing, low turbidity, and clean samples. During this review, and based on scenarios with other communities in the region, the City became aware of the IEPA’s evolving stance and stricter enforcement on this issue, and as such, will begin issuing precautionary boil orders in June.
DISCUSSION:
The Water Utility will issue precautionary boil orders whenever water in a particular area is shut off (due to a water main segment break, for example) or whenever water pressure falls below 20 psi. The precautionary boil order will include an orange colored envelope adhered to the front door of a residence or business as well as the garage door of a residence. Included in the envelope will be information about what steps to take, where to go for more information, and who to contact if the customer has any questions. The goal of this issuance is not to unduly frighten or concern customers; instead, it is to provide transparent and comprehensive information to empower water customers. Following testing of water in the impacted area, green door envelopes will be adhered to residences or businesses alerting them that the precautionary boil order has been lifted.

Utility staff is working with the Communications Division to prepare educational and comprehensive communication materials on this topic, including a webpage, FAQs, resident newsletter article and more. In-person meetings with stakeholder organizations, including the Naperville Area Chamber of Commerce, Naperville Restaurant Association, and Naperville Area Homeowners Confederation, are being planned or are underway.

Numerous communities in our area, such as Aurora, Buffalo Grove, Elmhurst, Montgomery and Rockford, issue precautionary boil orders for watermain breaks and other instances of pressure loss in the water distribution system. Staff has been working with these communities to help Naperville refine its procedures and staffing regarding precautionary boil orders and notification.

Samples of the notification materials being produced are attached to this memo for reference.

RECOMMENDATION:
Please distribute this information to the City Council in the Manager's Memorandum.
Due to the below noted work, a precautionary boil order is in effect for your address until further notice. Information and FAQs are included in this envelope. Visit www.naperville.il.us/precautionaryboilorder for more information. A GREEN door tag notice will be affixed to your front door when the order is lifted.

Today's Date: ________________

☐ Water will be shut off
  From: _________ Until: _________

☐ Hydrant Installation

☐ Valve Installation

☐ Water Main Break

☐ Service Leak

☐ Lead Information ________________

☐ Other ________________________

For more information, call the Department of Public Utilities-Water at (630) 420-6137.
PRECAUTIONARY BOIL ORDER ADVISORY IN EFFECT UNTIL FURTHER NOTICE

Boil Order Effective Date (Today’s Date): __________________

Affected Area in Precautionary Boil Order:

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Dear Naperville Water Customer:

Naperville’s Water/Wastewater Utility had to perform repairs on its water system near your area today. To conduct these repairs, a water main that services your home or business had to be shut down. Per Illinois Environmental Protection Agency (IEPA) regulations to ensure your health and safety, a precautionary boil order has been issued for your area.

**What does this mean?** You are advised to use bottled water or boil your tap water for five minutes before using it for drinking, brushing your teeth, cooking, washing your dishes, washing produce, making ice or any other activity involving human consumption. A FAQ sheet with answers to common boil order questions is included in this envelope.

**How long is this in effect?** Please note that a precautionary boil order does NOT mean your water has currently tested positive for contamination. The utility has taken a sample of water from your area to its lab for bacteriological testing and is waiting for confirmation that the water quality in this area is safe for consumption. This could take between 24 and 48 hours.

This precautionary boil order is in effect until further notice. Once testing is complete, and the results satisfactory, you will receive a green door tag notifying you the precautionary boil order has been lifted. If more tests are required or results are unsatisfactory, you will be notified that the boil order has been extended.

**Who do I call with questions?** If you have questions or concerns, please contact Naperville’s Water/Wastewater Utility at (630) 420-6137.

The Water Utility apologizes for any inconvenience this may cause and appreciates your cooperation in this matter.

For more information, please visit the City of Naperville’s website at www.naperville.il.us/precautionaryboilorder.
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
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.

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 then 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.

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.

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PRECAUTIONARY BOIL ORDER
NO LONGER IN EFFECT

Today’s Date: __________

Water system maintenance recently occurred in your area, requiring Naperville Water/Wastewater Utility staff to temporarily shut off or reduce the pressure of your water. A precautionary boil order was put into place until testing of the water could occur to ensure its safety.

This testing has been completed and all necessary steps taken. Water samples have tested negative for contaminants by a certified laboratory.

The precautionary boil order is no longer in effect. You may return to normal use of your water service. You do not need to continue boiling your drinking water.

Naperville’s Water/Wastewater Utility apologizes for any inconvenience this precautionary boil order caused you.

If you have any questions or concerns, please call the Naperville Water/Wastewater Utility at (630) 420-6137.