

## **BOIL WATER ORDER**

### **Frequently asked questions**

**Q. How long should I boil my water to make it safe?**

A. Areas under a boil water order should bring their water to a rolling boil for 3 minutes to insure it is safe to drink. Water customers can also use commercially purchased bottled water for their needs.

**Q. Can I use the water for personal hygiene use?**

A. Customers affected by the boil water order should not use water from their taps for any personal hygiene uses such as brushing of teeth. Customers can shower as long as water is not ingested.

**Q. Can I use the water for culinary purposes, like making coffee?**

A. All water for culinary purposes must be boiled for three minutes. Coffee machines do not adequately boil the water and should be used with bottled water until the boil water order is lifted. Any other water used for cooking should be boiled.

**Q. Can I use the water for my pets?**

A. All water used for your pets should be boiled or bottled water.

**Q. How will I know when my water is safe to drink again?**

A. Water customers will be notified when their water is safe to drink through media outlets and/or through automated phone message.

**Q. Can I wash clothes during the boil water order?**

A. Unless instructed to conserve water, you can continue normal clothes washing.

**Q. Can I use my dishwasher to wash my dishes?**

A. Home-type dishwashers can adequately sanitize dishes and can be used during a boil water situation. It is recommended that you run the dishwashers drying cycle along with the wash cycle.

**Q. I run a business that uses machines that are directly tied to the water system. Can I use those machines during the boil water order?**

A. Machines directly tied to the water system should be shut down until the order is lifted. Once lifted, water in the business should be flushed for 5 minutes before the machines are put back in service.

**Please call the Schenectady County Public Health Services at 386-2818 for additional information. As stated above, you will be notified through media outlets and/or by automated phone message when the order is lifted and service returns to normal.**