



## Water System Maintenance Notice

Issued:

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Date and time

The Butler County Water and Sewer Department is repairing a water main in your area. Although this notice is not required, BCWS wants you to be informed.

### Why am I receiving this notice?

A water line repair means it is possible for bacteria to get into the water supply.

### Does this mean the water is unsafe?

Not necessarily. BCWS repair methods minimize the risk of contamination. We are performing tests to determine if additional precautions are necessary. Butler County's tests have rarely detected bacteria in the water.

### How long does it take to repair and test the main?

It usually takes 24-48 hours to fix the break and analyze the water samples.

### Why am I receiving another door tag?

- We have collected additional samples. As a precaution, we advise you to continue boiling your water.
- There was an error in the testing or sampling process. As a precaution, we advise you to continue boiling your water.

### How can I find out if testing is complete?

To check the status of this notice, call 513-887-3066 Option 2 followed by Option 2 or go to [www.butlercountyws.org](http://www.butlercountyws.org) and click on Advisories.

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### Do I have to boil the water?

This notice is precautionary—boiling the water is not required. However, you may choose to boil your water during this advisory to reduce your risk. This precaution may be necessary for the immuno-compromised, infants and elderly. Consult your health care provider for guidance.

### Do I need to boil all my water?

This precaution applies to water used for: drinking, cooking, making ice, brushing your teeth and preparing drinks such as juice, coffee and baby formula.

### What about bathing and laundry?

You do not need to boil water for bathing, laundry, or any other external use. You do not need to use boiled water to wash dishes if you let the dishes dry thoroughly before use.

### How long do I need to boil the water?

Boil the water vigorously for one minute. Bring the water to a full, rolling boil, and then start timing.

### Can't I just use my water filtration system?

Not all types of home filtration systems remove bacteria. You will need to check the manufacturer's certificate for your system to see if bacteria are removed.

**For more information**, call Customer Care at 513-887-3066 or to check the status of a notice or advisory, please call 513-887-3066, Option 2 followed by Option 2, or go to [www.butlercountyws.org](http://www.butlercountyws.org) and click on Advisories.

### Where can commercial and food facilities get specific information?

Commercial facilities using water for consumption during this advisory may consult with the Butler County Health Department. Food facilities may refer to the fact sheet at [www.butlercountyohio.org/Health](http://www.butlercountyohio.org/Health)