**1.0 Purpose**

The purpose of this procedure is to detail all steps in assessing the potential for contamination and reporting a boil order as required.

**2.0 Background**

Boil water orders (boil water advisories) are a means for the municipality to notify the public that the water supply has possibly been contaminated with disease-causing bacteria, viruses or parasites and that water used for drinking, preparing food, hot and cold beverages and ice cubes, preparation of baby formula, washing fruits and vegetables, and dental hygiene must be boiled. Water should be brought to a rolling boil for 1 minute, then cooled and poured into a clean container or stored in a refrigerator until needed.

**3.0 Procedure**

**3.1 Boil Water Orders**

Boil water orders should be issued in the event of the following:

1. Watermain failure
2. Chlorine residuals at the end user are below trace amounts.
3. Work, maintenance or repairs are being performed on the distribution lines.
4. Suspected cross-connection or negative pressure.
5. Equipment malfunctions during treatment or distribution.
6. Significant increase in turbidity (cloudiness) at the source.
7. Unacceptable turbidity in the treated water.
8. Sudden unexpected changes in water quality.

**3.2 Means of Notifying the Public**

Municipalities should use several means to notify the public of any boil water order.

1. The primary means to notify the public should be an automated phone system, whereby all residents with local phone service are called and required to interact with the message.
2. The second means should be the local radio station which would be a common source or local news.
3. Signs should be posted on the streets affected.
4. Adds in any local newspapers or community television stations.

**3.3 Information Required**

The information conveyed should be the following at a minimum.

Town affected

Specific areas affected

Duration of boil water order (or until further notice) using specific dates

Contact information to direct inquiries

**3.4 Rescinding a Boil Water Notice**

1. If the advisory was issued due to an operational malfunction, when the operational malfunction has been corrected and sufficient water displacement has occurred in the distribution system including the plumbing systems within the buildings to eliminate any remaining contaminated water.
2. If the advisory was issued due to water quality conditions, as soon as the turbidity, particle counts, or disinfectant residual of the treated water has returned to acceptable levels, when at least two consecutive sets of bacteriological samples collected a minimum of 24 hours apart produce negative results.
3. When monitoring of the incidence of illness in the community has returned to background levels.

Town Manager/Clerk: Signature: Date:

References

“Guidance for Issuing and Rescinding Boil Water Advisories”, Health Canada, 2009, ISBN 978-1-100-12678-4

“Guidelines for Monitoring Public Drinking Water Supplies”, Nova Scotia Environment and Labour, December 12, 2005.