

For Immediate Release  
[Date]

Contact: [Name] [Phone]  
or [Email]

## Media Advisory

### ***Boil Your Water Before Using [System] lost pressure, contamination may have occurred***

**[Issuing City/County]** - A drop in pressure in the **[System name]** water supply has occurred due to **[enter cause such as a water main break]** on **[date]**. Bacterial contamination may have occurred in the water system. Residents and businesses, including food establishments, in the **[insert geographic area affected, water supplier, other defining characteristics, as appropriate]** area(s) may be affected.

Bacteria are common throughout our environment and are not generally harmful. However, whenever a water system loses pressure for any significant length of time, precautionary measures are recommended.

DO NOT DRINK OR SERVE WATER WITHOUT BOILING IT FIRST. Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiling kills bacteria and other organisms in the water. Boiled or bottled water should be used for drinking, making ice, coffee, pop or other beverages, and preparing food until further notice.

Food establishment operators should follow the instructions in the "Emergency Action Plans for Retail Food Establishments" guide. This document is available on the Michigan Department of Agriculture Web site at [www.michigan.gov/michiganprepares](http://www.michigan.gov/michiganprepares). Instructions are available in English, Spanish, Arabic and Chinese.

**[Agency name]** food safety inspectors are monitoring efforts of impacted food establishments to ensure the safety of food sold in the area. The **[System]** is working to restore pressure. Water staff will take remedial actions such as flushing and collecting bacteriological samples from the system to determine when the water meets the state drinking water standards. It's estimated that the problem will be resolved within **[estimated time frame]**.

This boil water notice remains in effect until results from the sampling verify the water is safe to drink. Another notice will be issued when the boil water advisory has been lifted.

Please share this notice with other people who drink this water by distributing this notice or posting in a public place.

For more information, please contact **[name]** at **[phone number]** or **[email address]**. General guidelines on ways to lessen the risk of infection by microbes are available from the Environmental Protection Agency Safe Drinking Water Hotline at (800) 426-4791.

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DRAFT 6/20/07

## **Sample Talking Points – Boil Water Advisory Due to Loss of Pressure**

- The Michigan Department of Agriculture encourages all food establishment operators to follow the instructions outlined in the “Contaminated Water Supply (Biological)” section of the Emergency Action Plan for Retail Food Establishments guide.
- Food establishment operators should discontinue use of post-mix carbonated beverage machines, auto-fill coffee makers, instant hot water heaters, misters and other food related equipment directly supplied by the affected water system.
- Operators should discard existing ice, discontinue making ice, and use commercially manufactured ice.
- Food establishments should discard ready-to-eat food that may have been made with water prior to the discovery of the contamination. Prepare ready-to-eat food using boiled or bottled water.
- For handwashing, use tap water followed by a hand sanitizer or use heated, boiled, or bottled water.
- A food establishment ordered or otherwise required to cease operations may not re-open until the authorized by the regulatory agency.

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For Immediate Release  
[Date]

Contact: [Name] [Phone]  
or [Email]

## **Media Advisory Boil Water Notice Lifted**

**[Issuing City/County]** - The boil water notice issued for **[describe affected area]** has been lifted and it's no longer necessary to use boiled or bottled water.

Basic recovery includes flushing pipes, faucets and drinking fountains for at least five minutes unless otherwise directed by your local utility.

Food establishment operators must also flush and clean food equipment attached to waterlines (pop, coffee, ice makers) as directed by the manufacturer. Discard any left over ice, coffee or food made with water that may have been contaminated. Run water softeners through a regeneration cycle and flush hot water tanks.

Before serving or using the water food establishment operators must follow the instructions in the "Emergency Action Plans for Retail Food Establishments" guide. The document is available on the Michigan Department of Agriculture Web site at [www.michigan.gov/michiganprepares](http://www.michigan.gov/michiganprepares). Instructions are available in English, Spanish, Arabic and Chinese.

For more information, contact **[Name, Agency]** at **[Phone]** or **[Email address]**. A food establishment ordered to cease operations must contact the regulatory authority prior to reopening by calling **[Agency, Phone Number]**.

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