



Boil Orders

What is a Boil Order Advisory?

When any portion of our water system experiences a loss of pressure below 20 psi, the Ohio Environmental Protection Agency (OEPA) recommends that a Boil Advisory be issued to all affected customers.

Whom Can I Contact?

Questions can be directed to the Public Utilities Department at 740-203-1900. Questions may also be directed to the City Customer Service Liaison at 740-203-1810 or via email to pwcs@delawareohio.net. Residents may also go to <http://www.delawareohio.net/delaware/> and download our free service app, Del-AWARE, to report water issues.

Can I drink the water?

Only bottled water or water that has been boiled vigorously for at least one minute should be consumed or used to wash dishes, wash fruits/vegetables, make ice cubes or brush teeth.

Can I wash my hands with this water?

The City recommends that bottled water or water boiled vigorously for at least one minute should be used for hand washing. When this is not practical, it is recommended that if tap water must be used to wash and rinse it should be followed up with the use of a hand sanitizer.

Can I shower or take a bath in this water?

Yes. The primary concern is that the water is not consumed. Instruct children not to put the water in their mouth when they are bathing.

How do I wash my dishes?

Use bottled water or water that has been boiled vigorously for at least one minute to wash and rinse dishes. Home dishwashers can not be assured to completely kill organisms that may be in the water.

Can I wash my clothes in the water?

Yes, you may continue to use the water to wash clothes.

Can my pets drink the water?

Animals generally are not affected in the same way as people by contaminants in the water. An individual may give their pet bottled water or water that has been vigorously boiled for at least one minute and cooled if they choose.

My neighbor got a notice, but I did not

The areas affected by boil advisories are determined by our field staff using knowledge of valve locations, pressure zones, and connections to the mains. It is possible to have houses next door, around the corner or across the street affected, while yours is not.