

BOIL WATER ADVISORY

A Boil Water Advisory is a public statement advising customers to boil tap water before consuming it. Advisories are issued when an event has occurred allowing the **possibility** for the water distribution system to become contaminated. Such events include a large water main break, a widespread loss of system pressure, or a natural disaster. An advisory does not mean that the water is contaminated, but rather that it could be contaminated. Since the water quality is unknown, customers should assume the water is unsafe to drink and take the appropriate precautions. The advisory is issued and in effect until a water sample is collected and tested at the lab and deemed free of contamination. A "Boil Water Advisory Lifted" notification is then released and posted.

BOIL WATER NOTICE

An advisory is different from a Boil Water Notice, which is issued when contamination is **confirmed** in the water system. During a notice, all customers must boil their water before consuming it or use bottled water.

In the event that a contaminant is deemed present in your water supply, a Boil Water Notice will be issued. We will notify the media, post information on the PSD's website and notices at area businesses. The Nicholas County Homeland Security and Emergency Management mass phone calling system, CodeRED, will also be utilized. To receive the CodeRED notification, please register your phone number (landline, cell phone, or VoIP) by calling 304-872-7892/7893 or log onto www.MyNicholasCounty.com and follow the link to the "CodeRED Community Notification Enrollment" page. Your information will only be used for public emergency notifications and is not available to any 3rd party company for any reason.

For more information regarding boil water advisories and notices, contact WV DHHR, Bureau for Public Health at 100 East Prince Street, Beckley, WV 25801
Telephone (304) 256-6666 or www.dhhr.wv.gov.

WATER MAIN FLUSHING

Over time, minerals and other deposits can accumulate inside water mains. To clean the mains and remove these deposits, Wilderness PSD flushes the distribution main lines twice a year.

Flushing water mains involves opening a nearby fire hydrant or blow-off valve and discharging water from the hydrant or valve; the high velocity of the water cleans the inside of the mains. As this stirs up the minerals sediment and deposits, it can cause discoloration in your water. It does not mean that there is any contamination in the water.