

Advice for domestic customers	
Which uses of tap water are affected by this boil water notice?	<p>Use boiled tap water for:</p> <ul style="list-style-type: none"> - drinking (including water provided for domestic pets) - making ice cubes - preparing food (such as washing salads and fruit, where food will not be cooked) - brushing teeth - rinsing crockery, utensils and food preparation equipment after washing up by hand - preparation of infant formula <p>i.e. any purpose where the water may be ingested.</p>
Which uses of tap water are <u>NOT</u> affected by this boil water notice?	<p>Use water as normal for:</p> <ul style="list-style-type: none"> - washing, showering and bathing (ensure young children do not swallow water) - toilet flushing - washing machines - dishwashers (on a hot wash cycle) <p>i.e. any purpose where the water will NOT be ingested</p> <p>For hand-washing, ensure hands are washed with soap and are thoroughly dried on a clean towel or paper towel.</p>
How long do I have to boil water for?	It is sufficient to bring water to the boil and then allow it to cool – prolonged boiling is not necessary. Using an electric kettle is fine.
How long can I store boiled water?	Boiled water should be kept in a clean container in a fridge for no more than 24 hours
Can I use bottled water?	<p>Yes. Bottled water can replace boiled tap water in all the examples given.</p> <p>Anyone who is immunocompromised will have been given specific advice by their medical practitioner.</p> <p>(Water for young babies should be boiled whether from the tap or a bottle. Some bottled natural mineral waters are high in sodium (Na) and these are unsuitable for infants. Ensure that the sodium content is less than 200mg/litre).</p>
Can I drink water from my hot tap?	No. You should never prepare drinks or food for consumption using water from a hot tap. Hot water can be used as normal for bathing, washing, laundry and dishwashing as above.
Why is my postcode affected but not my neighbours?	Our water system is not designed in the postcode format therefore neighbours can have different water supplies.

Why haven't we received any communication and have had to hear from neighbours?	Strongest communication is by word of mouth, we are very appreciative of those sharing with friends, family and neighbours, whilst we send out emails, texts and written notifications.
When did this take effect?	Boil notice came in effect 16:30 Thursday 7 October
Can I use my water filter?	No. Domestic water filters should not be relied upon to purify the water. To avoid any potential contamination of your filter, we actually recommend that you do not use the filter whilst the boil water notice is in place or replace the filter once the notice is lifted since the filter may concentrate any potential contamination.
Can I use water purification tablets?	No. We do not recommend water purification tablets as an alternative to boiling.
I have specific medical needs.	If you have previously registered your specific needs with us, you will be on our database and should receive bottled water. If you are not on our database, contact us to discuss your requirements. For any health concerns, contact the relevant medical practitioner.
How long is the situation expected to last?	It is not yet known how long the advice to boil tap water will remain in place, as investigations as to the cause are ongoing. More samples on Friday will tell us more
How common an occurrence is this?	It is very rare for any of our routine samples to pick up any issues with the quality of the water we provide.

Advice for commercial and business customers

Should drinks vending machines be used?	<p>No. We recommend that drinks vending machines are turned off.</p> <p>When the water supplies are back to normal, the machine should be cleaned and any filters replaced.</p>
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What precautions should be taken in a bar/restaurant?	<p>The same general advice applies as for domestic customers in that all water for drinking and food preparation should be brought to the boil and cooled as necessary.</p> <p>Food handlers should wash their hands as normal with soap and then rinse their hands in cooled boiled water before drying thoroughly on a clean towel or paper towel. Alternatively, those involved in food preparation should wear appropriate gloves.</p> <p>Fizzy drink dispensers using tap water should not be used.</p> <p>Ice making machines should be disconnected, but ice cubes can be made from cooled boiled water.</p> <p>Food preparation equipment, crockery, glasses and utensils can be washed in a dishwasher on a hot cycle or hand washed in hot water and rinsed with cooled boiled water.</p>
What precautions should a food/drink producer take?	Contact your Local Environmental Health Officer for specific advice.
What precautions should be taken in a school/ playgroup/ nursery?	The same general advice applies as for domestic customers in that all water for drinking and food preparation should be brought to the boil and cooled as necessary.
What precautions should be taken in an old people's home/ nursing home/ residential institution?	The same general advice applies as for domestic customers in that all water for drinking and food preparation should be brought to the boil and cooled as necessary.
Can farm animals drink the water?	Yes, they can drink from animal troughs as normal.