Introduction and Assumptions

A BOIL WATER ADVISORY is a public health advisory when an area’s drinking water is or could be contaminated due to a water main break or a failure of the water treatment system. Anytime the pressure in the water lines is affected the integrity of the water distribution system is suspect and a BOIL WATER ADVISORY may be issued.

Every situation is different. While this annex provides basic information and guidelines, the actual information and actions taken during an event may vary from those included in this document. University leadership should use this information as a basis for decisions that may be required to be made during a BOIL WATER ADVISORY.

Units with Assigned Responsibilities

Communications and Marketing
Environmental Health and Safety
Physical Plant
Public Safety
Purchasing

Louisville Water Company

In Louisville, a BOIL WATER ADVISORY is issued by the Louisville Water Company (LWC) and remains in effect until the expiration time identified in the advisory OR when testing indicates that the water is safe to drink.

While instructions may vary from event to event, the LWC typically instructs customers to:

- Bring all water used for drinking, food preparation and cooking to a rolling boil for three minutes prior to consuming.
- Not use chilled water from refrigerators
- Not use ice from automatic ice machines.
After the BOIL WATER ADVISORY has expired, the LWC instructs its customers to:

- If your refrigerator has an automatic ice machine, allow the receptacle to fill twice and discard the ice.
- If you have a chilled water line on your refrigerator door, allow it to run for approximately one minute before using the water.

**Louisville Metro Public Health and Wellness**

While LWC does issue the advisory, Louisville Metro Public Health and Wellness (LMPHW) has dedicated a web page to BOIL WATER ADVISORIES at [http://www.louisvilleky.gov/metrosafe/preparing_for_disaster/DuringBoilWaterAdvisory.htm](http://www.louisvilleky.gov/metrosafe/preparing_for_disaster/DuringBoilWaterAdvisory.htm)

This page has very thorough information on the actions that should be undertaken after a BOIL WATER ADVISORY and the major facility concerns from this web page are listed below:

- Run all faucets for 3 to 5 minutes to flush the lines with safe water before use. Include those located in restrooms, throughout kitchen, waiter stations and drinking fountains.
- Flush lines and sanitize all ice machines, coffee machines, post-mix machines and fountain machines. See ice machine cleaning instructions below.
- Clean and sanitize all fixtures, sinks and equipment connected to water supply lines.
- Follow the manufacturer’s recommended procedures for disinfecting water softeners, prior to putting back on line; disinfecting filters or replacing media in small filters on ice machines, water treatment systems, beverage vending machines; and replacing carbon filters or carbon media in filters.
- Rewash and sanitize all dishes, multi-use utensils and work areas.

**Centers for Disease Control**

The Centers for Disease Control (CDC) also has extensive information on their web site, located at [http://www.cdc.gov/parasites/crypto/health_professionals/bwa/public.html](http://www.cdc.gov/parasites/crypto/health_professionals/bwa/public.html) The information for the public is almost identical to LMPHW, but they advise the public to bring water to a rolling boil for one minute instead of three. Since LWC and LMPHW both advise a 3 minute rolling boil, the university should consider that the minimum. The reason for this strategy is that the LWC and LMPHW information that will be the source provided to the news media.

CDC also has individual web pages for special facilities that should take additional steps. This information can be found at [http://www.cdc.gov/parasites/crypto/health_professionals/bwa/index.html](http://www.cdc.gov/parasites/crypto/health_professionals/bwa/index.html) These include:

- Commercial establishments (including hotels and restaurants)
- Commercial Ice Maker users
- Day Care Facilities
- Dental Offices
- Hospital and Healthcare Facilities
- Renal Dialysis Units
Emergency Notification

In order to communicate widely throughout the campus community, the UofL Alert system is typically used. In the case of a potential hazard to drinking water on campus and the issuance of a BOIL WATER ADVISORY, the UofL Alert system should be used to communicate pertinent information. At a minimum, the text messaging and email systems should be utilized. The Department of Public Safety, Office of Communications and Marketing or the Department of Environmental Health and Safety will issue the emergency notification.

Since this is not a critical life threatening situation, UofL Alert should be used to direct the campus community to a source with extensive information. A message such as:

“A BOIL WATER ADVISORY is in effect for many buildings on Belknap Campus. See Louisville Today for more details.” should be used.

Consideration should be given to issuing an alert to the effected buildings via the Informacast alert system. This would allow the message to be targeted directly to the occupants of the buildings at risk. The major emphasis is to advise the campus community that they should not drink the water in the buildings.

Information Distribution

After the initial notification has taken place, the campus community will still need additional information. This information is important, but it is not a threat that requires additional activations of the UofL Alert system.

The university uses Louisville Today as its mechanism to communicate important, but non-life threatening information. The Office of Communications and Marketing is responsible for issuing and updating information. Upon the initiation of a BOIL WATER ADVISORY, significant status updates and upon expiration of the BOIL WATER ADVISORY, information should be distributed through Louisville Today. Examples of emails directing the university community to information in Louisville Today are listed below:

Initial Notification Email

Due to a water main break at 3rd Street and Eastern Parkway, the Louisville Water Co. has turned off water to some of Belknap Campus. Several building alarms have been or may be triggered, and you may notice a severe drop in water pressure. UofL and water company officials are monitoring the situation. We will update you as soon as we have more details.

Update Email
The boil water advisory issued Thursday afternoon for part of Belknap Campus will remain in effect through Friday, June 15. Faculty and staff in those buildings are encouraged to bring bottled water and not to drink from water fountains or faucets until the advisory has been lifted. Also, do not use ice from ice machines in those buildings until they have been cleaned and cleared by Physical Plant.

“We’ve had several water main breaks near our campus in the past couple of years, so we know this is frustrating for our faculty, staff and students,” said Provost Shirley Willihnganz. “I want to thank all of you for your patience. Our Physical Plant teams are working hard to make sure our water is safe as quickly as possible.”

A story on the advisory, including a list of buildings and safety tips, is on UofL Today, http://louisville.edu/uofltoday.

Expiration Email

The boil water advisory for parts of Belknap Campus has been canceled effective midnight tonight, June 15. Physical Plant employees will flush the water lines and remove ice from ice makers around campus Friday night. Normal activities can resume Saturday morning, June 16.

A story on the advisory, including a list of buildings and safety tips, is on UofL Today, http://louisville.edu/uofltoday.

Building/Staff Concerns

Posters/Signs

While electronic communications is very effective, there remains a potential that it might not reach everyone that might be in one of the effected buildings. In order to increase the information distribution, signs or posters should be placed at university building entrance ways and any locations where water could be used for drinking. These signs/posters could be developed on the fly for a specific event, or they could be a standard sign that is used by LWC. When possible, the Office of Communications and Marketing should review the signs, but if time is critical, the signs should be developed by Physical Plant or DEHS.

These signs should be posted by Physical Plant staff (if the magnitude is not too great) or by Building Emergency Coordinators and their alternates (if the number of building affected is too large).

Bottled Water

If residence halls or any other campus activities that cannot allow people to leave campus are affected by the BOIL WATER ADVISORY, bottled water can be obtained and distributed to the
different areas. In order to obtain water on an immediate basis, local vendors should be contacted by Purchasing. Once the source of the water is identified and a purchasing agreement reached, Physical Plant and DEHS Staff will collaborate to obtain the water and distribute as required on campus.

During past events where water was required on an immediate basis, several vendors were able to supply large quantities of bottled water on short notice. These vendors included:

- Kroger Company (Goss Avenue and Poplar Level Road)
- Sam’s Club
- Sodexo

If the event is protracted, Purchasing should contact the LWC for advice on where to obtain large quantities of bottled water. Purchasing should make appropriate arrangement to have it delivered to campus. Physical Plant and DEHS Staff will collaborate to distribute the water as required on campus.

Flushing Water Lines

The purpose of a BOIL WATER ADVISORY is to inform the community that drinking water might not be suitable and additional steps need to be taken prior to drinking it or using it for food preparation. Once the advisory has been terminated, the water remaining in the lines remains suspect until it has been flushed thoroughly.

Physical Plant is responsible for flushing all fixtures as required by the LMPHW procedures. All fixtures include sink faucets, drinking fountains and ice machines. If there are any other fixtures that may pose a risk, Physical Plant should flush them as well. Hose faucets, commodes, urinal and showers do not need flushing. In the event the number of fixtures to be flushed exceeds Physical Plant’s capabilities, Building Emergency Coordinators should be contacted and instructed to flush sinks, drinking fountains and ice machines.