

## **Water Boil Order Facts**

If a break is discovered in a water main, it is necessary for the Village to shut off the water in the affected area. Once the break is repaired and the water service is turned back on, a boil order is in effect for 48 hours. Please note: the water boil order is only for the affected areas that lost water during the repair.

When a break is discovered, all utility companies are called to locate their lines. This can take some time. The Village staff cannot begin to dig or repair the break until the utilities are located.

If the break occurs during business hours, a phone call is made to the residents in the affected area. In addition—during and after business hours—Village staff will knock on each door to inform the resident that the water will be turned off, and a boil order will be in effect for 48 hours after the water is restored. If no one answers the door, a red flyer is left on the door with the date, time and boil order information.

If you have not been notified by phone, in person, or do not have a red boil order flyer on your door, your area was not affected by the break and is not under a boil order.