

## Boil Water Advisory

### Frequently Asked Questions



A Boil Water Advisory is issued in consultation with the Department of Health, when we detect a water quality issue in a community's drinking water supply.

It notifies customers to use boiled or bottled water for drinking, food or drink preparation, including baby formula, and cooking - until we confirm the water is safe.

Boiling water is the safest way to destroy any pathogens or bacteria that may be present in the water supply.

<p>How do I boil the water to make it safe to drink</p>	<p>Bring water to a full rolling boil until a continuous and rapid stream of air-bubbles is produced in your pan or kettle. After boiling, allow the water to cool.</p> <p>Water should be boiled even if you have a home filter or fridge or jug with a filter.</p>
<p>Can I boil water and set it aside for later?</p>	<p>Boiled water can be stored in a clean, closed container at room temperature for 24-hours. But make sure it's out of direct sunlight.</p> <p>If you're storing boiled water in a sealed container in the fridge, it can be safely kept for three days.</p>
<p>Can I still bath, shower or wash my face in the water from my tap?</p>	<p>While a Boil Water Advisory is in place, it's still safe to bath, shower or wash your face.</p> <p>But be careful not to swallow the water, or get it in your eyes or nose.</p> <p>Remember to keep an eye on small children or people with a disability.</p>
<p>Can I still use the filtered water or ice from my fridge?</p>	<p>If you have a fridge with a water supply or ice maker, don't use the water or ice for drinking or food preparation while the Boil Water Advisory is in place.</p> <p>Once the Boil Water Advisory is lifted, it's important to discard and replace your fridge's water filter.</p>
<p>Can I brush my teeth?</p>	<p>No. We recommend you use boiled or bottled water when brushing your teeth.</p>
<p>What happens if I accidentally drink the tap water?</p>	<p>Don't panic! The chance of you becoming ill is slim.</p> <p>But, unboiled water can cause gastro-like symptoms. If you experience diarrhea, nausea, vomiting or abdominal cramps visit your doctor.</p>
<p>Is it safe to wash my dishes with tap water?</p>	<p>It is safe to wash your dishes, however, you should ensure they are properly dried before use.</p>
<p>What about my pets?</p>	<p>Some pets, such as dogs, can be susceptible to the same diseases as humans. Consider providing them with boiled water, too.</p>
<p>When will a Boil Water Advisory be lifted?</p>	<p>We will advise you that a Boil Water Advisory has been lifted after water quality testing confirms the safety of the drinking water and we have consulted with the Department of Health.</p>

	Once the Advisory is lifted, we recommend you leave internal taps running for two-minutes to draw fresh water into your plumbing.
How will I be kept informed?	<p>You can find more information on our website <a href="http://www.coliban.com.au">www.coliban.com.au</a>.</p> <p>When a Boil Water Advisory is in place, we communicate with customers via SMS, social media, the local media, and the Emergency Victoria App.</p> <p>Make sure your contact details are up to date, so you can be the first to know the latest news.</p>
Can I use my coffee machine?	<p>If your coffee machine is plumbed into the water supply and heats water to more than 100 degrees, it is safe to use during a Boil Water Advisory. If you are unable to set your water to 100 degrees, or are unable to use pre-boiled, or commercially bottled water for the coffee machine, you need to stop using it until the Boil Water Advisory is lifted.</p> <p>If you are using a domestic coffee machine, you will need to boil the water prior to adding it to the canister, or use bottled water.</p>
I feel unwell, what should I do?	We recommend that if at any time during a Boil Water Advisory you experience symptoms including diarrhea, nausea, vomiting or abdominal cramps consult your doctor.