

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.

How do I boil the water to make it safe to drink	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. Water should be boiled even if you have a home filter or fridge or jug with a filter.
Can I boil water and set it aside for later?	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. If you're storing boiled water in a sealed container in the fridge, it can be safely kept for three days.
Can I still bath, shower or wash my face in the water from my tap?	While a Boil Water Advisory is in place, it's still safe to bath, shower, or wash your face. But be careful not to swallow the water or get it in your eyes or nose. Remember to keep an eye on small children or people with a disability.
Can I still use the filtered water or ice form my fridge?	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. Once the Boil Water Advisory is lifted, it's important to discard and replace your fridge's water filter.
Can I brush my teeth?	We recommend you use boiled or bottled water when brushing your teeth.
What happens if I accidentally drink the tap water?	Don't panic! The chance of you becoming ill is slim. But, unboiled water can cause gastro-like symptoms. If you experience diarrhea, nausea, vomiting or abdominal cramps visit your doctor.
Is it safe to wash my dishes with tap water?	It is safe to wash your dishes, however, you should ensure they are properly dried before use.
What about my pets?	Some pets, such as dogs, can be susceptible to the same diseases as humans. Consider providing them with boiled water, too.
When will a Boil Water Advisory be lifted?	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. 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?	You can find more information on our website www.coliban.com.au When a Boil Water Advisory is in place, we communicate with customers via SMS, social media, the local media, and the Emergency Victoria App. Make sure your contact details are up to date, so you can be the first to know the latest news.
Can I use my coffee machine?	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.

	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.
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