



ELECTRIC WATER SEWER STORMWATER

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www.HANNIBALBPW.org



POLICY:	<u>Boil Orders</u>	DEPARTMENT:	<u>Water, SCADA</u>
APPROVED:	_____	REVIEWED / REVISED:	<u>10/17/09</u>

Description:

Boil Orders provide for the adequate safety of water customers.

Purpose:

The purpose of a Boil Order and this policy is to ensure safe drinking water to all customers within the Hannibal Board of Public Works (HBPW) water distribution system. Adequate water quality shall be achieved and verified prior to lifting any Boil Order.

Scope:

A Boil Order is accomplished by completing the Boil Order Form and associated map, contacting the affected customers with door tags or through the media, and contacting the Marion County Health Department when applicable.

Guidelines:

The HBPW will issue a precautionary Boil Water Order to the affected areas if any of the following conditions occur:

1. A threat to the public health, that the boiling of drinking water will remedy, is known to exist or is strongly indicated.
2. When there is concern a problem may exist with the drinking water quality, but has not yet been confirmed.
3. There exists a gray area where the decision to issue a Boil Water Order or precautionary boil water notice is determined by the Regional Director of the Missouri Department of Natural Resources on a case-by-case basis.
4. A routine sample tests positive for Fecal Coliform bacteria, and the results for repeat samples are pending.
5. Water pressures that are less than 20 PSI occur in any part of the distribution system.
6. An inadequate treatment technique has been discovered.
7. There is a concern of possible contaminants by biological agents.
8. Total Chlorine residuals that are less than 0.2 mg/L occur anywhere in the water distribution system.
9. There is a concern of a malfunction of the Water Treatment Plant disinfection equipment.
10. Finished water turbidities that are 5.0 NTU or greater, occur in any one confirmed measurement.

A Supervisor shall make the decision to issue a Boil Order and shall complete, and provide the information to complete, a Boil Order Form (attached). Typically the Water & Sewer Supervisor should make the decision to issue the Boil Order.

The Water Department shall be responsible for hanging door tags when a small number of customers are involved and when the Supervisor determines this means will be used to advise customers.

The Supervisory Control and Data Acquisition (SCADA) Operator shall be responsible for calling affected customers when a small number of customers are involved, and the Supervisor determines this means will be used to advise customers.

The SCADA Operator will also notify the Marion County Health Department (if a business that serves food or drinks is affected or could be affected, to be determined by the supervisor) and prepare and fax a map of the affected area to that office via the information provided below:

Regular Business Hours number: 573-221-1166, Fax: 573-221-1214

After-hours Emergency Contact number is the Hannibal Regional Hospital at 573-248-1300. Ask to page Marion County Health Department & Home and Health Nurse on call. Detailed information is attached.

If the Boil Order affects a large number of water customers, under the directive of the Supervisor, the SCADA Operator will also notify the media as follows:

Business	Contact Name	Phone #	Fax #	Misc. Instructions
Marion County Health Department	After Hours: Steve St. Clair	573-221-1166 573-248-1300	573-221-1214	Call to make them aware of the boil order then fax a map of the affected area along with a completed boil order form.
WTAD (radio station)	Jim Dewey	217-228-2844	217-228-1031	Fax a map of the affected area along with a completed boil order form.
KHMO (radio station)		573-221-3450	573-221-5331	Fax a map of the affected area along with a completed boil order form.
KHQA (TV station)	Jim Whitfield or Scott Schmidt	800-935-7070	217-221-5078	Fax a map of the affected area along with a completed boil order form.
WGEM (TV station)			217-224-5786	Fax a map of the affected area along with a completed boil order form.
Hannibal Courier Post		573-221-2800	573-221-5800	Fax a map of the affected area along with a completed boil order form.
Quincy Herald Whig		217-223-5100	217-221-3395	Fax a map of the affected area along with a completed boil order form.

The SCADA Operator shall be responsible for placing the completed Boil Order Form and associated map on the HBPW website for the public to view. After the Boil Order has been lifted, the SCADA Operator shall remove the Boil Order Form and associated map from the HBPW website. The instructions for completing the Boil Order Form, associated map, and updating the HBPW website are located on the G drive within the Forms folder and within the Boil Order Forms folder.

These instructions should be communicated to the water customers affected by a Boil Order:

1. Boil water vigorously for three minutes prior to use for cooking or drinking.
2. Disinfect food contact surfaces (dishes, cooking utensils, pans, etc.) by immersing them for at least one minute in clean tap water that contains one teaspoon of unscented household bleach per gallon of water.
3. Dispose of ice cubes and remake with water that has been boiled after the boil order is over (important for restaurants with ice machines).
4. Disconnect or turn off fountain soda machines and icemakers that use water during the Boil Order.
5. Continue boiling all water that is to be used for cooking or drinking until posted time or notified that the boil water advisory has been lifted.
6. Water used for bathing does not need to be boiled.
7. Normal precautionary Boil Orders will be for 48 hours.
8. Prior to lifting the Boil Order, the HBPW is required to test for chlorine residuals and bacteria in the area of the Boil Order.
9. If test results do not show proper chlorine amounts and no bacteria present, then the Boil Order will be extended.
10. Chlorine residual testing only takes a few minutes, while bacteria testing takes 24 hours.
11. Upon receiving good test results, the Boil Order may be lifted before the 48-hour time frame has ended.

Originated / Revised History

Originated – 08/13/03

Revision 1 – 10/17/09



BOIL ORDER NOTICE

Date: _____

To: _____ Re: _____

Attn: _____ From: _____

Fax: _____ Pages: _____

Phone: _____ Ext: _____ CC: _____

- Urgent For Review Please Comment Please Reply

What happened that caused the need for a boil order?

What is being done to correct the problem?

What is the start and end date and time of the boil order?

What area is affected by the boil order?

Please visit the Hannibal Board of Public Works web site to view a map highlighting the affected area. www.hannibalbpw.org

The following instructions should be communicated to the water customers affected by the boil order:

1. Boil water vigorously for 3 minutes prior to use for cooking or drinking.
2. Disinfect food contact surfaces (dishes, cooking utensils, pans, etc.) by immersing them for at least 1 minute in clean tap water that contains one teaspoon of unscented household bleach per gallon of water.
3. Dispose of ice cubes and remake with water that has been boiled.
4. Continue boiling all water that is to be used for cooking or drinking until posted time or notified that the boil order has been lifted.
5. Water used for bathing does not need to be boiled.
6. Normal precautionary boil orders will be for 48 hours.
7. Prior to lifting the boil order, the HPBW is required to test for chlorine residuals and bacteria in the affected area.
8. If test results do not show proper chlorine amounts and no bacteria present, then the boil order will be extended.
9. Chlorine residual testing only takes a few minutes, while bacteria testing takes 24 hours.
10. Upon receiving good test results, the boil order may be lifted before the 48-hour time frame has ended.

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