



BOIL WATER FAQs

Why is there a boil water notice?

During routine sampling, E.coli/Fecal coliform bacteria were found at a specific location in the water system on July 14, 2021. The positive sample came from an outdoor spigot of a residence. Samples taken within the system immediately upstream and downstream of the spigot showed no bacteria present. That suggests that this is an isolated incident. Out of an abundance of caution the state of North Carolina Department of Environmental Quality Water Supply Section

E.coli/Fecal coliform bacteria can make you sick and are a particular concern for people with weakened immune systems. The presence of the bacteria does not appear to be widespread but following State regulations and out of an abundance of caution City of Burlington Water Customers should boil their drinking water until further notice. City of Burlington water customers include Town of Elon, Town of Gibsonville, Town of Whitsett, Town of Haw River, Town of Ossipee, Village of Alamance, and parts of the City of Greensboro.

How long will the boil water notice last?

Likely for 48/72 hours (Sunday 7/18). The affected segment of the water system is being replaced and flushed. Once sufficient sample are taken that show no presence of, the boil water notice will be lifted. The public will be notified by the City of Burlington when this occurs.

Who should I call with questions?

Call the City of Burlington Customer Service line at 336-222-5100 or 336-222-5000 – 9am-5pm – Monday – Friday

How long should I boil the water?

Bring tap water to a full rolling boil, let it boil for one minute, and let it cool before using.

Can I boil water in the microwave?

Tap water can be boiled in the microwave in a microwave-safe container, provided that the water reaches a full rolling boil for one minute.

Do I have to boil the tap water used to make beverages?

Yes. Boil all of the tap water you use for making coffee, tea, mixed drinks, Kool-Aid or any beverages made with water. In addition, all tap water used for making ice for consumption must be boiled.

Should I boil the tap water used to make baby formula?

Yes. Only use boiled tap water or use bottled water for mixing formula.

Do I need to boil water before using it to wash vegetables that will be eaten raw?

Yes. Boil all of the tap water you use for washing raw vegetables.

Can I use my refrigerator water/ice dispenser?

Do not use water from any appliance connected to your water line, such as ice and water from a refrigerator.

How can I wash my dishes by hand?

- **Wash** and rinse the **dishes** as you normally would using hot **water**.
- In a separate basin, add 1 teaspoon of unscented household liquid bleach for each gallon of warm **water**.
- Soak the rinsed **dishes** in the **water** for at least one minute.
- Let the **dishes** air dry completely before using again.

How can I wash my hands?

It is not necessary to boil the tap water used for washing hands, and no special soaps are necessary. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.

Can I take a bath or shower?

Yes, just be careful not to swallow any water when bathing or showering. Use caution when bathing babies and young children. Consider giving them a sponge bath to reduce the chance of them swallowing water.

Can I brush my teeth ?

Yes you can brush your teeth with boiled or bottled water. Do not use tap water that you have not boiled first.

Can I wash my dishes?

The best option is to if possible, use disposable plates, cups, and utensils during a boil water advisory.

Household dishwashers generally are safe to use if, the water reaches a final rinse temperature of at least 150 degrees Fahrenheit (66°Celsius), or the dishwasher has a sanitizing cycle.

To wash dishes by hand make sure we wash and rinse the dishes as you normally would using hot water. In a separate basin, add 1 teaspoon of unscented household liquid bleach for each gallon of warm water. Soak the rinsed dishes in the water for at least one minute. Let the dishes air dry completely before using again.

Can I still do laundry ?

It is safe to wash clothes as usual.

Can I give my pets water?

Pets can get sick from some of the same germs as people or spread germs to people. Give pets bottled water or boiled water that has cooled.

Can I use tap water to caring for my garden and houseplants?

You can use tap water for household plants and gardens.

What should I do if I become sick?

See your family physician or healthcare provider. Your doctor should notify the local health department if he or she suspects your illness was caused by microorganisms in the water. Some people may be more vulnerable to contaminants. People with weakened immune systems. Guidelines on ways to reduce the risk of infection from microbiological contaminants are available from the EPA Safe Drinking Water Hotline (800-426-4791).

How will I know when it is safe to drink my tap water?

You will be notified when tests show that the tap water is safe to drink. You may be asked to run water to flush the pipes in your home before using your tap water or be given other special instructions. Until you are notified, continue to boil all tap water for one minute before use.