

For Immediate Release
[Date]

Contact: [Name] [Phone]
or [Email]

Media Advisory
Boil Your Water Before Using
[System] bacterial contamination may have occurred

[Issuing City/County] - The presence of **[insert specifics if known – E. coli or fecal]** coliform bacteria has been found in the **[System name]** water supply during routine sampling on **[date/s]**. These bacteria can cause illness and are a particular concern for people with weakened immune systems. Residents and businesses, including food establishments, in the **[insert geographic area affected, water supplier, other defining characteristics, as appropriate]** area(s) may be affected.

DO NOT DRINK OR SERVE WATER WITHOUT BOILING IT FIRST. Boiling kills bacteria and other organisms in the water. Bring all water to a boil, let it boil for one minute, and let it cool before using. Use boiled or bottled water for drinking, making ice, coffee, pop or other beverages, and preparing food until further notice.

Food establishment operators should follow the instructions in the “Emergency Action Plans for Retail Food Establishments” guide. This document is available on the Michigan Department of Agriculture Web site at www.michigan.gov/michiganprepares. Instructions are available in English, Spanish, Arabic, and Chinese.

[Agency name] food safety inspectors are monitoring efforts of impacted food establishment operators to ensure the safety of food sold in the area. Follow-up testing is being conducted by **[system]** to ensure safety of the water supply. It’s estimated the problem will be resolved within **[estimated time frame]**.

This boil water notice remains in effect until sampling results verify the water is safe to drink. Another notice will be issued when the boil water advisory has been lifted.

Please share this with other people who drink this water by distributing this notice or posting in a public place.

For more information, please contact **[name of contact]** at **[phone number]** or **[email address]**. General guidelines on ways to lessen the risk of infection by microbes are available from the Environmental Protection Agency Safe Drinking Water Hotline at (800) 426-4791.

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Sample Talking Points - Boil Water Advisory due to Presence of Coliform Bacteria

- Bacterial contamination can occur when increased run-off enters the drinking water source (for example, following heavy rains). It can also happen due to a break in the distribution system (pipes) or a failure in the treatment process.
- The Michigan Department of Agriculture encourages food establishment operators to follow the instructions listed in the “Contaminated Water Supply (Biological)” section of the Emergency Action Plans for Retail Food Establishments guide.
- Food establishment operators should discontinue use of post-mix carbonated beverage machines, auto-fill coffee makers, instant hot water heaters, misters and other food related equipment directly supplied by the affected water system.
- Food establishment operators should discard existing ice, discontinue making ice, and use commercially manufactured ice.
- Food establishments should discard ready-to-eat food that may have been made with water prior to the discovery of the contamination. Prepare ready-to-eat food using boiled or bottled water.
- For handwashing, use tap water followed by a hand sanitizer or use heated boiled or bottled water.
- A food establishment ordered or otherwise required to cease operations may not re-open until authorized by the regulatory agency.

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For Immediate Release
[Date]

Contact: [Name] [Phone]
or [Email]

Media Advisory Boil Water Notice Lifted

[Issuing City/County] - The boil water notice issued for **[describe affected area]** has been lifted and it's no longer necessary to use boiled or bottled water.

Basic recovery includes flushing pipes, faucets and drinking fountains for at least five minutes unless otherwise directed by your local utility.

Food establishment operators must also flush and clean food equipment attached to waterlines (pop, coffee, ice makers) as directed by the manufacturer. Discard any left over ice, coffee or food made with water that may have been contaminated. Run water softeners through a regeneration cycle and flush hot water tanks.

Before serving or using the water, food establishment operators must follow the instructions in the "Emergency Action Plans for Retail Food Establishments" guide. The document is available on the Michigan Department of Agriculture Web site at www.michigan.gov/michiganprepares. Instructions are available in English, Spanish, Arabic and Chinese.

For more information, contact **[name, agency]** at **[phone number]**. A food establishment ordered to cease operations must contact the regulatory authority prior to reopening by calling **[agency, phone number]**.

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