

November 13, 2016
Updated November 14, 2016 - 9am

DRINKING WATER WARNING
City of Troy lost pressure and contamination may have occurred
BOIL YOUR WATER BEFORE USING

BOIL ALERT UNTIL TUESDAY EVENING (NOV. 15, 2016)

Refer to Attached Map

Due to a drop in pressure in the City of Troy's water supply, bacterial contamination may have occurred in the water system. Bacteria are generally not harmful and are common throughout our environment. Corrective measures are currently being undertaken to correct the situation.

What should I do?

DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and preparing food. Boiling kills bacteria and other organisms in the water. Continue using boiled or bottled water until further notice.

What happened? What is being done?

These precautionary actions are being taken due to the loss of water pressure in the water distribution system caused by a Great Lakes Water Authority's 84" main break on November 13, 2016. Whenever a water system loses pressure for any significant length of time, precautionary measures are recommended.

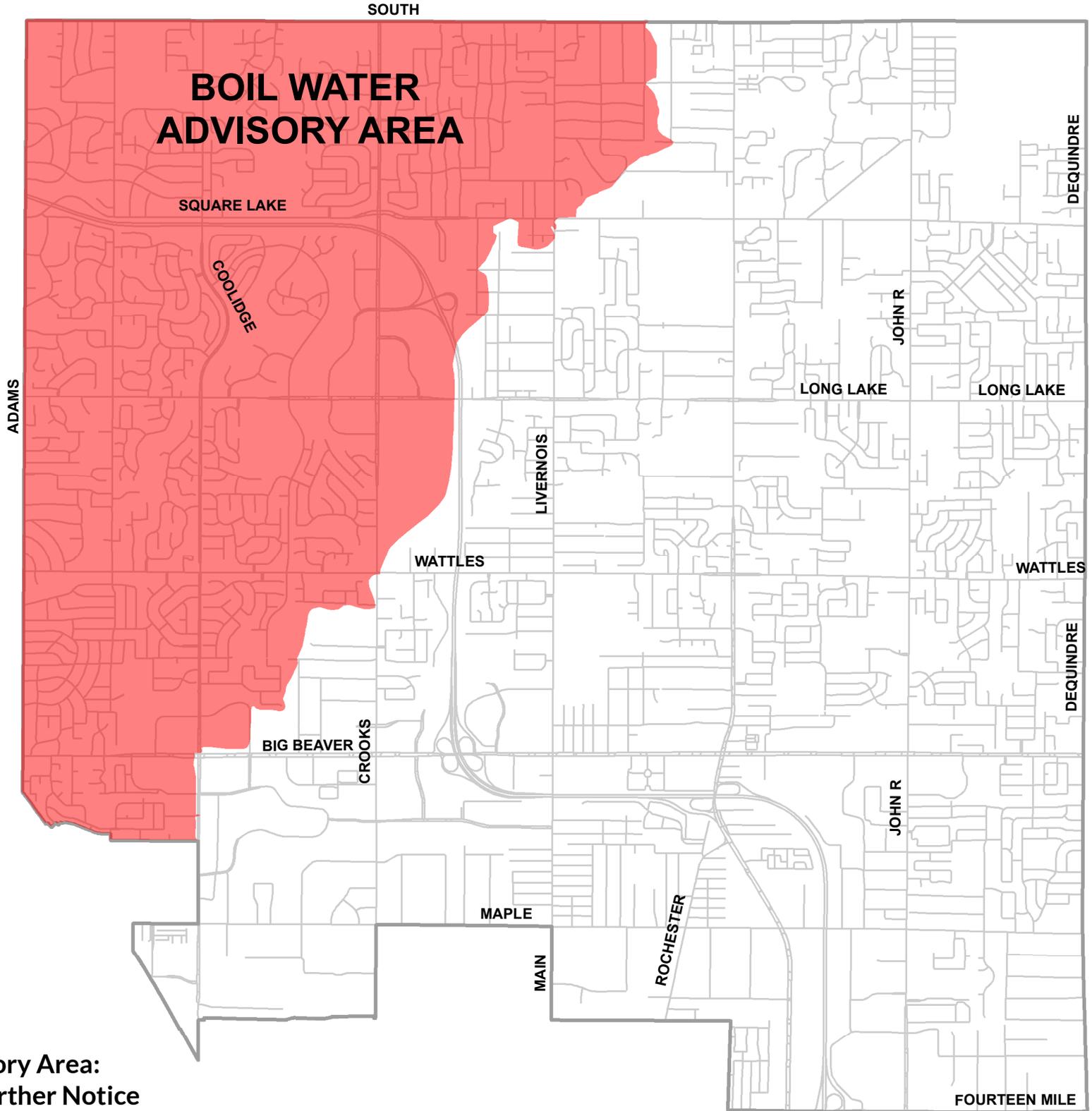
The Great Lake Water Authority and the City of Troy is working to get pressure restored, and water staff will be taking other remedial actions such as flushing and collecting bacteriological samples from around the system. The samples will be collected to determine that the water quality meets the state drinking water standards. We will inform you when tests show no bacteria and you no longer need to boil your water.

This boil water notice shall remain in effect until results from the sampling verify the water is safe to drink. **Customers will be advised when the boil water advisory has been lifted.**

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.



Please visit Troymi.gov
for updates and
additional information



 Boil Water Advisory Area:
Effective Until Further Notice

**Oakland County Water Resources Commissioner
Boil Water Questions and Answers**

1. **When is it safe to cook, wash, drink and clean with the water?**
After the boil water advisory has been lifted. You can wash and clean with the water under a boil water notice (see #2 below) without boiling it first.
2. **Is it safe to shower under a boil water advisory?**
Yes, unless you have an open wound, etc. that could let bacteria into your body.
3. **Is it safe to brush your teeth under a boil water advisory?**
You should use boiled water.
4. **Is it safe to wash the dishes in a dishwasher or by hand under a boil water advisory?**
Use heat dry in the dishwasher - pour hot boiled water over hand washed.
5. **How long should you boil the water?**
The water should reach a rolling boil and boil for 5 minutes.
6. **Do you have to let it stand after you boil the water, why?**
You should let it stand for about 15 minutes to minimize the chance of burning yourself.
7. **Why is the water milky or discolored? What should you do to get rid of the discoloring? Is it safe to use this water?**
If the water is a milky/cloudy color and clears in a few minutes when put it in a glass (from the bottom up), then it is air in the water and is safe to drink. You can help by flushing your lines, starting with the outside hose bibb closest to where the service line enters your home. Flush outside about 15 minutes, then flush your inside faucets, etc. for a few minutes each.
8. **Community Wells (water milky or discolored) - what should you do to get rid of the discoloring? Is it safe to use this water (cook, wash, drink, etc.)?**
For cloudy/milky color, see #7. If the water is yellow, orange, red or brown, it may be due to iron in the well water. Iron is not a health concern in well water but the discoloration is a nuisance problem. If you have a softener or filter, bypass it and then check the color. If it is clear, then you should follow equipment maintenance requirements (check your salt level and regenerate your softener, clean or replace filter, etc.). If the bypassed water is discolored, it may be due to increased velocity in the water mains (lots of water sprinkling, running a lot of water in the home by clothes washing/dish washing/showering at the same time or system fire hydrant use). Check and flush your outside hose bibb, closest to where the service line enters your home, to try and clear water color. If a hydrant was used it may take a day to settle down. You can contact the Billing Services Department to schedule a low-pressure service line flush at 248-858-1110 if the discoloring persists.
9. **When trying to flush your water lines, does it matter if you are running the inside taps or the outside? Should you drain your hot water heater?**
See #7 for flushing. You do not need to drain your hot water heater for a "precautionary boil water advisory" as you shouldn't drink or cook with water drawn from your hot water tap.
10. **What can be done when there is air in the water lines?**
See #7.
11. **Are there any precautions to take when you have low water pressure?**
No, but put some away in case you lose all water pressure.
12. **Does the use of bleach purify your water? How much bleach? (Under a boil water notice, can you use bleach to disinfect your water without boiling it first)?**
Yes, when boiling is not practical, chemical disinfection should be used. You can use bleach to disinfect drinking water. See below for Environmental Protection Agency (EPA) recommendations.

Chlorine Bleach: Common household bleach contains a chlorine compound that will disinfect water. The procedure to be followed is usually written on the label. When the necessary procedure is not given, find the percentage of available chlorine on the label and use the information in the following tabulation as a guide.

| Available Chlorine | Drops per Quart of Clear Water |
|---------------------------|---------------------------------------|
| 1% | 10 |
| 4-6% | 2 |
| 7-10% | 1 |

(If strength is unknown, add ten drops per quart of water. Double amount of chlorine for cloudy or colored water). The treated water should be mixed thoroughly and allowed to stand for 30 minutes. The water should have a slight chlorine odor; if not, repeat the dosage and allow the water to stand for an additional 15 minutes. If the treated water has too strong a chlorine taste, it can be made more pleasing by allowing the water to stand exposed to the air for a few hours or by pouring it from one clean container to another several times.