

FOR MORE INFORMATION

For more information
related to drinking water
standards, customers can
also call the EPA Hotline:
1-800-426-4791



QUESTIONS?

We can be reached at our
Customer Service Center:
1-866-430-0820

Hours: 7 a.m.–7 p.m.

For emergencies,
we're available 24/7.

missouriamwater.com



WHAT TO DO WHEN UNDER A BOIL ADVISORY

RESIDENTIAL CUSTOMERS

If Missouri American Water issues a precautionary boil water advisory, we advise you to boil tap water before consumption until further notice.

ACTIONS TO TAKE

Bring tap water used for drinking, cooking, bathing and brushing teeth to a full boil for a minimum of three minutes, then cool before use.

Boiling water kills bacteria and other organisms that may be present in the water. Missouri American Water also recommends the following steps:

- Throw away beverages and ice cubes if made with tap water.
- Keep boiled water in the refrigerator for drinking.
- Provide pets with water that has been boiled and cooled.
- Do not use home filtering devices in place of boiling water. Most home water filters will not provide adequate protection from microorganisms.
- Use only boiled water to treat minor injuries.

REASON FOR ADVISORY

A boil water advisory may be issued if the conditions were present for a potential problem with the drinking water, but a problem has not been confirmed. These are most commonly issued for water main breaks or other low-pressure events where water loss was not controlled and there is a risk of contamination intrusion. They may also be issued while waiting for lab results of confirmation samples, which can take up to two days plus transportation time.

We will notify you when the boil advisory has been lifted.

For more information, contact Missouri American Water's customer service center at 1-866-430-0820.

Note: Let water cool sufficiently before drinking (approximately 110 degrees F).

HOW TO CHECK IF YOUR HOME IS UNDER A PRECAUTIONARY BOIL ADVISORY OR BOIL ORDER

Use our interactive map to check if a location is under a precautionary boil advisory or boil order. Visit missouriamwater.com and click on Maps under News & Community. Then click the on-page image and select the Current Boil Notifications. Once on the map, type your address in the search bar and see if that address is contained within the shaded bounds of an advisory or order. You can also call us anytime to confirm at 1-866-430-0820.

