



WHAT TO DO WHEN UNDER A BOIL ADVISORY

COMMERCIAL CUSTOMERS

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.

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

Tap water that comes into contact with or is consumed by humans or animals, such as for drinking and cooking, should be brought to a full boil for a minimum of three minutes, then cooled before use.

DURING ADVISORY

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.
- Do not use filtering devices in place of boiling water.
- Use only boiled water to treat minor injuries.
- Post “Do Not Drink Water” signs in restrooms.
- Disconnect drinking fountains temporarily.
- Coffee and tea should be made from bottled water or water that is boiled for three minutes before brewing.
- Food service facilities are encouraged to take necessary steps to ensure customers do not consume water that has not first been boiled for three minutes. If a food service facility is completely without water, the facility is required to immediately cease operations.

HOW TO CHECK IF YOUR BUSINESS 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.

REASON FOR ADVISORY

A precautionary boil water advisory may be issued if the conditions were present for a potential problem with the drinking water, but a problem has not yet been confirmed. These are most commonly issued for major water main breaks or other low-pressure events where 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.

Persons with reduced immune function, infants under six months in age, and the elderly are more seriously impacted by waterborne disease. Persons in these groups need to contact their personal physicians for additional information.

We will notify our appointed contact with your company when the advisory has been lifted.

For more information, please contact one of our major account managers:

- Amy Caudill at 859-940-3886, or
- Amber Bogan at 314-996-2364; c: 314-740-2905

You may also contact the Missouri American Water call center at 866-430-0820.

Please ensure that Missouri American Water has the most accurate and appropriate contact information for your company, so that we can contact you in case of an emergency. Major accounts can choose to be contacted by any combination of phone, text or email.

Here's how to update your information:

ONLINE

STEP 1

Log on to My Account at missouriamwater.com.

STEP 2

Click on the Service Address link, and then on the My Web Account button.

STEP 3

Click the Change button beside the Contact Information and Alerts section to make updates.

BY PHONE

Contact us at 1-866-430-0820, M-F, 7 a.m. to 7 p.m.

