



# PRECAUTIONARY BOIL WATER ADVISORY

## RESIDENTIAL CUSTOMERS

### FOR MORE INFORMATION

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

**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.

*Note: Let water cool to room temperature before drinking.*

### REASON FOR ADVISORY

A precautionary boil water advisory may be issued if 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.

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.



### QUESTIONS?

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

Hours: 7 a.m.–7 p.m.

For emergencies,  
we're available 24/7.

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



For the latest water alerts, including precautionary boil advisories, boil orders and water outages, visit [amwater.com/moaw/alerts](https://amwater.com/moaw/alerts) and search for the red icon near the top of the screen.

You may also call 866-430-0820 to confirm information or receive an update.

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Please ensure that Missouri American Water has the most accurate and appropriate contact information for you, so that we can contact you in case of an emergency. You 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 **MyWater** at [amwater.com/mywater](https://amwater.com/mywater).

#### STEP 2

Click on the Edit icon.

#### STEP 3

Click the Change button under Alert Settings.

### BY PHONE

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