



Public Notification

BOIL WATER ADVISORY

The City of Richmond Hill is issuing this advisory due to a temporary loss of water pressure to the Turtle Hill Subdivision and Timber Trail Townhomes which may have disrupted water supply or caused water pressure in parts of the water system to drop to very low levels. The advisory is being issued out of an abundance of caution – there is the potential a health hazard may exist due to microbial contamination in these areas with a loss of positive pressure.

In order to protect the public from a potential health hazard, customers who have experienced water outages and/or low water pressures in the above-mentioned areas are advised to use only boiled tap water or bottled water for drinking, cooking, or preparing food. To properly boil tap water for use, customers should:

- Heat water until bubbles come quickly from the bottom of the container;
- Continue heating the water for one minute once it begins to boil;
- Remove the water from the heat source and allow to cool before use.

During a Boil Water Advisory, the Centers for Disease Control (CDC) recommends that boiled tap water or bottled water be used for following:

- Drinking
- Brushing teeth
- Washing food and preparing food and baby formula
- Making ice
- Drinking water for pets

Other activities such as cloth washing, dish washing and other uses can be done without boiling tap water, if done properly. The complete CDC guidance can be found at this website:

<https://www.cdc.gov/healthywater/emergency/drinking/drinking-water-advisories/boil-water-advisory.html>

The advisory is in effect until the City of Richmond Hill Water Department has done the appropriate testing to be confident that there is no longer a public health concern. Customers will be notified immediately when the Advisory is lifted. Once the Advisory is lifted you should flush all faucets for a minimum of two minutes before using for drinking or food preparation.

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