

Mandatory Language Template: Public Notice to Boil Water

Due to (1), the Texas Commission on Environmental Quality (TCEQ) has required our water system (2) to notify customers of the need to boil their water prior to consumption.

To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and making ice should be boiled and cooled prior to use. The water should be brought to a vigorous, rolling boil and then boiled for two minutes. In lieu of boiling, you may purchase bottled water or obtain water from some other suitable source.

When it is no longer necessary to boil the water, the water system officials will notify you that the water is safe for consumption. Instructions to discontinue boiling will be issued in the same manner as this notice.

If you have questions concerning this matter, you may contact (3) at (4).

Instructions:

To get the mandatory language for your "Boil Water" notice, replace each number in the above wording with the information described for it here:

- (1) Your description of the conditions that require a "Boil Water" notice to be issued for your water system (for example, reduced pressure, a line break, and so forth)
- (2) PWS Name / PWS ID Number
- (3) **Name** of water system official, along with other contact names.
(Do not list the TCEQ as the primary contact.)
- (4) Water system official's **phone number** and any other useful contact numbers.
The public and the TCEQ must be able to reach you at one of the numbers you list here.

If a customer wishes to contact the TCEQ, they may call 512-239-4691.