

## Boil Water Advisory Instructions

When a boil water advisory is issued impacted customers will be notified by FCA via automated phone calls, text or email. This is why it is important that customers ensure that their contact information is on file with FCA and up to date. Contact information gathered by FCA is only used for emergency notification and for billing purposes.

We recognize the inconvenience of having to flush and boil water. Advisories are issued in an abundance of caution to ensure the safety of our water for our customers. Customers are encouraged to take simple precautionary steps to minimize disruptions at home by keeping several days of bottled water on hand

A boil water advisory applies to water used for consumption. Customers within the impacted area should do the following before using water for drinking, making ice, washing dishes, brushing teeth, and food preparation until further notice:

- Boil tap water vigorously for at least one minute prior to using it for drinking or cooking (the minute starts when the water begins to bubble). This includes water used for brushing teeth, making ice, washing raw foods, preparation of drinks, and water for pets.
- Wait for the water to cool before using it, or store it in the refrigerator in a clean container.

Boiling kills harmful bacteria in the water that may cause illness. You should throw away ice made during the time the advisory or notice was issued, as freezing does not kill bacteria.

Flushing water brings in fresh water from the main and boiling fresh water kills any bacteria and other organisms that can enter the water. You can also use bottled water.

When the advisory is in place, FCA must conduct two rounds of testing within a 48-hour period to confirm adequate disinfectant levels and verify that the water is safe to drink. After two consecutive rounds of testing show satisfactory results, the precautionary advisory can be lifted.

While the advisory is in place status updates will be posted to the FCA website Water Emergency section on the homepage.



Water Emergency?

**Click here**

for **Current Boil Advisory Information**

Do you have a water emergency?  
If so, please call 412-963-0212.

<https://www.foxchapelwater.com/boil-and-flush-advisory/>

When the boil advisory is lifted impacted customers will once again be notified by FCA via automated phone calls, text or email. Customers can resume normal water usage without taking additional measures. If you experience cloudy or discolored water, you should run cold water from a faucet at the lowest point in your house for a few minutes until the water runs clear.