

BOIL ORDER ISSUE – VILLAGE OF GREEN OAKS

Boil Order FAQ's

What is a Precautionary Localized Boil Order?

Precautionary Localized Boil Orders are issued to water customers when pressure in the distribution system drops below 20 pounds per square inch (PSI). Precautionary Localized Boil Orders are issued because it is possible, but unlikely, that bacteria can enter the water system when pressure in the line drops below 20 PSI. The boil order is “precautionary” because there is no evidence of contamination. The boil order is “localized” because only a relatively small portion of the system has experienced a pressure below 20 PSI. State Regulations require the issuance of Precautionary Localized Boil Orders when pressure in the system is reduced to below 20 PSI.

What is the reason for the Precautionary Localized Boil Order?

The most common reason for Precautionary Localized Boil Order is loss of pressure due to a watermain break or a shut down on a segment of the watermain distribution system for a repair. Occasionally during construction projects Precautionary Localized Boil Orders are issued because watermains must be depressurized to facilitate the work.

How will I know when a Precautionary Localized Boil Order is in effect?

The Village will notify residents with flyers. Information will also be provided by voicemail and email via Blackboard Connect, the Village’s communication system. If you are not getting notifications, please contact the Village ASAP at 847-362-5363 or vilgrnoaks@aol.com to update your contact information. The Village will also post signs in the neighborhoods impacted by the boil order.

Can I drink tap water during a Boil Order?

No, during a boil order, water should be boiled for 5 minutes before drinking, washing fruits/vegetables, making ice, brushing teeth, or any other activity that would result in ingestion of tap water.

Can I shower or bathe during a Boil Order?

Yes, it is safe to shower or bathe during a boil order as long as the water is not consumed. When bathing infants and very young children that might ingest water during baths, it is recommended to bathe them with water that has been boiled for 5 minutes and cooled to a safe temperature for bathing.

Can I wash clothes during a Boil Order?

Yes, it is safe to wash clothes during a boil order provided detergents are used.

Can pets drink tap water during a Boil Order?

It is recommended that pets only be given water that is safe for human consumption.

Can I wash dishes during a Boil Order?

The affected water may be used for dishwashing if a dishwashing machine is used. If dishes are hand washed, boiled water or bottled water should be used. The affected tap water may be used if the clean dishes are immersed for at least one minute in a sink of water to which one tablespoon of regular household bleach has been added.

When will the Precautionary Localized Boil Order be lifted?

Boil Orders are typically in effect for 48 hours, though it can be longer. Two samples of water are taken 24 hours apart and tested for contaminants. If both samples come back negative, the boil order is lifted. The Village will notify you of the boil order via a flyer/notice to your property. Signs and email/voicemail outreach may also be used.

If I have any other questions?

Please contact the Village's licensed water operator, Swanson Water Treatment at 847-680-1113.