

Operating Guidelines in the Event of a Boil Order or Interrupted Water Service.

Boil orders are issued to protect citizen's health and serve as a notice of caution to the public.

Food facilities are expected to either cease operation until the boil order has been lifted or obtain an alternate supply of potable water and/or ice, or implement satisfactory methods for hand washing, food preparation, equipment cleaning and sanitation.

To continue operating under "boil orders" or interrupted water service from municipal water supplies, all retail food service establishments must secure and use potable water from an approved source (e.g. from tank trucks, bottled potable water or boiled water) for all water usage. This includes the following:

- **Handwashing**-use only bottled or boiled water; hand sanitizer CAN NOT be substituted for handwashing for food service employees.
- **Ice**- Shut off water lines and discard ice produced during the boil order; obtain ice from a safe source (commercially packaged ice)
- **Beverage machines**-machines with direct feed plumbing to the water system must be disconnected or removed from operation. (e.g. coffee machine, Tea maker, soda machines, ice machines, etc.)
- **Three compartment sinks**- fill each compartment with bottled or boiled water and change as often as needed; do not use mechanical dishwashers; establishments without a three compartment sink must cease operation.
- **Prep sinks**- only use bottled or boiled water to wash fruits & vegetables; do not thaw foods under cold, running water.
- **Dipper wells**- remove utensils and disconnect use.
- **Sanitizing solutions**- must be mixed with potable water.
- **Grocery stores**- misters in produce departments must be shut off.

Remember: All equipment plumbed directly into the water system such as direct feed coffee machines, ice machines that produce ice on site, and post-mix soda or beverage machines MAY NOT be used during the boil order.

If it is not possible to obtain potable water from an alternative source, boil the water vigorously for 5 minutes.

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Food Establishments may consider the following alternative procedures to minimize water usage:

1. Commercially-packaged ice may be substituted for ice made on-site
2. Single-service items or disposable utensils may be substituted for reusable dishes and utensils
3. Substitute canned or bottled beverages for the soda machines
4. Pre-prepared foods from approved sources may be used in place of complex preparations on-site
5. Restrict menu choices or hours of operation

After “boil order” is lifted or water service resumes, these precautionary measures must be followed:

1. Run all water lines for **one minute** to flush contaminated water from system. This includes each fill point for post-mix soda and beverage machines.
2. Clean and sanitize all fixtures, sinks and equipment connected to water lines.
3. Run your dishwasher empty through **three complete cycles** to flush the water lines and assure that the dishwasher is cleaned internally before washing equipment and utensils in it.
4. Discard all ice in ice machines; clean and sanitize the interior surfaces; (1 tablespoon of bleach per 1 gallon of potable water) run the ice through **3 cycles**; and discard ice with each cycle.
5. Replace all ice machine filters and beverage dispenser filters and flush all water line for **10 -15 minutes**.

