



PRECAUTIONARY BOIL WATER ADVISORY

RESIDENTIAL CUSTOMERS

FOR MORE INFORMATION

For more information related to drinking water standards, customers can also call the EPA Hotline: 1-800-426-4791



If Missouri American Water issues a precautionary boil water advisory, we advise you to boil tap water before consumption until further notice.

ACTIONS TO TAKE

Bring tap water used for drinking, cooking, bathing and brushing teeth to a full boil for a minimum of three minutes, then cool before use.

Boiling water kills bacteria and other organisms that may be present in the water. Missouri American Water also recommends the following steps:

- Throw away beverages and ice cubes if made with tap water.
- Keep boiled water in the refrigerator for drinking.
- Provide pets with water that has been boiled and cooled.
- Do not use home filtering devices in place of boiling water. Most home water filters will not provide adequate protection from microorganisms.
- Use only boiled water to treat minor injuries.

REASON FOR ADVISORY

A boil water advisory may be issued if conditions were present for a potential problem with the drinking water, but a problem has not been confirmed. These are most commonly issued for water main breaks or other low-pressure events where water loss was not controlled and there is a risk of contamination intrusion. They may also be issued while waiting for lab results of confirmation samples, which can take up to two days plus transportation time.

We will notify you when the boil advisory has been lifted. For more information, contact Missouri American Water's customer service center at 1-866-430-0820.

Note: Let water cool to room temperature before drinking.



HOW TO CHECK IF YOUR HOME IS UNDER A PRECAUTIONARY BOIL ADVISORY OR BOIL ORDER

For the latest water alerts, including precautionary boil advisories, boil orders and water outages, visit [amwater.com/moaw/alerts](https://www.amwater.com/moaw/alerts) and search for the red icon near the top of the screen.

You may also call 1-866-430-0820 to confirm information or receive an update.

QUESTIONS?

We can be reached at our Customer Service Center: 1-866-430-0820

Hours: 7 a.m.–7 p.m.

For emergencies, we're available 24/7.