



## COMMONWEALTH of VIRGINIA

CRATER HEALTH DISTRICT  
Petersburg Health Department  
301 Halifax Street  
Petersburg, Virginia 23803

In Cooperation With The State  
Department of Health

### **FREQUENTLY ASKED QUESTIONS CONCERNING BOIL WATER ADVISORY**

1. **What do we do when brushing teeth?**

A: Use boiled water after it has cooled down or used bottled water from an approved source or water supplied at distribution points.

2. **Can we take showers?**

A: Yes. Cover any cuts, scratches or open wounds while showering.

3. **How do we wash dishes?**

A: Use boiled water then let it warm until hands can be comfortably be inserted, use bottled water or use one table spoon of bleach per gallon of clean water (no detergents), immerse dishes and let air dry.

4. **Is it safe to use the ice from the ice maker?**

A: Water used to freeze ice in an ice maker of refrigerators or commercial ice makers that originate from the public supply should not be used for consumption. You can put bottled water or boiled water after it has cooled in ice trays to freeze but, don't use water from the public system.

5. **How long will the Boil water advisory last?**

A: The minimum is 48 hours but, can be longer if water samples do not come back satisfactory. It is required that 2 sets of water samples are collected 24 hours apart and both sets free from bacteriological contamination before the boil water notice can be lifted.

6. **Is my water contaminated?**

A: The BWN is a precautionary measure. Loss of water pressure can contribute to bacteriological contamination but, at this time no water samples have tested positive for bacteria.

7. **Do I have to boil water to give to my animals?**

A: If you have an animal that has health issues you may want to consult with your Veterinarian. Generally, dogs and cats will drink from sources outside the house that bacteria and other organisms may thrive and generally not get sick. However, you may consider the use of bottled water from an approved source.

8. **If I have a filter on my water will that take bacteria out of the water?**

A: House hold filters that are purchased over the counter will not remove bacteria from the water. Most filters use carbon and those filters do a good job of taking out taste and odors but do not take out other contaminants.

9. **Where can I get water from?**

A: Bottled water will be available at Hopewell High School on:  
- Wednesday, March 4<sup>th</sup> from: 9am – 3pm and 5pm – 9m.  
- Thursday, March 5<sup>th</sup> from: 9am – 3pm OR until the supplies run out.

10. **Can you sample my water for bacteriological contamination?**

A: If you are on a public water supply (city) it would have to be tested by the company that provides the water. Anyone can take their own sample to a private lab but, you would need to call that lab for their sampling procedure.

11. **My water comes from Hopewell and I live outside the city limits, am I affected?**

A: Some areas of Prince George County have been identified as being impacted by the BWN which are New Birchette Estates, Cedar Creek, Cedar Creek West, Mulberry Woods and Stratford Woods. However, if you are paying a water bill to Virginia American Water or lost pressure in your water system you would be impacted.

12. **I have a well, am I impacted?**

A: No, the BWN does not pertain to individual wells

13. **How do I boil my water?**

A: Bring water to a rolling boil for 1 minute and then let it cool before consumption or use.

14. **Can my dishwasher be used to wash dishes?**

A: Dishwashers use the same water that comes through the public water system therefore dishwashers should not be used.

15. **Can I use bottled water for hand washing and food preparation?**

A: Bottled water from an approved source or boiled water after it has cooled down, **SHOULD** be used for hand washing and food preparation.