

When is a boil order issued?

A boil order is issued by a water system when technical/physical problems in the water have increased the possibility of bacteriological contamination.

In general, a boil order must be issued anytime the pressure in the water system falls below 20 psi. The most common cause of a boil order is a water main break that results in the loss of pressure in the system. Boil orders are also issued when repairs on a fire hydrant, water main or valve result in shutting off the water supply to our customers.

How do I know if my home is under a boil order?

You will be delivered a letter that issues the boil order. If you are not at home the letter will be at your front door.

How long does a boil order last?

Each boil order situation is different but the minimum duration of a boil order is 24 hours. Please visit www.cityofharvard.org for updates on when the boil order is lifted.

How can I make my water safe?

During a boil order, boiling the water is the best way to ensure that it is free of the illness-causing organisms. Bring water to a boil for a minimum of 5 minutes prior to use.

Can I wash my hands using tap water?

It is recommended that you wash your hands using soap and either bottled water or pre-boiled water. An alcohol-based hand sanitizer may also be used.