Advisory Update Press Release Template

***PURPOSE***

*Use to update information during a boil water advisory.*

***DIRECTIONS***

*Use this template for media releases during a boil water advisory. Replace information in brackets with specific water system and advisory information. Adapt it as needed.*

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[Date]

**FOR IMMEDIATE RELEASE**

**Contact:** [Name, Title, Phone, E-mail]

**Drinking water advisory continues: [Water System] customers in [location] should [boil] their water**

[Water System] customers should continue to [boil] their drinking water. [Contaminant or event] is still a concern.

Customers should:

* Bring water to a rolling boil for 1 minute.
* Allow the water to cool before using.
* Store the cooled water in a clean container with a cover.

Customers should use boiled water that has cooled or bottled water for

* Drinking
* Brushing teeth
* Washing fruits and vegetables
* Preparing food and baby formula
* Making ice
* Giving to pets

[Water System] continues to work with [Primacy Agency/Health Department] to [describe actions under way].

[*Optional— Include a quote from system spokesperson*]

We estimate that the [advisory] will end by [date or timeframe]. We will provide the next update at [date or timeframe].

This advisory is in effect until [Water System] and [other agencies, if applicable] determine [the tap water can be used for all purposes, does not present a public health concern]. Customers will be notified immediately when the advisory is lifted.

*(Add if applicable: [Water System] customers may pick up [alternative water supply, bottled water] at [location and time]).*

For more information, go to [information website] or contact [Name, Title] at [Water System], [phone number] or [e-mail address], or by mail at [street address, city, state, ZIP]. *[Include health department contact if appropriate.]*

[*Optional— General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.*]