**Significant Pressure Loss Advisory Press Release Template**

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# PURPOSE

*Use for loss of pressure or a water outage boil water advisory that does not require a Tier 1 Public Notice.*

# DIRECTIONS

*Use this template for media releases about pressure losses. 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]

**[Water Main Break/Pressure Loss] in [location] causes [Water System] to issue a boil water advisory**

Due to a [water main break/pressure loss], [Water System] advises customers to boil their drinking water. This advisory is for [specific areas (addresses, streets, boundaries]. Customers in other areas of [Water System] are not affected and do not need to boil their water.

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

* 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

The [Water System] is [describe corrective action being taken] to fix the problem. We estimate the Boil Water Advisory will end by [date or time frame]. We will provide the next update at [date or time frame].

This boil water advisory is a precaution. To limit risk, customers should follow the instructions contained in this release.

This boil water advisory is in effect until [Water System] and [other agencies, if applicable] determine the situation is corrected. Customers will be notified immediately when the advisory is lifted

*(Add if applicable: [Water System or City] 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], or by mail at [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.]*