

Boil Order Procedures

Buyse Water Association

Created: 11Nov2017

Updated: 14Nov2017 added Carl Hinsley's backup

Updated: 01Dec2017 removed questions marks on # 8, Water Testing.

Updated: 06Dec2017 changes after board meeting. Sample Collector's Handbook URL added.

If a water leak occurs the following procedures should be followed to determination if a boil order is required and the steps for carrying out a boil order.

1. Determine if there are issues which compromise water safety.
 - a. If the water pressure, in the mains, has dropped below 20 PSI a boil order is required?
 - i. [Pressure gages, located in select board member homes, monitor the PSI on a regular basis.](#)
 - ii. [If a leak occurs and positive pressure on the line is lost then a Boil Order is required.](#)
2. Contact the BWA President to report the water leak problem.
3. Contact our Water Operator.
 - a. Carl Hinsley, BWA Water Operator, 309-429-0151
 - i. DAK Water LLC
 - b. Danny Karr, backup, 309-236-3716
4. BWA President to notify remaining Board Members
5. Contact EPA within 2 hours.
 - a. Carl to do this.
 - b. if Carl has not been reached the Illinois EPA needs to be notified within 2 hours
 - i. See Illinois EPA phone numbers in the Appendix
 - ii. Also read 'Who Should I Contact and What Information Should I Provide?' in the appendix.
6. Notify membership.
 - a. Put out signs.
 - i. [Make a few more signs](#)
 - b. Could use email distribution lists, where available.
7. Determine that water problem has been resolved.
 - a. Carl or Board Member(s).
8. Water testing begins.
 - a. Carl will coordinate testing.
 - i. Collect water and transport it to the EPA Testing Center in Peoria.
 - ii. Two tests must pass at least 24 hours apart.
 - b. Carl communicates the results of all tests to the BWA President.
9. Water tests **approved**.
 - a. If the required tests pass, Carl will make the call to end the Boil Order.
 - b. Carl communicates the decision to the BWA President.

- c. BWA President communicates to the remaining Board Members.
10. If the Boil Order is over.
- a. Remove signs.
 - b. Notify Membership.
 - i. Could use email distribution lists, where available.

Appendix:

1. Illinois EPA Phone Numbers
 - a. During normal business hours.
 - i. Rockford Regional Office: 815-987-7760.
 - ii. If no answer contact the Illinois EPA headquarters in Springfield at 217-782-1020.
 - b. All other times.
 - i. EPA Emergency Response Unit: 800-782-7860 or 217-782-3637.
2. Who Should I Contact and What Information Should I Provide?
 - a. AGAIN, THIS IS ONLY REQUIRED IF CARL, OR HIS BACKUP, CAN NOT BE REACHED. THIS NEEDS TO OCCUR **WITHIN TWO HOURS** OF THE DETERMINATION A BOIL ORDER IS REQUIRED.
 - b. (copied from the Illinois EPA Boil Order Document. Sample Collector's Handbook – Boil Orders, Chapter 15) Jim provided a copy of this to each of us in a yellow binder in Jun 2017.

'During working hours, normally weekdays between 8:30 – 5:00, water supplies should [contact the appropriate regional office](#) of the Illinois EPA. If you cannot reach someone in the appropriate regional office, you may contact Illinois EPA headquarters in Springfield at (217) 782-1020.

Outside these working hours, water supplies should contact the Illinois Emergency Management Agency (IEMA) at 800-782-7860 or (217) 782-7860. When IEMA receives notice from a water supply, contact is immediately made to an Illinois EPA duty officer. The duty officer then reaches out to a pre-established Division of Public Water Supplies phone tree that guarantees proper notice is processed by the Illinois EPA.

Be prepared to give the appropriate contact your name, what water supply you represent, your contact information (land and cell phone), a description of the reason for your call, whether the situation is being managed, and if you need a call back for technical or regulatory assistance.'

3. Illinois EPA Website
 - a. <http://www.epa.illinois.gov/topics/drinking-water/index>
 - b. <http://www.epa.illinois.gov/topics/drinking-water/field-operations/index>
4. Boil Orders (Jim provided a copy in a yellow binder)
 - a. Sample Collector's Handbook – Boil Order (chapter 15)

- b. <http://www.epa.illinois.gov/Assets/iepa/compliance-enforcement/drinking-water/sample-collectors-handbook.pdf>
 - c. Keep a copy at the pump house in one of the clip boards?
- 5. Utilizing Exception Criteria to Avoid Boil Orders after Pressure Loss
 - a. This is a method of possibly avoiding Boil Orders, but it is very rigid in it's requirements. After discussion, the BWA Board felt it was better NOT to pursue this option and continue with the normal Boil Order procedure.
 - b. <http://www.epa.state.il.us/water/field-ops/drinking-water/boil-order-exception-criteria.pdf>