



# Fact Sheet – Drinking Water Advisory

(Ver 2 , February 2021)

## Introduction

EPA regulation requires public water systems (PWS or system) to notify consumers of potential health risks from violations of drinking water standards or situations which could lessen the quality of water being distributed.

## Advisory Types

These notices are referred to as drinking water advisories and include the following:

- **Boil Water**
- **Do Not Drink**
- **Do Not Use**
- **Conservation**

The advisory must be made available to all persons served by the PWS that are impacted. Where the system serves a substantial proportion of non-English speakers, the PWS must provide information in the appropriate language(s) on the importance of the notice or how to get assistance or a translated copy.

POTENTIAL Health Risk	Required Distribution Time	Notification Delivery Method
<b>Immediate</b>	<p>If there is the <i>potential</i> for immediate risk to human health, water suppliers must immediately (<b>no later than 24 hours</b> from the time the system becomes aware) notify customers.</p> <p>For Boil Water, Do Not Drink, and Do Not Use advisories; the system must also directly contact the mayor(s) and municipal clerk(s) of each affected municipality within 1 hour of becoming aware.</p>	Media outlets (e.g. television, radio, and newspapers), post their notice in public places, personally deliver a notice to their customers (e.g. by hand). In addition, if approved by NJDEP, by reverse 911 or email, social media.
<b>Non-Acute</b>	If the risk to human health is not immediate, the water system must notify its customers as soon as possible, but within 30 days of becoming aware of the drinking water standard violation.	Notice may be provided through the mail or via the media and posting.

## Duration of Advisory

The advisory must remain in effect until corrective actions have been taken that show evidence of remediation and that a risk to public health no longer exists.

## What If I Didn't Get a Notice?

- An advisory may be issued for a portion of a PWS's service area.
- If you are not sure if an advisory impacts you, check your system's website or contact them directly.
- If your system requires you to sign up for notices via phone or text, be sure that you do so.

## What Should I Do During the Advisory?

- Follow the instructions provided in the advisory and take it seriously.
- Check your system's website for updates periodically.
- Conserve your water.
- Take note and alert your system of any unordinary events.

### Additional Resources:

**NJDEP Division of Water Supply and Geoscience:** <http://www.nj.gov/dep/watersupply/>

For further assistance, please contact the Division of Water Supply and Geoscience at:

(609) 292-2957 or [wsemergency@dep.nj.gov](mailto:wsemergency@dep.nj.gov)