



# CITY OF TOPEKA

## Frequently Asked Questions (FAQ) regarding the Boil Water Advisory

### What can I do/not do during a Boil Water Advisory?

The KDHE and CDC both have guidance regarding a boil water advisory. Some questions you can find answers to in the below links include:

- **What if I have a water filtration system?**
- **How do I safely wash my hands or brush my teeth during the advisory?**
- **Can I wash dishes or do laundry?**

**KDHE:** <https://www.kdhe.ks.gov/DocumentCenter/View/2599/Boil-Water-Advisory-Consumer-Information-PDF>

**CDC:** <https://www.cdc.gov/healthywater/emergency/drinking/drinking-water-advisories/boil-water-advisory.html>

If you still have additional questions, please contact KDHE at 785-296-5514.

### I am a Rural Water District (RWD) customer, how do I know if I'm affected?

If you are a Rural Water District customer, please contact your district directly to find out if you are under the advisory. If you're unsure which RWD you are in, please visit: <https://krwa.net/ONLINE-RESOURCES/RWD-Maps/Shawnee>

### What should I do if I think I consumed possibly contaminated water?

If you believe you consumed possibly contaminated water, please contact your primary care physician for guidance.

### When will the Boil Water Advisory be lifted?

The Boil Water Advisory is anticipated to be in effect until at least Friday, January 19, 2024.

### Why will it take so long to lift the advisory?

We need to allow time for the fresh water to flush the system before we begin the sampling process. We have several data stations around the city, and we are monitoring those to verify that the fresh water is making its way through the distribution system. Once we are confident that has happened, we will begin our



sampling regimen. With more than 60 million gallons of water flowing throughout our system, it will take time to flush that out.

**What caused this issue?**

Low water in the river causes strain on the system for a variety of reasons, such as an increase in turbidity. When combined with extremely low temperatures, it puts even more strain on the system, the pipes and equipment. After going through the entire system, staff discovered a broken PVC gas pipe on our chlorine gas system. We expect it cracked due to the extreme cold temperatures.

**Does the Boil Water Advisory apply to pets?**

The same precautions should be taken for pets as they are humans. Boil water or use bottled water for pets.

**Will the city be providing any bottled water assistance?**

Currently, we are not planning for any bottled water assistance. We want to clarify that we do not have a shortage of water in our distribution system. We are simply asking consumers to boil water as a precaution prior to drinking or food preparation.

**I own a restaurant or food establishment; how does this impact me?**

Restaurants and other food establishments that have questions about the impact of the boil water advisory on their business can contact the Kansas Department of Agriculture's food safety & lodging program at [kda.fsl@ks.gov](mailto:kda.fsl@ks.gov) or call 785- 564-6767.

**Will the City of Topeka provide credits to water users for the cost of the amount of water we will have to flush?**

Not at this time. Flushing for 10-15 minutes equates to approximately 40 gallons and the cost of 40 gallons is approximately 25 cents for a single-family water consumer.

**How do I flush my system if my pipes are frozen?**

Wait until all water pipes are thawed before beginning flushing.