



Why is there a Boil Water Notice?

- **Hurricane Damage:** Hurricane Helene caused extreme damage to the water system.
- **Contamination Risk:** This damage means untreated water might be in the system.
- **Health Concern:** Drinking this water could make you sick, if it isn't boiled beforehand.
- **Recommendation: Bottled water, if available, is recommended for all forms of consumption.**

What parts of the City of Asheville have a Boil Water Notice?

- A Boil Water Notice is in effect throughout the city of Asheville that includes East, West, North and South Asheville including every public housing community in Asheville.

What Does "Boil Water" Mean?

- **Boil Water used from your faucet:** If you use water from your faucet, boil the water on the highest setting on your stove for at least one full minute before:
 - Drinking it
 - Using it to cook
 - Brushing your teeth
- **Cool Boiled Water:** Let the boiled water cool to room temperature before drinking it.

What About Other Water Uses?

- **Bathing and Washing:** You can use water from your faucet for bathing, showering, and washing dishes. For children and adults who are immunocompromised, or if you have open wounds, cuts or recent surgical incisions, it is advisable to bathe in water that has been boiled and cooled to prevent burning, or water that has been otherwise purified.
- **What are examples of immunocompromised patients and illnesses that can potentially weaken immune systems? According to the Centers for Disease Control, common examples are:**
 - Some cancer treatments
 - Being an organ transplant recipient
 - Cancer
 - Diabetes
 - HIV/AIDS
- **Dishwashing:** You can use water from your faucet to wash dishes. Dishes should be washed in hot, soapy water. Rinse your dishes with boiled water, bottled water or in a solution of 1 tablespoon of unscented bleach per gallon of water from your faucet. Let air dry completely before using dishes again. Dishwashers with a "sanitize" setting or with a hot wash temperature of at least 170 degrees are also acceptable.
- **Handwashing:** Water from the faucet is acceptable for handwashing, unless immediately preparing food after.
- **Laundry:** It's okay to use water from your faucet or washing machine to do laundry. If your water is discolored, i.e. brown or yellow, you may want to add bleach to your white clothes to prevent them from being stained by the discolored water.

Important Information

- **Check for Updates:** Detailed info and answers to frequently asked questions can be found at ashevillenc.gov/helene/water-services-recovery or scanning the QR code above.
- **Lift of Notice:** The notice will be lifted when the water is safe to drink again.
- **Questions:** Call City of Asheville Water Resources Department Customer Service at (828)-251-1122 for more information.

Stay Safe and Healthy!