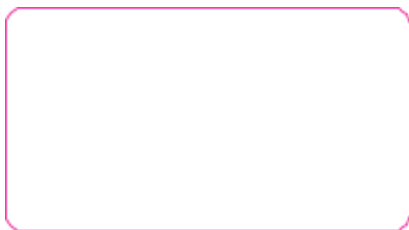


IMPORTANT

BOIL WATER BEFORE USE



Your tap water may be contaminated

This leaflet contains important information please read carefully.

BOIL WATER BEFORE USE

What's going on? We advise you to boil water for drinking and food preparation until advised by us to stop.

Why is this necessary? Due to issues at the supplying treatment works as a precautionary measure, we would like you to boil your water for drinking, brushing teeth and food preparation whilst we work to resolve the problem.

How long should you boil the water for? Simply bring it to the boil for one minute. But allow it to cool before use.

Can I use an electric kettle with an automatic shut off? Yes.

What will boiling do? Boiling water will kill any harmful bacteria in the water, making it safe to drink.

When can I start using tap water again, without the need to boil it? We will continue to test the quality of your water. Once we are satisfied the normal high quality of water has been restored we will contact you to confirm you can start using tap water without first having to boil it.

How long will it take to solve the problem? At this stage we cannot give you a definite timescale however, we are working round the clock to restore normal water supplies and we will let you know when your supply is back to its usual high standards.

I am unwell and live in the area affected, what should I do? If you choose to seek medical attention, please show your doctor this letter.

FREQUENTLY ASKED QUESTIONS

What can I do without boiling my tap water? Unboiled tap water should only be used for washing, showering, bathing, flushing the toilet and running washing machines.

Is it really necessary to wash the dishes using boiled water? Using boiled water for washing dishes is the best practice.

Can I use the dishwasher? Yes, if your dishwasher has a hot cycle at a temperature of 70°C or above.

Are pets affected? This is unlikely but if in doubt we would advise you to use water that has been boiled and then cooled. If you use water for topping up household aquariums or fish tanks please treat it in the usual way to remove chlorine.

What about other animals such as cattle and horses? Farm animals normally drink untreated water from rivers and streams. The risk to animals drinking unboiled water is minimal.

Are there any particular groups of people at risk, such as young children or ill people? If everyone boils the water before use it will be safe for drinking and food preparation.

Do water filters help? No. Domestic filters and cartridges may trap contamination. Do not use water filters instead of boiling.

I would like some further advice? Please visit our website southeastwater.co.uk or you can phone us on our 24/7 helpline 0333 000 0365

IMPORTANT



BOIL WATER BEFORE USE

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This leaflet contains important information please read carefully.



Do not drink your tap water unless it has been boiled.



Pets should not drink tap water unless it has been boiled.



Do not clean your teeth with tap water unless it has been boiled.



Tap water can be used for washing and bathing.



Do not prepare or cook food using tap water unless it has been boiled.



Tap water can be used for other general household purposes, including toilet flushing.



We will let you know when your water is back to normal. Check our website for regular updates

We apologise for the inconvenience this may cause you. We are working around the clock to get your water supply back to normal as soon as possible.

For further information please visit www.southeastwater.co.uk
24/7 helpline- 0333 000 1100