

Southeast Oakland Township Boil Water Advisory Frequently Asked Questions

1. Why was a boil water advisory issued?

A loss of water pressure due to a power failure at the Oakland Farms well house has been identified as the reason for the boil water advisory. Whenever a water system loses pressure for any significant length of time, precautionary measures are recommended because a loss of pressure can lead to bacterial contamination in the water system. Although no contamination has been detected, the precautionary boil water advisory was issued because of the potential for bacterial contamination.

2. What should residents do while the advisory is in effect?

Water should be boiled for at least one minute and allowed to cool before consumption. Boiled, bottled or disinfected water should be used for drinking, making ice, washing dishes, brushing teeth and preparing food until further notice.

3. Why has this happened twice in such a short period of time?

The generator at the Oakland Farms well house is out of service. There are also issues with the programming at the ground storage tank and the Knorrwood Pines well house that we are actively working to fix.

4. What did we learn from the last power outage and loss of water pressure and how will it be prevented from happening again?

We are reviewing available data from the previous power outage and loss of water pressure and following applicable requirements to identify any necessary improvements to the system to prevent this from happening in the future.

5. Will this happen every time the power goes out?

A temporary power outage does not necessarily mean a boil water advisory will be required. An advisory is issued when there is a loss of water pressure for a significant length of time.

6. Why didn't the backup systems prevent the loss of water pressure?

The system includes storage and backup equipment intended to help maintain water service during power interruptions. We are reviewing programming at the ground storage tank and issues at the Knorrwood Pines well house, in addition to the Oakland Farms generator, to better understand how the system responded to the power failure and identify any necessary improvements.

7. How long will the boil water advisory last?

To lift the advisory, two sets of water samples must be collected 24 hours apart and receive satisfactory results from the laboratory. Results will be shared on our website as soon as they are available.

8. Does my drinking water meet water quality standards?

The water quality in Southeast Oakland Township has not changed. The water continues to meet the requirements of the Safe Drinking Water Act.

9. Who can I contact if I have additional questions?

For more information email wrcwater@oakgov.com or call 248-858-1555. We will be posting updates as soon as they are available on oakgov.com/water/notifications. You can also follow us on Facebook for updates at facebook.com/wrc.oakgov.