**Q&As and Fact Sheets—Advisory Advice**

**PURPOSE**

These fact sheets address common customer questions for drinking water advisories, including boil water advisories. The information on these pages was developed from Centers for Disease Control and Prevention (CDC), Environmental Protection Agency (EPA), water system, and primacy agency materials, such as fact sheets and guidance. The content was adapted to help water systems provide customers with clear and concise information and actions to take.

Water systems are encouraged to use this information to create their own communication materials. Recommendations may vary depending on the circumstances and severity of water contamination. Use the fact sheets in conjunction with the **Frequently Asked Questions About Boil Water Advisories**and the **Frequently Asked Questions About Do Not Drink Water Advisories**.

Select specific questions for each advisory situation. This information is for Tier 1 Public Notices. For a waterborne disease outbreak, consult with local and state public health authorities to adapt the information.

**DIRECTIONS**

* Brackets [ ] indicate places to insert specific information, such as the water system name, health department information, or the contaminant.
* Limit fact sheets for customers to one page front and back.
* Spanish versions are available for selected Q&As.
* Refer to the fact sheets in this toolbox for additional topics, including:
	+ Briefing materials for public health departments and other partners
	+ Media kits and updates
	+ Customer fact sheets
	+ Websites and online tools