Boil Water Orders
October 8, 2026
Webinar Q&A

Q: Can you tell me if we do the chemical test for private homes? I had someone call asking if we can come and do it from their house. If we do not do them at private homes, can we give them the test kit and is steps the same as the bacterial?

A: LPHA – told by SPHL that the boxes needed to come through the HD.
You can take the water samples but if homeowners are requesting the private well series, you can hand those out or take the sample for them. Follow the procedure for your county and department policy.

Q: Is there a charge for the chemical test?

A: Lab does not charge for sample, but if you use a third party to do the collection, they might charge.

Q:To clarify, we can give the test kit to private home customers?

-In August 2026, our partners in BEE gave a presentation on Private Drinking Water. You may want to view that to answer more in-depth questions.

-From Molly Grellner: I have had a nitrate level of 8 at an initial child care inspection before. It was discussed with the provider that bottled water was to be used for making infant bottles and the LPHA was flagged to conduct annual chemical sampling to check for nitrates.

Q: What would be the questions to ask when considering UV lighting filtration systems? Or would we simply submit those requests to DNR?

A: It wouldn't necessarily go DNR, some would go through us so you would need to work with your regional specialist on that.

- The main thing is to make sure it is certified NSF class A.
- If you are in an area with hard water, they will generally need a water softener. UV lights require certain water specs to be effective.

Q: Someone should tell some of these cities that our regulated facilities treat boil advisories the same as a boil order. We have had issues with some cities not notifying our department or regulated businesses simply because it's an Advisory.

A: If you have contact with your cities and you work with them 100% percent let them know that we treat advisory as an order.

Q: Is it possible to have DHSS put an example letter that could be submitted to the cities to inform them that they need to notify the health department of boil advisories.

A: We could investigate and discuss that with management and see if we can send something out

A: Possibly put a sample letter in the EHOG

Q: What if a food establishment refuses to abide by the boil order and insists on staying operational with no water under pressure?

A: Let the regional specialist know because we would come out and provide backup to the county.

Q: If vegetables were washed with tap water during a boil-water order because staff were unaware of the advisory, can those vegetables be rewashed using water from an approved alternative source and safely used, or must they be discarded?

A: If they are whole, uncut vegetables/fruits and had been washed prior, you would then need to go through effective/correct washing from an approved source, and they technically should be safe. If they have been cut/processed in any way, they would need to be discarded.