



Guidelines for Businesses

A boil water notice is issued when there is an actual or strong possibility of bacterial contamination in the drinking water system that could make someone sick. The Department of Public Health (Public Health) has provided this tool to assist food operators in protecting their customers, employees and the public from consuming potentially contaminated drinking water.

When a Boil Water Notice has been issued:

All food facilities, except those that sell pre-packaged foods, **must discontinue all food preparation and sale of open food** until the water is determined safe and the advisory is lifted.



DRINKING WATER

- Use **only** bottled water from an approved source **or** tap water that has been **boiled** for drinking.
- **Do NOT** consume any food, ice, or beverages made with tap water.
- Boil water at a **rolling boil** for **one minute** to kill bacteria.

Acceptable alternate sources for drinking water include:

- Bottled water that is certified for sale.
- Water from another public water supply that is not under a Boil Water Notice.



HANDWASHING

- Use **only** bottled water from an approved source **or** tap water that has been **boiled** for handwashing.
- After proper handwashing, use a commercial sanitizing solution, wipes, and/or single-use gloves to provide additional protection on hands.

Hand sanitizers and gloves are not an acceptable substitute for washing with soap and water.



ICE MACHINES, BEVERAGE MACHINES, AND PRODUCE MISTERS

- Discard all existing ice, and discontinue making ice. **Do not use ice machines** until the water supply is deemed safe.
- Bagged or packaged ice made from a potable water source that is not under a boil water notice may be used instead.
- Disconnect or turn off any equipment that is connected to the municipal water supply, including **water vending machines, beverage dispensers, soda machines, drinking fountains, produce misters, and ice-making units.**

Your food facility may reopen after the Boil Water Notice has been lifted (**See Re-Opening Guidelines.**)

If Public Health observes that your food facility has remained open, you will be directed to close your facility at once. You will not be allowed to re-open until given approval to do so.

For questions regarding these guidelines, please contact Environmental Health at ehmail@ph.lacounty.gov or (888) 700-9995.

[8/7/2025]



COUNTY OF LOS ANGELES
Public Health

Re-Opening Guidelines

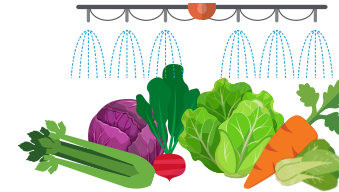
ONCE THE BOIL WATER NOTICE IS LIFTED

Before re-opening your food facility, do the following:

- Run all faucets for **at least 5 minutes** to flush the lines with safe water before use. **Include those located in restrooms, throughout the kitchen, waiter stations and drinking fountains.**
- Flush lines and sanitize all fixtures, sinks, and equipment connected to water supply lines, such as ice machines, coffee machines, post-mix machines, fountain machines, and produce misters.
 - *Follow the manufacturer's recommended cleaning and sanitizing procedures.*
- Flush appliances such as water heaters and water tanks. Backwash or replace any water filters per the manufacturer's instructions.
- Follow the manufacturer's recommended procedures for disinfecting water softeners, prior to putting back on line; disinfecting filters or replacing media in small filters on ice machines, water treatment systems, beverage vending machines, and replacing carbon filters or carbon media filters.
- **Rewash and sanitize all dishes, multi-use utensils, food contact surfaces, and work areas.**

Before resuming operations, any food prepared prior to the Boil Water Notice that may be contaminated must be discarded, such as:

- Prepared ready-to-eat fruits and vegetables or foods combined with raw fruits and vegetables that may have been washed or sprayed with contaminated water.



- Foods or dishes that have **ice or water added** as an **ingredient** or part of a **cooling process**.
- Foods prepared with utensils and equipment or on food contact surfaces that have been in contact with contaminated water and/or contains residual contaminated water.
- Food that has been handled with **bare hands** that were washed with contaminated water.
- Beverages made with water from the water supply system, i.e. juices, coffee, ice tea.