

Directions for Responding to a Boil Water Order for Food Services and Restaurants

The City may at times issue a boil order for the drinking water as a precaution. There should be enough chlorine in the water to kill any bacteria; however, until lab test results come back, we ask that residents boil the water just in case any contamination occurred.

Below are some guidelines to follow if your food service or restaurant is affected by a boil water order:

1. In order to effectively boil the water before use, the water must reach a rolling boil for one to three minutes. Be sure to let the water cool before use.
2. All water supplied to the public for drinking must be commercially bottled water or boiled and cooled water.
3. Food must be washed, soaked, or rinsed using only commercially bottled water or boiled and cooled water.
4. Water that is used as an ingredient in food must be only commercially bottled water or boiled and cooled before use.
5. Food that is prepared in boiled water may be prepared as long as the boiling process allows for the water to be at a rolling boil for at least one to three minutes.
6. Cold beverage dispensing machines such as soda or iced tea machines may not be used.
7. Coffee machines and hot tea brewing machines may operate if the water temperatures are maintained above 195 degrees Fahrenheit.
8. Do not use ice from ice machines. Once the boil order has been rescinded, discard the ice in the bins. Allow three cycles of ice making to occur. Discard those three cycles of ice. Then wash, rinse, and sanitize the bins before use. Any other appropriate measure that ensures that potentially contaminated water has been removed may also be used.
9. Dishes may be washed in a properly operating commercial dish machine allowing for an adequate heat or chemical sanitizing cycle. Dishes may be hand washed as long as the appropriate dish sanitizing method is used.
10. Produce misters must be disconnected from the water source and not used during the boil order, and then not used until appropriately cleaned and sanitized once the boil order has been rescinded.
11. Water may not be used for hand washing by customers or by workers before food preparation. Use either commercially bottled water or boiled and cooled water. Follow with a hand sanitizer.
12. When the boil order is rescinded, run all taps until the water runs cold to flush the lines (five minutes).
13. Flush all water heaters after the boil order has been rescinded to remove any sediment and possibly contaminated water.

Administration
521 N. Main Avenue
Suite 101
Sioux Falls, SD
57104-5963
T: 605-367-8760
F: 605-367-8246

Environmental Health
521 N. Main Avenue
Suite 101
Sioux Falls, SD
57104-5963
T: 605-367-8760
F: 605-367-8246

Environmental Health/
Mosquito Control
900 W. Cherokee Street
Sioux Falls, SD 57104
T: 605-367-8284
F: 605-367-8285

Falls Community Health
521 N. Main Avenue
Suite 100
Sioux Falls, SD
57104-5947
T: 605-367-8793
F: 605-367-8247

Falls Community
Health—Dental
521 N. Main Avenue
Suite 200
Sioux Falls, SD
57104-5964
T: 605-367-8022
F: 605-367-8001

Public Health
Laboratory
521 N. Main Avenue
Suite 101
Sioux Falls, SD
57104-5963
T: 605-367-8777
F: 605-367-8645

EMS Authority
521 N. Main Avenue
Suite 101
Sioux Falls, SD
57104-5963
T: 605-367-8293
F: 605-367-8044