

Guidelines for Hotels and Motels During a Boil Water Advisory

In most situations, hotels and motels will find themselves with a Boil Water Advisory (BWA), therefore this document will primarily address BWA situations.

Before a Boil Water Advisory

General

- Develop a plan to provide safe water to guests for drinking purposes.
- Develop a plan to notify hotel guests of the boil water advisory. Take into consideration, the BWA can be issued at any hour. Plan to notify guests before the use of water for brewing coffee, brushing teeth, etc. is likely to occur.
- If the hotel/motel serves food, please refer to the guidance for [Food Service Establishments](#).
- During a BWA, a hotel/motel must discontinue making ice. Plan for acquiring ice from a commercial ice supplier or other source if ice will be needed.

During a Boil Water Advisory

When a boil water advisory is issued that affects a hotel or motel, the following actions should be considered and implemented, as appropriate, to ensure the safety of guests and staff until facilities are notified by the Athens-Clarke County (ACC) Public Utilities Department or other authority that the advisory has ended.

General

- Post signs or copies of the ACC Public Utilities Department's health advisory for employees and customers.
- Post signs that instruct guests not to drink or use the water for drinking, making coffee or baby formula, brushing teeth, or bathing infants.
- Use commercially bottled water for drinking, food and beverage preparation, brushing teeth, and bathing infants.
- Dispose of ice made on-site and use only ice from a safe source. After the advisory has been lifted, be sure to clean and sanitize ice machines before making ice again.
- Close the swimming pool and/or spa until the advisory has been lifted. People often ingest small amounts of water while swimming, especially children.
- Provide all public washrooms with an alcohol-based hand sanitizer that has at least 60% alcohol content. Guest rooms should be provided with hand sanitizer as well.
- Flush affected potable water taps until the water meets control limits in accordance with water management plans compliant with ASHRAE Standard 188. Monitoring of residual disinfectant and other relevant water quality parameters (such as HPC in recreational water or pH in utility water) in all building water systems should be performed. Disinfection of water systems may be necessary if control limits are not met. Contact with potable, recreational, or utility water that is not within established control limits should be limited until the systems are restored to normal operating conditions.
- Facilities that provide on-site food service and are not instructed to close by the local public health department should review and follow the precautions in the guidance for [Food Service Establishments](#).

For more information, contact:

Athens-Clarke County Public Utilities Department, 706-613-3481

Get updates at www.accgov.com/publicutilities

Clarke County Health Department, 706-369-5816