

## A Boil Water Notice Has Been Issued. Now What?

You receive a notice on your front door, or hear a story on the radio or television, that a precautionary boil water notice has been issued for your neighborhood. Exactly what does that mean?

The Hillsborough County Health Department requires a precautionary notice after pressure in the lines drops below a certain level - usually caused



by such factors as a water main break or when maintenance is being performed on the system - or if there was a problem at the water plant, such as a loss of disinfection.

By comparison, a mandatory notice is rare and far more serious, and its provisions should be strictly followed.

A precautionary notice doesn't necessarily mean something is wrong with the water - simply that it's possible that contaminants may have entered the system. Therefore, customers are advised as a precautionary measure to

boil tap water for cooking and drinking. A rolling boil for one minute is sufficient.

Allow the water to run until it is clear before washing clothes. Residents should also discard any ice from automatic ice-makers. It's OK to use non-boiled water for bathing, but avoid contact with cuts or other wounds.



Precautionary boil water notices are usually issued for 48 hours, until tests show the system is definitely clear of contaminants. If you received a notice on your door that an advisory has been issued, you also will receive a hand-delivered notice when the alert has been lifted. If you got the news through the media, the lift notice will be issued the same way. You can also get an update by calling 554-5010 if you live in northwest Hillsborough County, and 744-5600 if you live in central or south Hillsborough County.

## Hillsborough County Highlights National Safe Place Week

It's estimated that more than 2 million children run away from home each year in the United States. In an ongoing effort to help our youth, National Safe Place announces the third week of March as National Safe Place Week. March 12 - 18 will highlight the innovative Safe Place program, which brings businesses and volunteers together to provide help and safety to children and teens facing abuse, neglect or serious family problems.

In Hillsborough County, Safe Place offers access to the Haven W. Poe Runaway Services Center and other services through 393 outlets, such as fire stations, recreation centers, and fast food restaurants.

Safe Place sites are identified by the diamond shaped, yellow and black Safe Place sign, and conveniently located in areas where the need is greatest. Any child in a crisis situation can walk in and ask an employee for help. The local youth shelter will be contacted and within minutes a Safe Place representative arrives to meet with the youth. Counseling and shelter is made available if needed.



**SafePlace**

## Need Help with the Medicare Part D Drug Plan?

Hillsborough County's Aging Services and Health & Social Services Departments are offering assistance. If you're still having trouble understanding how the plans work or have other questions about the Medicare Prescription Drug Plan, let us help by calling 272-6630.

**For Medicare Part D  
Assistance,  
Call 272-6630**

More information will be coming soon and will be featured at [www.hillsboroughcounty.org](http://www.hillsboroughcounty.org) and on HTV22.

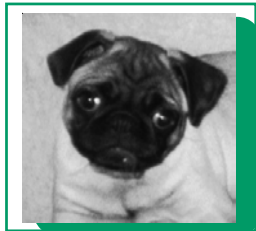


## Animal Services Announces TV Public Service Announcement Winners

Drum roll please! The votes have been tallied, and it's time to announce the winners of the first annual Hillsborough County Animal Services *High School TV Public Service Announcement Contest*.

Brandon High School student Cathryn Skinner won first place for her compelling and creative claymation project depicting the sad plight of abandoned animals and pet overpopulation. For her efforts, Skinner's received a plaque and \$1,000! Her winning PSA is being broadcast on HTV22, and she will be treated to a behind-the-scenes tour of WUSF Public Broadcasting.

Second place honors go to Sarah Wilson of Armwood High School who received \$300 for her school. Third place goes to Jonathan Arcila of Gaither High School who received \$200 for his school. Runners up each received a plaque for their school from Commissioners.



Students were asked to write an essay, submit a story board, and produce a 30-second video message about the importance of spaying and neutering pets to reduce the number of animals euthanized. Projects also promote the county's discount spay-neuter program for low-income residents.

### (WATER LINE FROM FRONT)

In order to monitor and maintain minimum pressure, the flushing crew may occasionally ask a homeowner to allow them to install a small pressure gauge on an outdoor water spigot. Employees wear official Water Resource Services uniforms and carry county identification. At no time does someone have to enter a home.

## NEWS BRIEFS...

### Aging Services Wants to Know What You Think

Whether it's a compliment or a concern, Hillsborough County's Aging Services Department wants to hear from you. In an ongoing effort to provide quality and efficient services, Aging Services has implemented a new Customer Care Line. The Customer Care Line is open Monday - Friday, 8 a.m. - 5 p.m. at (813) 272-5242, and both English and Spanish speakers are available. After hours customers can leave a voicemail and the message will be returned the next business day.

Aging Services is tracking the progress of incoming calls and constantly looking for ways to improve the department. Through this line, customers can offer valuable feedback on their experience using Aging Services' programs and services. The Customer Care Line is dedicated to listening to customers in order to enhance the spectrum of services, add value to its participants, caregivers, and the community.



272-5242

### Hillsborough County Communicator

Published every month by the Communications Department to inform residents about the programs, services and activities of their County government.

For more information, call the Hillsborough Information Line at 272-5900, or visit the county's website at: [www.hillsboroughcounty.org](http://www.hillsboroughcounty.org)

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**Hillsborough County**  
**COMMUNICATOR**  
Keeping You Informed About County Government  
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## WATER LINE FLUSHING

You're driving down the street and notice a Water Resource Services crew monitoring a fire hydrant that is gushing a steady stream of water. What's up with that?

Over time, sediment and other materials can build up in water lines. The department routinely flushes water lines at high velocities to scour them, in turn improving the quality of the water. As a bonus, the work allows crews to inventory valves and hydrants, and identify any repairs or replacements that need to be made.

Crews post signs in areas where they're working. If you live nearby and see particles or a noticeable color change in your water during this time, allow the tap to run for one minute. If that doesn't clear up the problem, or if there is a complete loss of water during the flushing, call the Water Quality Hotline at 264-3835. You'll also want to avoid washing laundry or any other activities where discolored water or sediment may cause a problem.



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