

FAQ | Boil water advisories (Non-health related information)

Frequently Asked Questions about Oxford South's (Norwich, Otterville, Springford) Boil Water Advisory

Why do we have a boil water advisory in Oxford South?

The boil water advisory was issued by Southwestern Public Health. This advisory is being issued as a precautionary measure after a water sample from the Norwich Water Tower had microbiological lab results indicating that the test was inconclusive for *E. Coli* and *Total Coliform* due to non-target bacterial overgrowth. The Tower was one of 12 samples collected in the municipal water system.

The County investigates all instances of adverse water quality. When reviewing the recent sample results, all 5 wells in service in Oxford South are free of *E. coli* and *total coliform*. All 4 water samples from the distribution system were also free of *E. coli* and *total coliform*.

All 2 remaining water treatment facility sample results were free of *E. coli* and *total coliform*.

The Otterville water treatment facilities are not currently in service.

Is all of Oxford South affected by the advisory?

All residents and businesses connected to the Oxford South municipal water supply (Norwich, Otterville, Springford) are impacted by the advisory. If you have questions related to public health or the advisory, please visit the Southwestern Public Health [online FAQ](#) or contact the health unit at 1-800-922-0096.

How long will the boil water advisory be in effect?

The first set of confirmatory bacteriological samples were collected on June 4, 2025 and a second set of Bacteriological samples will be collected June 5, 2025 to ensure the water is safe to drink. It takes 24 hours for a lab to process bacteria samples for drinking water. This delay is necessary to allow the sample to incubate.

This advisory will remain in effect until both sets of water samples (taken 24 hours apart) indicate there is no risk to the public.

How did you let people know about the boil water advisory?

Oxford County staff posted Boil Water Advisory Notices to high traffic areas in the community. In addition, Oxford County Communications and Southwestern Public Health notified citizens about the boil water advisory as soon as it was announced. Information was shared with the public using a variety of traditional and digital channels.

- The information was shared on Oxford County's social media profiles (Facebook, Instagram and X) was published

- A notification the Town's social page
- The advisory is available on SWPH's webpage and posted to the Oxford County website
- A media advisory was issued by SWPH
- An e-alert notification was issued from the Oxford County website