

STRATEGIES FOR REBUILDING TRUST AFTER A BOIL ORDER

At a glance

After a boil order, restoring community confidence in your water services is paramount. This guide provides practical strategies to help your agency effectively communicate, demonstrate accountability, and ensure public safety.

Boil advisories challenge utilities and cities to quickly and accurately disseminate crucial information to constituents.

Want to be able to reach all of your residents quickly through text, email, or phone call? Yoppify can help. Contact us to schedule a demo for your community.



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REBUILDING TRUST

To rebuild trust after a boil water alert, clear communication with your customers is key. By sharing straightforward information about water tests and ongoing actions using simple words and tools like Yoppify, you can quickly keep everyone informed.

IMMEDIATE ACTIONS:

Be Transparent about Challenges

1

Be open about the challenges your water system faces, including aging infrastructure or environmental threats. Sharing these challenges and the steps being taken to address them can help people understand and trust you more.

Keep the Updates Coming

2

Even after the boil alert is over, continue to communicate regularly about water quality and safety efforts. Regular updates can reassure the community that their water supply continues to be monitored and maintained.

Listen to your Community

3

Establish clear and accessible channels for residents to report issues, ask questions, or provide feedback about the water supply. Knowing that there is a direct line of communication can make residents feel heard and valued. Yoppify can help you develop public forms to facilitate this.

Recognize the Impact on your Customers

4

Acknowledge the inconvenience and potential impact of boil water advisories on the community. Demonstrating empathy and understanding towards affected residents can help mitigate frustration and build goodwill.