



WASHINGTON COUNTY SERVICE AUTHORITY

Precautionary Boil Water Advisory - Official Information

Washington County Service Authority Waterworks

Este informe contiene información muy importante sobre su agua potable.

■ DIRECT CUSTOMER NOTIFICATION

WCSA now contacts customers directly by phone call when a Precautionary Boil Water Advisory impacts their address on record. If you have received an advisory call, the WCSA webpage and this notice contain the official safety procedures and details you have been directed to follow. Ensure your phone on record with WCSA is updated receive all notifications.

■ IMMEDIATE ACTION REQUIRED: DO NOT DRINK TAP WATER WITHOUT BOILING IT FIRST

Failure to follow this precautionary advisory could result in stomach or intestinal illness. Once a customer receives an advisory notice, they should boil all tap water as outlined below until WCSA directly advises that the boil water notice has been lifted and precautionary measures are no longer required.

■ REQUIRED SAFETY PROCEDURES

Boil Tap Water: Bring all tap water to a rolling boil and let it boil for one (1) minute, then let it cool completely before using, or use bottled water. Boiling is the preferred method to kill bacteria and other organisms to assure the water is safe to drink.

Approved Water Uses: Boiled or bottled water should be used for drinking, beverage and food preparation, cooking, and making ice until further notice.

Burn Safety Caution: Use caution when boiling water. Let the water cool completely before attempting to move the container to avoid accidental spills, scalds, and burns. Only boil amounts of water that you can safely handle.

■ WHY AND HOW IS THIS HAPPENING?

The Reason: The Virginia Department of Health (VDH), in conjunction with the Washington County Health Department, is advising residents connected to the WCSA water line in the impacted areas to use boiled or bottled water as a safety precaution. This is necessary as WCSA is repairing a water main break, cleaning, and testing the system.

How the Notice is Lifted: To address this problem, WCSA is repairing the water line and conducting rigorous water quality testing. WCSA will take two (2) independent sets of bacteriological samples in the area of the main waterline depressurization. When laboratory tests confirm that both sets of samples are completely absent for total coliform and E-coli the advisory will be lifted.

Contact Information: For more details or questions regarding this precautionary advisory, please contact WCSA directly at **(276) 628-7151**.

A notification that boiling water is no longer necessary will be distributed through a phone call once all necessary testing is complete. For any questions or to receive additional information, please review wcsawater.com or call us at (276) 628-7151.