

BOIL WATER NOTICE

BOIL YOUR WATER BEFORE USING

Dandridge Water Management Facility's only water supplier to the Swannsylvania area is Newport Utilities Board (NUB). NUB contacted us on the evening of September 27th to advise customers in this service area to use boiled tap water or bottled drinking water for drinking and cooking purposes. Because the majority of Dandridge Water's service area is excluded from this notice, we have included a map to highlight the impacted customers.

NUB lost system water pressure in portions of their system, which caused some interruption of operations. Pressure loss in the distribution system may cause backpressure, back siphonage, or a net movement in water from outside the pipe to the inside through cracks, breaks or joints in the distribution system that are common in all water systems.

As a precautionary measure we are asking customers to boil water before using for consumption. We apologize for any inconvenience and thank you for your patience while we work to resolve this problem.

This is a precautionary measure. We have not verified any water contamination at this point, but the current situation could lead to contaminants entering the distribution system in the outlined area. Water customers outside this area do not need to take any precautions related to their drinking water.

If you are a customer within the marked area, bring your drinking and cooking water to a full, rolling boil for one minute before using it.

What should I do?

DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring all water to a rolling boil, let it boil for at least 3 minutes, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and preparing food until further notice. Boiling kills bacteria and other organisms in the water. **ALL STORED WATER, DRINK OR ICE MADE RECENTLY FROM THIS SUPPLY SHOULD BE DISCARDED.**

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly and people with severely compromised immune systems.

The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice about drinking water from their health care providers.

Bathing and showering:

- Be careful not to swallow any water when bathing or showering.
- Use caution when bathing babies and young children. Consider giving them a sponge bath to reduce the chance of them swallowing water.

Washing dishes:

- If possible, use disposable plates, cups, and utensils during a boil water advisory.
- Household dishwashers are generally safe to use if the water reaches a final rinse temperature of at least 150 degrees Fahrenheit or the dishwasher has a sanitizing cycle.
- Sanitize all baby bottles.
- To wash dishes by hand, wash and rinse as you normally would using hot water. In a separate basin, add 1 teaspoon of unscented household liquid bleach for each gallon of warm water. Soak the rinsed dishes in the water for at least one minute. Air dry dishes completely before use.

Laundry:

- It is safe to wash clothes as usual.

What is being done?

NUB is currently working to fully assess the impacts to the water system. In addition, we are evaluating all available information and conducting tests to confirm the extent of the possible contamination of the system. We will inform you when tests show no bacteria, and you no longer need to boil your water.

For more information, please contact Dandridge Water at 865-397-3696. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

Please share this information with everyone who drinks this water, especially those who may not have received this notice directly.

This notice is being submitted to you by Dandridge Water Management Facility.

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