



Now that the Water Boil Notice has been lifted, here are a few FAQs to guide you:

Q: Are we still advised to conserve water?

A: No, the Water Conservation Alert has been lifted.

Q: Do we still have to boil our water before consuming?

A: No, as of October 6, 2024, the Boil Water Alert was rescinded.

Q: What actions were taken to lift the Boil Water Alert?

A: Upon receiving notice from Newport Utilities that our meter's Boil Water Alert was rescinded, we took steps to flush the distribution system in the area. We established a sampling plan that provided representation of the entire Swannsylvania area and collected bacteriological samples. After providing notification to TDEC of laboratory test results that indicate that the water no longer requires boiling prior to use, the Boil Notice was officially rescinded.

Q: Can I turn on my water heater?

A: Yes, when you re-energize your water heater, please make sure to allow your water heater to fill up before re-energizing. It might be a good time to flush your hot water heater as is part of proper routine maintenance.

Q: What if my water has not returned?

A: All water service should be restored at this time. If you do not have water at your residence, please call our office at (865) 397-3696.

Q: What other steps can I take to ensure my water is safe to drink?

A: We recommend running all cold water taps for five minutes. Begin with the lowest faucet or first in your home and then open the other faucets one at a time, moving from lowest floor to your highest. After five minutes, turn off your faucets in reverse order, from highest to lowest. You should also flush your refrigerator's water lines and consider replacing the filter if you ran water through it during the boil water notice and discard any ice made during that time.

Q: Why does my water look cloudy, white, or milky?

A: Occasionally your water may look cloudy or milky. Cloudy or milky-looking water is usually the result of lots of tiny air bubbles suspended in the water. The bubbles are so small that they are almost invisible, but together they look like someone poured milk in your water. Our water has dissolved air in it all the time, but during the recent water outage, we are experiencing more air in our water



lines. If you allow a glass of water to stand for a few moments, the air bubbles will rise to the surface. This phenomenon is called entrained air and does not affect the quality of your water and is not harmful to consume. We are working to purge the air in the lines by flushing lines in the area. If this issue does not resolve within a week, please call our office so that we can check your specific location at (865) 397-3696.

Q: Why might my water be brown or light yellow?

A: Sediments in water mains sometimes get stirred up when fire hydrants are used and when the flow of water in mains is changed. These sediments may cause your water to turn brown or yellow. Wait 30 to 40 minutes after you notice the discolored water and try turning on the cold water in your bathtub for a minute or two. You will probably notice that it clears right up, since sediments settle quickly back to the bottom of water mains. Discolored water due to sediments poses no known health threat, but for aesthetic reasons you should avoid doing laundry until the water color clears up. If this issue does not resolve within a day, please call our office so that we can check your specific location at (865) 397-3696.