



Date: 10/4/2024

Time: 2:30 p.m.

Due to continual flooding, Newport Utilities has been forced to discontinue water service to all water customers **outside of Newport City Limits.**

This pressure loss in the distribution system may cause back-pressure, back-siphonage, or a net movement of water from outside the pipe to the inside through cracks, breaks, or joints in the distribution system that are common in all water systems.

Water will be restored as soon as flood waters recede. From this point on, customers in the areas listed above are advised to follow all procedures listed below.

DO NOT DRINK THE WATER WITHOUT BOILING FIRST

Bring all water to a rolling boil for at least (3) three 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 food preparation 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 a sponge bath to reduce the chance of 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 Happened?

A waterline was broken by flood waters at a river crossing near the service area, caused by Hurricane Helene ricochets.

What is Being Done?

Newport Utilities crews are waiting for flood waters to recede in order to reach and operate the isolation valves required to restore water service.

We will inform you when you no longer need to boil your water. For more information, please contact Newport Utilities at **CustomerService@NewportUtilities.com**.

Additional information on boil water advisories (BWAs) available from CDC at www.cdc.gov.

