



Date: 10/3/2024

Time: 11:30 p.m. EST

For Immediate Release:

Newport Utilities Water Communications

Customers,

Please be aware that Newport Utilities is the **only official source** for information regarding utility updates, especially in response to our continued water restoration efforts.

NU has maintained consistent communication with local officials since the initial flooding on September 27, 2024. While officials and media sources have a responsibility to keep the public informed, information can be easily misunderstood and translated from its original intent. Newport Utilities is the primary source for all accurate information regarding water and utility updates in our service area.

That being said, we are still asking all customers to follow [Water Conservation Protocols](#) and [Boil Water Protocols](#) until further notice from Newport Utilities.

Please be aware of misinformation that is circulating regarding the state of our water. Newport Utilities conforms to all industry standards, including the Tennessee Department of Environmental Resources (TDEC), who mandates Water Conservation and Boil Water notices. You can learn more about TDEC's water advisories [here](#).

The water flowing through our system is not harmful and **will not make you sick**. The Boil Water Alert is in place out of excess caution, and is mandated by TDEC. You are able to bathe in this water, just **avoid swallowing the water**. Please continue to follow Boil Water Protocols for other household activities until you have received an NU-provided update that the Boil Water Alert has been lifted.

Thank you.

