



Date: 10/1/2024

Time: 12:00 p.m. EST

For Immediate Release:

Newport Utilities Continued Water Response

As Hurricane Helene flood damage cleanup ensues, Newport Utilities continues to make progress towards water service restoration. The floods experienced on Friday, September 27 caused major damage to the pumps in our Raw Intake System, which normally pulls water from the French Broad River to be sent for treatment and dispersion to the public. Our crews have continued to repair and replace critical pieces of this system, as well as our water and wastewater treatment systems, in the days following the initial flooding.

As water service is being restored, it is crucial to continue observing [Water Conservation Protocols](#) and [Boil Water Protocols](#) for the safety of our community as a whole.

Customers are advised to shut off the breaker to their electric hot water heaters if they have one. Also, if you are running a generator that is connected to your breaker box, please ensure that your main breaker is OFF and isolated from our system for the safety of our linemen.

We cannot thank the members of our community and surrounding communities enough for the continued offers of services and supplies, as well as your continued cooperation as we navigate these post-disaster reparations. **Thank you.**

