



Date: 9/28/2024

Time: 03:00 p.m. EST

For Immediate Release

## **Newport Utilities Hurricane Helene Response Updates**

Hurricane Helene made landfall in the evening of September 26, 2024, resulting in a ricochet effect of rainfall, high winds, and flooding experienced throughout the south. Newport Utilities customers felt the impact of this weather, resulting in a peak of approximately 4,300 customers without power and approximately 60% of water customers without water. Crews worked feverishly throughout the night of Friday, September 27<sup>th</sup> and currently continuing into the 28<sup>th</sup> to restore service to as many customers as possible. This storm caused major damage to crucial equipment, and, combined with the rapid water surges, resulted in increased restoration times as crews navigated the area.

Cont.

Here is a summary of Newport Utilities' updates, as of 3:00 p.m. on September 28, 2024:

- **Water Conservation Advisory:** All water customers are advised to reduce water consumption to an **absolute minimum** for the next 24 hours. As of 3:00 p.m., there is water reserved for approximately another 10-15 hours if water service cannot be restored.
- **Boil Water Advisory:** All water customers are advised to boil water for 3 minutes prior to consumption or drink bottled water, avoid swallowing water while bathing, and take extra precautions when washing dishes. ([Learn More](#))
- **Avoid Standing Water:** As our water system has been compromised from the flood waters and sewage, members of the public are advised not to make contact with any flood waters due to risk of E. Coli and Hepatitis.
- **Electric Hot Water Heater Notice:** Customers who have power but no water are advised to shut off the breaker to their electric hot water heaters if they have one.
- **Water Outages:** Approximately 60% of water customers are without water. There was a break in the water treatment transmission line as a result of the flooding, resulting in NU being unable to supply treated water to our system.
- **Restoration Predictions:** There are currently no concrete predictions for remaining water and power outages. Please refer to NU's Facebook, website, and Outage Map for continued updates as they are available.
- **Drinkable Water Availability:** There are a number of shelters set up around the city with bottled water available to the public if you do not have access.

