



## **PRECAUTIONARY BOIL WATER NOTICE FAQ**

**10/8/2024**

### **What happened?**

At 4:00 p.m. on Tuesday, October 8, 2024, an outside contractor hit a watermain on Lake Tahoe Blvd at Midway Road. There was a widespread water outage throughout the City of South Lake Tahoe. The leak has been isolated and water restored to the majority of our service area.

### **Where is the precautionary boil water notice?**

A precautionary boil water notice has been issued for residents on the Heavenly mountainside of Pioneer Trail between Ski Run Blvd and Fern Road. The boil water advisory is issued out of an abundance of caution and is expected to be resolved within 48 hours.

### **What can I do with my water?**

The first thing everyone should do, is run the cold water from their bathtub or outdoor hose spigot for 5-10 minutes, or until the water runs clear.

Households within the precautionary boil water notice area should only use tap water that has been boiled vigorously for three minutes or bottled water for drinking and cooking purposes as a safety precaution to avoid stomach or intestinal illness. This includes water used for brushing teeth, making ice, washing raw foods and preparation of drinks. Throw out ice made with tap water. Tap water may still be used for bathing, hand washing, and laundry.

### **How long will I need to boil my water?**

The District is testing water throughout the impacted area for bacteria. We will share test results as they become available. If no bacteria are found after two consecutive tests, we will lift the precautionary boil water notice. We hope to be able to lift the boil water notice by Thursday evening.

### **What is a precautionary boil water notice?**

The precautionary Boil Water Notice is issued due to a loss of water pressure from the watermain break. Water pressure keeps pollutants from entering the underground pipes that bring drinking water to your house or business. When the pressure is lost, it is possible that contaminants could seep into the pipes.

The notice does not mean that the water is contaminated, it means it is possible for contaminants to enter the pipes and affect drinking water. Until required bacteria testing is completed, we recommend boiling tap water before consuming it to kill any potential contaminants or using bottled water.

### **I lost water pressure but am outside of the boil water notice. What should I do?**

The majority of STPUD's customers within the City of South Lake Tahoe experienced lower water pressure on the afternoon of Tuesday, October 8, 2024. The District recommends running the cold water from their bathtub or outdoor hose spigot for 5-10 minutes, or until the water runs clear.



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### **Should I test my water?**

The District will be taking water samples throughout the impacted area. If you run your cold water from the bathtub or outdoor hose spigot for over 10 minutes and the water is not clear, keep flushing and call us at 530-544-6474.

### **What if I drank water before receiving the boil water notice?**

This is a precautionary boil water notice. If you are in good health, chances are that you will not get sick from drinking the water. Symptoms of illness caused by bacteria in the water may include diarrhea, nausea, headaches or other symptoms. Please note that these symptoms are not caused only by organisms in drinking water. The symptoms may have a cause that is unrelated to drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.

### **Do I still need to boil my water if I have a filter system on my faucet or refrigerator?**

Most point-of-use (POU) filters are designed to improve the aesthetics of water (improve taste or odor), not remove harmful bacteria. You should boil your water or use bottled water even if you have a filtering system.

### **How will I know if the advisory has been lifted?**

The District will issue a press release, update our website and social media accounts, and send an email to customers within the impacted area, if we have your email account on file. To update your emergency contact information, visit [stpud.watersmart.com](http://stpud.watersmart.com).