



BOIL WATER NOTICE LIFTED

Frequently Asked Questions

October 28, 2018

Austin Water lifted the boil water notice on Oct. 28, 2018. Customers no longer need to boil water used for drinking, cooking and making ice. Water quality testing submitted to the Texas Commission on Environmental Quality has confirmed that tap water meets all regulatory standards and is safe for human consumption.

How do I know the water is safe?

Austin Water has worked closely with the Texas Commission on Environmental Quality (TCEQ) and has followed federal and state laws for rescinding a Boil Water Notice. Microbiological testing has been negative and water disinfection levels are within state-required standards. This also includes meeting adequate water pressure requirements in the distribution system.

Do I need to flush the pipes in my home?

No, it is not necessary or required to flush the pipes in your home. Water has continued to circulate in the distribution system during the Boil Water Notice. Water used for laundry, showering, or boiling for consumption has created enough flushing effect for most homes. There should be no need to flush water from hot water heaters, irrigation systems, showers, clothes washing machines or outdoor faucets.

If you choose to flush water from your pipes, please limit the amount of water you use. We recommend following Centers for Disease Control (CDC) guidelines that suggest flushing for two minutes.

What steps do I need to take for my refrigerator water dispenser and ice maker?

We recommend drawing and discarding at least one quart of water from your refrigerator water dispenser before drinking. Automatic ice makers should be emptied of any ice created during the boil water order; allow the machine to make new ice and discard any ice produced during the next 24 hours.

What are the procedures for medical, dental, and food service establishments?

Medical, dental and food service establishments should contact Austin Public Health at 512-972-5000 or visit <http://www.austintexas.gov/department/health> for specific guidance.

Why did this happen?

This has been an unprecedented event in Austin Water's more than 100 years of delivering water to Austin residents. Historic flooding created water that showed over 100 times the level of silt and solids typically than found in our source water. This dramatically changed the way our treatment plants needed to operate to produce high quality water, and decreased the amount of water the plants were able to filter. This required us to slow our water treatment process.

Why are you still asking customers to limit water use?

Operations are not quite back to normal. While water production has recovered significantly, water treatment plants are not producing as much water as they can under typical conditions. While we are working to restore the full capacity, keeping water use down will help ensure the system can meet customer demands.

Is the Boil Water Notice lifted for communities that receive water from Austin Water, known as wholesale customers?

The Texas Commission on Environmental Quality has allowed the following Austin Water wholesale customers to lift their boil water notices: City of Rollingwood, City of Sunset Valley, Creedmoor Maha WSC, High Valley WSC, Marsha WSC, Mid-Tex Utility, Morning-side Subdivision, Nighthawk WSC, Northtown MUD, North Austin MUD, Rivercrest Water System, Travis County WCID #10, Wells Branch MUD, Windermere Utility.



BOIL WATER RESCIND NOTICE

Frequently Asked Questions

Are mandatory emergency water-use restrictions still in place?

Yes, but those restrictions will change to lessen the impact on affected businesses and their employees. Current restrictions remaining in place include:

- No outdoor irrigation
- No adding water to pools or spas
- No operation of ornamental fountains
- No at-home pressure washing, vehicle or surface washing

As of Monday, October 29, 2018 at 10:00 a.m., it will be allowable to:

- Wash vehicles at a commercial car wash compliant with City Code 6-4-10 (B)
- Operate irrigation systems for the purpose of testing or repair by a licensed irrigation professional, and
- Conduct pressure washing using commercial equipment in compliance with City Code 6-4-11 (B)

Will our bills be prorated since we couldn't use our water?

Throughout the boil water notice period, Austin Water has continued to provide water to its service area that has been safe to use for basic needs and for consumption after boiling. You will only be billed for the water you used.

For more information visit austintexas.gov/BoilH2O or call 3-1-1