

Boil Water Notice Issued for East Texas Municipal Utility District

<February 17, 2021>

Due to the “rolling blackouts” of the last few days East Texas Municipal Utility District lost power to all of its fresh water wells and the District’s water storage facilities. We were able to maintain water pressure and volume for a time but eventually experienced low water pressure which now causes this “Boil Water Notice” to be in effect.

Our crews worked around the clock to reestablish our power via generators and communications with Emergency Services to bring ETMUD’s electricity back online. A side effect of the power outage was that an old water main in an industrial area of the District froze and when the wells came back online and system pressure was reestablished which in turn caused that frozen line to burst resulting in a secondary system wide water pressure loss last night.

Water service and pressure has been restored to the District and water samples will be sent for testing to bring as fast an end to this boil water event as possible.

The Texas Commission on Environmental Quality has required the East Texas Municipal Utility District public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions).

To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes.

In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes.

When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes.

Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

If you have questions concerning this matter, you may contact the District Office at: 903-877-3644 or the General Manager: 903-253-4162 and you can find copies of this posting at our physical address of 12162 Hwy 155N, Tyler, Texas, 75708 and online at www.ETMUD.com.

FREQUENTLY ASKED QUESTIONS:

When should I boil my tap water? When your supplier has issued a Boil Water Notification, when service has been interrupted, or when a natural disaster (like a flood or hurricane) has occurred and there is reason to believe that water quality has been compromised. (Also see “When should my supplier issue a Boil Water Notification?” below.)

Why? When service is interrupted and the supplier's distribution lines are emptied, contaminants can enter the lines that supply your water. Contaminants can also enter a water system during flooding. And there are times when test results indicate there may be a problem with the supply or how the water is treated. Although waterborne diseases are extremely rare, they can be serious. Infants, the elderly, and persons with immune deficiency disorders have a higher risk of being adversely affected. Boiling water before you drink it or use it for cooking purposes will provide increased assurance that the water is safe for human consumption.

How long should it be boiled? For at least two minutes after it reaches a full boil. Should I take any other precautions? After service is restored, you should flush your service line and household plumbing. Begin with the outside faucet farthest from your meter. Run water through each faucet or fixture until you notice a change in water temperature. Remove the aerator before flushing kitchen or bathroom faucets. This flushing procedure will take five minutes or less. Flushing should remove any air or contaminants which may have entered your plumbing system when the service was interrupted.

Why does the water appear dirty or cloudy after an interruption? When service is restored, water passing through distribution lines may cause mineral deposits in those lines to break loose. These will appear as small bits of matter in the water and are usually white or light brown in color. This type of "particulate matter" does NOT affect the safety of the water. However, flushing your service line and plumbing system as described above should help. Water may have a cloudy or milky appearance when it contains dissolved oxygen or air. This sometimes occurs after a service interruption because the water mixes with air as it fills the distribution system.