



Distributed: January 14, 2022

January 14: Outage then Boil Water Advisory for Spring Branch Water System

Due to a broken well pump, a system wide outage for Spring Branch Water System started at 9:30 am on January 14, 2022. Confluence Rivers UOC's licensed operators are working to repair the pump and the work is not expected to exceed six (6) hours. Upon restoring service, a Boil Water Advisory will be in effect.

Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers in the affected area should follow these directions: To ensure destruction of all harmful bacteria and other microbes, water used for human consumption (drinking, cooking, making ice, diluting juices/beverages, making infant formula, brushing teeth, washing hands/faces, etc.) should be boiled using the following methods:

- Bring water to a rolling boil ($\geq 212^{\circ}$ F) for three (3) minutes.
- Let water cool sufficiently ($\leq 110^{\circ}$ F) prior to use.
- In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes.

Customers are also encouraged to observe the following precautions:

- Disinfect food contact surfaces (dishes) by immersing them for at least one (1) minute in disinfected water containing a ratio of one (1) teaspoon of unscented household bleach to one (1) gallon of water.
- Water used for bathing does not need to be boiled but children should be kept under observation to prevent accidental ingestion of bath water.

When water sample results indicate that no contamination is present, we will notify customers that it is no longer necessary to boil the water and that the boil water advisory has been lifted.

Please share this information with others who drink the water and may not have directly received this notification.

If you have questions concerning this matter or would like to receive future notifications, you may contact Great River UOC Customer Support at 1-855-801-8440 or support@greatriversuoc.com.