



MEMORANDUM

To: City of Austin Employees
From: Spencer Cronk, City Manager
Date: October 22, 2018
Subject: Boil Water Notice

Early this morning, Austin Water issued a city-wide boil water notice for all customers in the Austin area. This is an unprecedented event for our water utility and community.

The recent rains have washed a historic amount of soil, silt, and debris into the Highland Lakes, which is where Austin Water gets water to provide to customers. Austin Water can no longer keep up with the demand for water and filter it at the level required by law and Austin Water standards.

Until these conditions improve, and in an abundance of caution, all Austin Water customers should boil their water before ingesting or drink bottled water.

You can help yourself and your family by following these steps:

- Reduce water use as much as possible to ensure adequate supply is available for basic needs, fire protection, public health, and safety.
- Water for drinking, cooking, and for making ice should be boiled and cooled prior to consumption. The water should be brought to a vigorous, rolling boil for *three* minutes to ensure destruction of all harmful bacteria and other microbes. In lieu of boiling water, you may use bottled water.
- Bring water from home to work to ensure you stay hydrated throughout the day.
- Businesses should not use drinking fountains or soda fountains that rely on tap water.

Austin Water staff is monitoring the situation and will be providing regular updates to staff in the Emergency Operations Center. The City of Austin and Austin Water are also working in coordination with public health and safety partners in the region to keep the public informed. The boil water notice will be lifted once Austin Water can stabilize the treatment systems. Austin Water will notify residents when the water is safe for consumption and it is no longer necessary to boil the water.

For more information and frequently asked questions about boil water notices visit <http://www.austintexas.gov/boilH2O>. Updates will be posted daily by 4 p.m. at this site. For questions or concerns, please contact 3-1-1.

xc: Greg Meszaros, AWU Director