

PRECAUTIONARY NOTICE TO WATER CUSTOMERS

Construction and emergency maintenance of water mains can cause a decrease in water pressure or a complete loss of water service to some customers. Whenever we are working on water mains, we do our best to restore full pressure as soon as possible and to prevent any contamination from entering the water distribution system.

The West Virginia Bureau for Public Health and the West Virginia Public Service Commission have directed us to provide information regarding health concerns associated with water main work. Water main repairs or construction may result in groundwater or soil entering the main. Groundwater and soil contamination may contain disease-causing microorganisms that can cause symptoms such as nausea, cramps, diarrhea and associated headaches. People who are at the greatest risk for becoming ill from disease-causing microorganisms include the elderly, infants and young children, pregnant women, and immunocompromised persons.

After our work is completed, we will collect samples of the water for laboratory testing. It may take 48 hours for us to confirm that there is no bacteria present in the water. If you are in the area that has been affected by the water main work, you may wish to take precautions for up to 48 hours after the water pressure is fully restored.

As a precautionary measure, you may wish to boil your water before consumption or use bottled water. This includes water used for drinking, cooking, bathing, brushing teeth, making ice, washing dishes and food preparation. Bring water to a boil, let it boil for one minute, and let cool before using.

Boiling kills bacteria and other organisms in the water. Home filtering devices should not be used in place of boiling, since most home water systems will not provide adequate protection from microorganisms.

For more information during normal working hours, please contact our office at 304-267-4600 or the West Virginia Bureau for Public Health, Kearneysville office at 304-725-9453. General guidelines on ways to lessen the health risk are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.