



PRESS RELEASE
April 7, 2020

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Far North Side Main Break Results in Loss in Pressure and Boil Water Notice

Repairs scheduled overnight

SAN ANTONIO –A water main break this evening at 24935 Toutant Beauregard (intersection of Boerne Stage Road & Toutant Beauregard) caused a loss of pressure to customers in nearby areas.

SAWS crews are onsite, and service will be repaired overnight, but state law requires that a boil water notice be issued. Once pressure is restored, water samples must be tested to validate the water is safe for drinking or cooking use. Final results on the testing will likely not be available till Thursday.

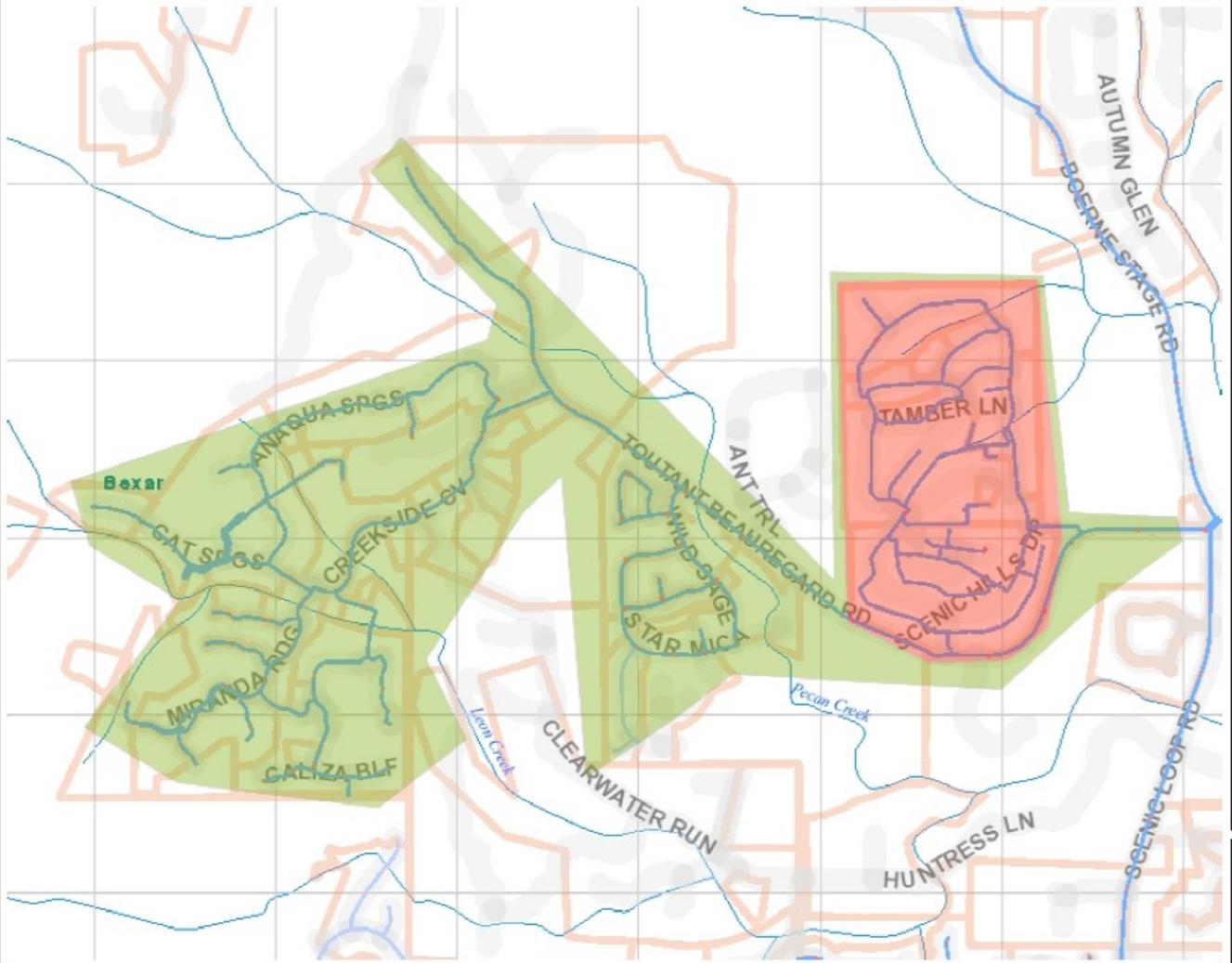
SAWS has made phone notifications to customers in the area, and is providing bottled water for those affected. Customers should look for signage indicating location. Additional information for customers is at SAWS.org or at 210-704-SAWS (7297).

Until the testing results are returned, please only use the water for showering, washing hands, or washing. Out of an abundance of caution, we urge customers to follow proper boil water procedures (see attached) for all cooking and drinking purposes until notified by SAWS on Thursday.

San Antonio Water System provides water and wastewater services to more than 1.8 million customers in the San Antonio region, and continues to set the standard for service within our industry. SAWS is the national leader in water innovation with the largest direct recycled system in the country and the largest groundwater-based Aquifer Storage & Recovery facility in the nation. SAWS was the first in the U.S. in converting methane gas to energy, making this wonderful city...*Waterful*. For more information, visit www.saws.org.

--A map of the affected area is attached.--

--TCEQ Boil Water Notice is attached --



Boil Water Notification
SAWS PWS – 0150018 and 0150249

April 7, 2020

A main break overnight at **24935 TOUTANT BEAUREGARD** caused loss of service and a drop of pressure in the potable water system in the area. Required water pressure of 20 psi was unable to be maintained. In this situation, The Texas Commission on Environmental Quality (TCEQ) requires utilities to notify customers in the affected area to boil water prior to consumption.

SAWS expects to reestablish pressure overnight, afterwards crews will flush the system, and test samples taken. While we have every expectation that water in the area will be safe to drink, we urge customers to follow boil water procedures out of an abundance of caution until test results are back. We expect this to take approximately 24 hours from sampling.

BOIL WATER PROCEDURES:

To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to consumption. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, you should consider bottled water or obtain water from some other suitable source.

We appreciate your cooperation and will notify you when the required state tests confirm that the boil water notice is no longer in effect. If you have additional questions, please feel free to contact these individuals:

CONTACT INFORMATION:

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