



PRESS RELEASE
February 17, 2021

Winter Storm Yields Water Quality Concerns

City-wide boil water notice in place

SAN ANTONIO – This has been one of the most challenging winter storm events in San Antonio’s history. San Antonio Water System employees have worked tirelessly to provide and maintain water service.

As we struggle with low pressure and frozen pipes within homes, we believe that it is in the best interest of our customers to issue a "Voluntary Boil Water Notice." This cautionary measure is warranted until the region thaws.

The 100 plus hours of below freezing temperatures have caused us to have issues maintaining above 20 PSI in portions of the distribution system. At this time please take precautions to boil your water until you are notified from SAWS that you do not have to.

We apologize for the inconvenience, but rest assured we are working around the clock to resolve the issues and restore full service to all our customers.

--TCEQ Boil Water Notice is attached --

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 and water conservation within our industry. SAWS is the national leader in water innovation with the largest direct recycled water system in the country, a state-of-the-art inland desalination plant, and the largest groundwater-based Aquifer Storage & Recovery facility in the nation, making this wonderful city...Waterful. For more information, visit www.saws.org.

Boil Water Notification

February 17, 2021

Official Notice Language

Due to a drop in water pressure below minimum standards, the Texas Commission on Environmental Quality has required SAWS to notify all affected 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.

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 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, SAWS 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, SAWS 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.