

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este aviso contiene información muy importante sobre su agua potable. Para una copia en español, favor de llamar al sistema de agua 866-860-3617 Big Basin Water Company 8/25/2023

# BOIL WATER NOTICE

### Boil Your Water Before Drinking or Food Preparation to Avoid Illness

8/25/2023 – Due to multiple water outages over the last several days, the State Water Resources Control Board, Division of Drinking Water, the Santa Cruz County Health Department, and the Big Basin Water Company are advising residents of the community utilizing Big Basin Water to only use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution to avoid stomach or intestinal illness. The affected area includes: **All Big Basin Water Company customers.**

We will inform you when tests show that water is safe to drink, and you no longer need to boil your water. We hope to have this problem resolved within two weeks. Additionally, the following items are being completed

- Actively searching for leaks (this includes walking the entire system and bringing in outside contractors for leak detection)
- Repairing leaks as they're discovered
- Working to activate additional sources
- Water deliveries to fill primary storage tank

If you have questions about other uses of tap water, such as bathing and dish washing, please call your water system or read this guidance: <https://www.cdc.gov/healthywater/emergency/dwa-comm-toolbox/before/tools/What-to-Do-During-a-Boil-Water-Advisory.docx>

### For More Information

If you are concerned about your health or the health of a family member, contact your health care provider or Santa Cruz County Health Department.

**Water Utility contact:** CSWR-California. Toll phone number 866-860-3617. E-mail is [support@cswrcalifornia.uoc.com](mailto:support@cswrcalifornia.uoc.com)

**State Water Resources Control Board District Office:** (831) 655-6939

**Local Environmental Health Jurisdiction:** Santa Cruz County Environmental Health (831) 454-2022

Please share or post this information with others 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.

Optional: Potable water is available at the following location: **SLV water station next to the drug store in Boulder Creek.**

Please bring a clean water container (5 gallons maximum capacity).

### Do not drink the water without boiling it first

- Boil all water for one (1) minute (rolling boil).
- Let water cool before drinking.
- Use boiled or bottled water for drinking, brushing teeth, and food preparation until further notice.
- Boiling water kills bacteria and other organisms in the water.

### If you are unable to boil your water:

Household unscented liquid bleach

- For clear water, use 8 drops (1/8 tsp.) of bleach for 1 gallon of water. For cloudy water, filter through a clean cloth and use 16 drops (1/4 tsp.) of bleach for 1 gallon of water.
- Mix well. Allow to stand for 30 minutes before using.
- Water may taste or smell like chlorine. This means disinfection has occurred.

Water disinfection tablets

- Please follow the manufacturer's instructions.