



Jones Ferry Road Water Main Break 2018

***Chronology of updates provided throughout the event
at www.owasa.org and @OWASA1***

Update: November 7: 4:30 pm

The boil water advisory has been lifted for the 25 customers in Carrboro that remained on the advisory until today. All OWASA customers can stop boiling water before using it.

Update: November 7: 9:00 am

The boil water advisory was lifted yesterday for most OWASA customers in Chapel Hill and Carrboro. One Carrboro location remains on the boil water advisory affecting about 25 customers. These 25 customers have been notified directly. All other customers can stop boiling water before using it.

Update: November 6: 4:30 pm

The boil water advisory has been lifted for most OWASA customers in Chapel Hill and Carrboro, with the exception of 3 Carrboro locations affecting about 75 customers. These 75 customers have been notified directly. All other customers can stop boiling water before consuming it.

Update: November 6: 9:45 am

The segment of Jones Ferry Rd that was closed due to yesterday's line break now has one-lane open. The Orange County polling station in the Community Room at OWASA is open from 6:30 am to 7:30 pm. The site can now be accessed by vehicle and foot traffic from both directions: from downtown Carrboro via Jones Ferry Rd, and via Highway 54.

Water tanks are at normal storage levels; community water use can resume at normal levels. Please continue to boil water before consumption until further notification. We will share updates regularly.

Update: November 6: 7:45 am

Our tanks are at normal storage levels and water use can resume at normal levels. We always encourage wise water use.

Please continue to boil water before consumption. We are testing water samples for bacteria. This does not mean your drinking water is unsafe. As a precaution, we're testing samples to confirm the drinking water remains safe and expect results this evening. We will share them as soon as we have them.

Last night we stopped the water leak on Jones Ferry Rd and are currently making repairs to the affected pipe. We are very sorry for the inconvenience this has caused. We will share updates regularly.

The Orange County polling station in the Community Room at OWASA is open for Election Day today as scheduled, from 6:30 am to 7:30 pm. Voters whose precinct is the OWASA building on Jones Ferry Rd will need to access the site via Highway 54.

Update: November 5: 11:00 pm

Water storage levels are increasing and are near-normal levels. We are testing water samples and will have results by tomorrow (Tuesday) evening. Please boil water or use bottled water for consumption until further notice. We will provide regular updates.

The Orange County polling station in the Community Room at OWASA will be open for Election Day as scheduled, from 6:30 am to 7:30 pm on Tuesday. Voters whose precinct is the OWASA building on Jones Ferry Rd will need to access the site via Highway 54.

Update: November 5: 7:00 pm

We have stopped the leak at the water line break on Jones Ferry Rd. We are testing water samples and will have results by tomorrow evening. Please boil water or use bottled water for consumption until further notice.

Water storage levels are increasing and are near-normal levels. Please continue to use water wisely. Toilets can be flushed; please try to take short showers. We are very sorry for the inconvenience. We will share updates regularly.

Update: November 5: 5:00 pm

Water storage is improving. Please continue to conserve water until further notice – essential use (consumption and personal hygiene) only.

We're testing water samples for potentially harmful bacteria and expect results by tomorrow (Tuesday) evening. Please continue to boil water until further notice.

Some customers may see discoloration in their water due to sediment (non-harmful particles) being stirred-up in pipes.

As of 3 pm today, we isolated the water line break on Jones Ferry Road and are continuing to identify if other parts of the system have been affected. OWASA is investigating the cause of the break.

A secondary water line break occurred at 4 pm today in Carrboro affecting 24 customers. OWASA is on-site repairing the line.

We'll continue to provide regular updates. Thank you for your patience.

Update: November 5: 4:00 pm

As of 3 pm today, we isolated the water main break and continue to work to identify if other parts of the system have been affected. Water storage remains low. Please continue to conserve water – essential use only.

System pressure remains low in some areas. We're testing water samples for potentially harmful bacteria and expect test results by tomorrow (Tuesday) evening. Please continue to boil water.

Some customers may see discoloration in their water due to sediment (non-harmful particles) being stirred-up in the pipes. We will continue to provide regular updates.

Update: November 5: 3:00 pm

We have isolated the water main break but storage remains low. Please use water for essential needs only to ensure the community has water for emergency requirements. We are working to identify if any other parts of the system have been affected.

System pressure remains low in some areas. Please continue to boil water for at least the next 24 hours. Some customers may see discoloration in their water due to sediment (non-harmful particles) being stirred-up in the pipes. We will continue to provide regular updates.

Update: November 5: 1:30 pm

No changes have occurred since our last update at 12:30 pm. Please conserve and boil water before consumption. We continue to work to isolate the main break and will provide updates hourly.

Update: November 5: 12:30 pm

Please limit water consumption to essential use (drinking and hygiene) as storage levels remain low. The boil water advisory remains in effect.

Due to decreased pressure in our service area, running water from taps may have low pressure or no pressure, which could result in no water flowing through some taps.

We continue to work to isolate the main break. We will continue to provide updates hourly.

Update: November 5: 11:30 am

Continue boiling water for consumption for at least 24 hours. Please also limit to essential use as water storage levels have decreased; let's ensure the community has water for emergency requirements.

We continue to work to isolate the main break and will provide updates hourly.

Update: November 5: 10:30 am

Due to decreased pressure in the water system, OWASA is advising customers to boil drinking water. More information on boil water advisories can be found here www.owasa.org/boilwater.

A water line leaving OWASA's water treatment plant has broken. Storage levels in our water tanks are dropping and water pressure is decreasing.

Please limit consumption to essential use: drinking and basic hygiene. We must conserve the community's water supply in case of emergency requirements.

OWASA teams are working to isolate and repair the incident. We will provide updates hourly. Please conserve water.