

**NOTICE TO CONSUMERS**  
**OF THE CITY OF STAUNTON WATERWORKS**  
**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

**BOIL YOUR TAP WATER**

**Failure to follow this advisory could result in stomach or intestinal illness.**

The Virginia Department of Health in conjunction with the Lexington Office of Drinking Water, and City of Staunton are advising residents to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution. This precaution is necessary because of the occurrences of watermain break at the waterworks observed on 8/14/2025, and the likelihood of the presence of *E. coli* in the drinking water. On the evening of August 14<sup>th</sup>, Public Works was notified of a water break behind Stocker Street. Utility Crews were immediately dispatched to the site of the break. Upon arrival, the crews found that the large, 16-inch water main was severely damaged which necessitated water to be shut off to effect repairs. Initial attempts to limit the area of shut off to only a small area were unsuccessful. As a result, a larger area of shut off was required. This created low-pressure conditions across the city and resulted in the need to shut off the pressure zones in the higher elevations of the city. Crews have been working overnight to make the repair and restore water service as quickly as possible.

*\**E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely-compromised immune systems.\**

**DO NOT DRINK TAP WATER WITHOUT BOILING IT FIRST**

Boiled or bottled water should be used for drinking, beverage and food preparation, and making ice **until further notice**. Boiling kills bacteria and other organisms in the water. Boiling is the preferred method to assure that the tap water is safe to drink. Bring all tap water to a rolling boil, **let it boil for one minute**, and let it cool before using, or use bottled water.

If you cannot boil your tap water....

- An alternative method of purification for residents that do not have gas or electricity available is to use liquid household bleach to disinfect water. The bleach product should be recently purchased, free of additives and scents, and should contain a hypochlorite solution of at least 5.25%. Public health officials recommend adding 8 drops of bleach (about  $\frac{1}{4}$  teaspoon) to each gallon of water. The water should be stirred and allowed to stand for at least 30 minutes before use.
- Water purification tablets may also be used by following the manufacturer's instructions.

We will inform you when you no longer need to boil your water. To address this problem we are currently working to repair the damaged pipe and restore service to all of our customers. Once this is done, bacteriological sampling will be done to ensure the safety of your water. We anticipate restoring water service in the next 12 hours and lifting the Boil Water Advisory 48 hours from the time that service is fully restored.

For more information, please contact Seth Hoilman at 540-332-3892 or P.O. Box 58 Staunton, Virginia 24402.

*\*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.\**

This notice is being sent to you by City of Staunton State Water System ID#: VA2790600.  
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