

Feb. 17, 2021

CONTACT: Leslie Hollaway, Public Information Officer
West Harris County Regional Water Authority
Cell: 409-789-9993
info@surfacewatersupplyproject.com

WHCRWA ISSUES BOIL WATER NOTICE TO UTILITY DISTRICT CUSTOMERS

City of Houston has issued a boil water notice for their main water system effective at noon today, Feb. 17, 2021. Out of an abundance of caution and because the potential exists for the West Harris County Regional Water Authority (WHCRWA) to start receiving water from City of Houston while the City's boil water notice is still in effect, the WHCRWA has issued the following boil water notice to its utility district customers. It is important to note that this notification only applies to water systems that are physically connected to the Authority's system to receive surface water.

Due to reduced system pressure resulting from the inability for City of Houston to supply water to the West Harris County Regional Water Authority (the "Authority"), TX1013303, the Texas Commission on Environmental Quality has required the wholesale customers of the Authority to notify all 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.

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, public water system officials 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Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice.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.

If you have questions concerning this matter, you may contact Inframark, the operator for the West Harris County Regional Water Authority, at our 24-hour Customer Service Line, (281) 398-8211.

About the West Harris County Regional Water Authority

The WHCRWA was established in 2001 to supply surface water to the western region of Harris County. The WHCRWA service area includes approximately 120 municipal water providers within the boundaries of the WHCRWA and seven located outside of the WHCRWA boundaries. As mandated by the Texas legislature, the WHCRWA has several objectives:

- To acquire and provide a reliable supply of surface water.
- To conserve, preserve, protect, and recharge groundwater resources.
- To facilitate compliance with subsidence district requirements.

- To encourage water conservation.

For more information about the WHCRWA, visit www.whcrwa.com.