

WARNING for Ridgetop, TN **BOIL YOUR WATER BEFORE USING**

White House Utility District water potentially contaminated with fecal coliform/E. coli.

Thursday, May 26, 2022, White House Utility District (WHUD) discovered that the City of Ridgetop Sewer Department connected a residential wastewater service line to a White House Utility District (WHUD) water line. WHUD has tested for bacteria, and while none has been detected, we are urging all customers in the affected area to boil water prior to use until further notice. If any bacteria are present in the water, they can make you sick and are a particular concern for people with weakened immune systems.

A map is available at www.WHUD.org/boilwater that shows exactly which homes are affected.

What should I do?

DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring all water to a rolling boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and preparing food until further notice. Boiling kills bacteria and other organisms in the water.

Fecal coliform and E. coli are bacteria whose presence indicates that the water may be contaminated with organisms that can cause illness in humans. These organisms can cause diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.

Organisms in drinking water are not the only cause of the symptoms above. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice about drinking water from their health care providers.

NOTE: WHUD is providing bottled water for customers who are potentially affected. They can call our office at 615-672-4110 for assistance.

What happened? What is being done?

Thursday, May 26, 2022, WHUD discovered that the City of Ridgetop Sewer Department connected a residential wastewater service line to a WHUD water line. The discovery came after customers complained of an odor in the water, which prompted immediate investigation by the district. WHUD performed extensive flushing, sampling, and chlorine testing which led to the discovery of this improper cross connection.

Immediately upon finding the issue, WHUD disconnected the cross-connected wastewater line and has been actively flushing the water lines in the area and collecting additional bacterial samples. The district is working closely with the Tennessee Department of Environment and Conservation (TDEC) and will be actively flushing and testing the water over the next 24 hours.

White House Utility District

Since the initial customer complaints, WHUD has been continuously sampling the water. While no bacteria have been detected, WHUD is requesting that all customers in the affected area boil water, or use bottled water, prior to use or consumption until further notice. WHUD is providing bottled water to customers who are potentially affected. They can call 615-672-4110 for assistance.

For more information, please contact Bill Treanor at 615-672-4110, ext. 324. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4971.

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.

This notice is being shared with you by White House Utility District. PWSID#TN0000745

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