

Boil Water Notice for Community Public Water Systems
6/28/2023

Due to mechanical issues at one of our facilities we had reduced pressure and outages. The Texas Commission on Environmental Quality has required North Alamo Water Supply Corporation to notify all customers in the area of Alberta Rd and Tower Rd, South to Old 83 and Valley View, and West to Expressway 281 (see map below) as a precaution 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, the 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Once the boil water notice is no longer in effect, North Alamo Water Supply Corporation will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice.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 Robert Rodriguez, Assistant General Manager, or Customer Service at 956-383-1618 during business hours. After 5 p.m., please call 800734-0690 or 956-464-7575.

The mechanical issue has been repaired but due to high water demand customers will still see low water pressure until water levels at the facility are fully replenished.