



PRESS RELEASE
Dec. 20, 2019

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North Side Main Break Repaired; Loss in Pressure Triggers Boil Water Notice

Water stations available

SAN ANTONIO –A water main break Friday morning at 26615 Toutant Beauregard caused a loss of pressure to customers in nearby areas.

Service has been restored, but state law requires that after pressure is restored and the system is flushed, water samples must be taken to validate the water is safe. Final results on the testing will take approximately 24 hours.

SAWS has made phone notifications and social media announcements to customers in the area.

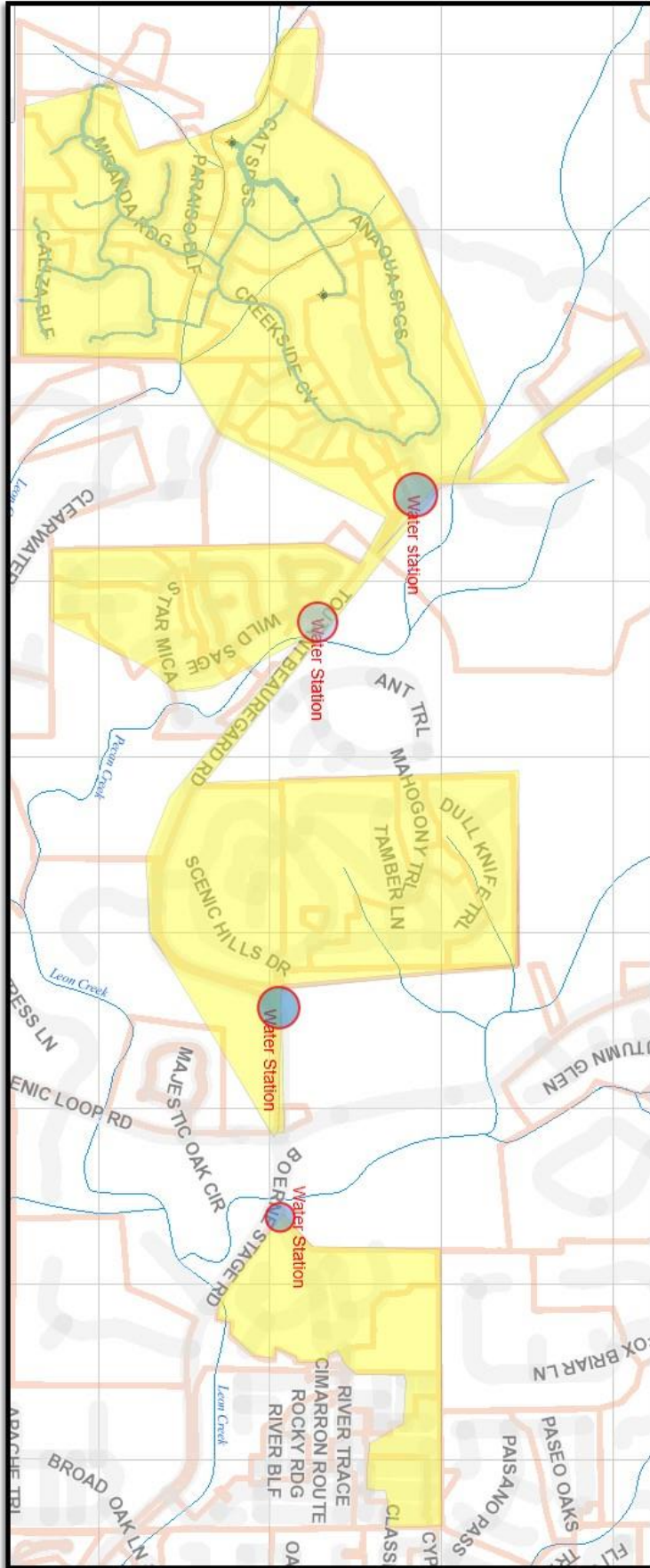
While we have every expectation that water in the area is safe, we urge customers to follow boil water procedures (see attached) out of an abundance of caution until test results are back late Saturday.

Tap water in the area is safe for showering or washing, but should be brought to a full boil before drinking or using for food preparation.

San Antonio Water System provides water and wastewater services to more than 1.8 million customers in the San Antonio region, and continues to set the standard for service within our industry. SAWS is the national leader in water innovation with the largest direct recycled system in the country and the largest groundwater-based Aquifer Storage & Recovery facility in the nation. SAWS was the first in the U.S. in converting methane gas to energy, making this wonderful city...*Waterful*. For more information, visit www.saws.org.

--A map of the affected area is attached.--

--TCEQ Boil Water Notice is attached --



Boil Water Notification
SAWS PWS – 0150018 and 0150249

Dec. 20, 2019

A main break overnight at **26615 TOUTANT BEAUREGARD** caused loss of service and a drop of pressure in the potable water system in the area. Required water pressure of 20 psi was unable to be maintained. In this situation, The Texas Commission on Environmental Quality (TCEQ) requires utilities to notify customers in the affected area to boil water prior to consumption.

SAWS expects to reestablish pressure later today, when crews will flush the system, and test samples taken. While we have every expectation that water in the area will be safe to drink, we urge customers to follow boil water procedures out of an abundance of caution until test results are back. We expect this to take approximately 24 hours from sampling.

Two gallon containers of bottled water per household are available at the entrances to the Scenic & Serene Hills Estates, Sundance Ranch, Anaqua Springs Ranch, Aum-Sat-Tat Ranch POA, and portions of River Rock Ranch(see map).

BOIL WATER PROCEDURES:

To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to consumption. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, you should consider bottled water or obtain water from some other suitable source.

We appreciate your cooperation and will notify you when the required state tests confirm that the boil water notice is no longer in effect. If you have additional questions, please feel free to contact these individuals:

CONTACT INFORMATION:

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