

# University Status

## Boil water notice in effect for Blacksburg, Christiansburg, Virginia Tech, Montgomery County

### Latest Updates (Oct. 3, 2024):

- *Plan to boil water at least through the weekend of Oct. 12-13*
- *Offices on the Blacksburg campus are operating on a normal schedule.*
- *A message to the Virginia Tech community*

### 3:00 p.m. update

Water distribution will continue through the rest of the week and weekend for students and the campus community. The following resources will be available:

#### Potable Water Filling Stations

Potable water filling stations will be available for all students and employees outside of Dietrick Hall at the Quillen Plaza and outside of Perry Place at Hitt Hall throughout the weekend from 9:30 a.m. to 5 p.m. Each station is self-serve and intended for personal use, so it is encouraged to use refillable water bottles for filling.

#### Water Bottle Distribution for Residential Students

Bottled water distribution for residential students will continue through the weekend. Students will receive their assigned locations and times as sent to their @vt.edu email address. Students are reminded that they must present or swipe their Hokie Passport ID to receive their bottles of water. Planned distribution times are as follows:

- Thursday, Oct. 3: Two (2) bottles of water will be distributed from 1 - 6 p.m.
- Friday, Oct. 4: Six (6) bottles of water will be distributed for usage for the weekend from 1 - 7 p.m.
- Saturday, Oct. 5 through Sunday, Oct. 6: Additional services for distribution will be announced to residential students via email

Water distribution will continue until the water boil notice is lifted.

## Boil water order

The Virginia Department of Health in conjunction with the Montgomery County Health Department and New River Valley Regional Water Authority Water System are advising residents to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution. This includes Virginia Tech's Blacksburg campus.

You will be informed when you no longer need to boil your water via VT Alerts.

### FAQs:

#### How long is the boil water notice expected to last?



The boil water notice remains in effect at least through the weekend of Oct. 12-13, 2024. All residents of Blacksburg, Christiansburg, Virginia Tech, and Montgomery County should continue boiling tap water before consumption.

#### How is water being distributed to students?



- **Residential Students:** Bottled water is distributed daily from 1 - 6 p.m. at assigned locations, with information sent to students' @vt.edu email addresses. Each student receives two bottles of water by presenting or swiping their Hokie Passport ID.
- **Off-Campus Students:** Off-campus students should continue to follow boil water instructions. Potable water filling stations are available at Dietrick Hall and Perry Place, and bottled water is available for purchase in dining facilities.
- **Dining Services:** Bottled water is also available for sale at various dining locations, with a maximum of two bottles per customer.

#### Where is potable water available on campus?



- Potable water filling stations are available at:
  - Outside of Dietrick Hall at Quillen Plaza
  - Outside of Perry Place at Hitt Hall
  - Available from 9:30 a.m. to 5 p.m. daily
- Bottled water is distributed to residential students from 1 - 6 p.m. daily at assigned locations sent to their @vt.edu email. Each student receives two bottles of water by presenting/swiping their Hokie Passport ID.
- Potable water can also be found at local grocery and convenience stores.

#### Are dining centers on campus open?



Yes, Virginia Tech Dining Services continues to serve students at multiple locations on the Blacksburg campus. However, hours and services may vary due to the water situation. For the latest information on what's open and what's closed, please visit [dining.vt.edu/hours](https://dining.vt.edu/hours).

Can I use tap water for showering and other purposes?



Yes, the water is safe for showering, bathing, cleaning, washing clothes, and washing dishes by hand or with a dishwasher. However, it must be boiled for cooking, drinking, and other consumption purposes.

What should I do if I cannot boil my tap water?



If you cannot boil tap water, you may use liquid household bleach or water purification tablets. Use 8 drops of unscented household bleach per gallon of water, stir, and let it sit for 30 minutes before use. Water purification tablets can be used by following the manufacturer's instructions.

Why is the boil water notice still in effect?



The New River Valley Regional Water Authority has stabilized water treatment levels, but all water distribution and storage systems must pass Virginia Department of Health - Office of Drinking Water (VDH-ODW) standards before the boil water notice can be lifted. Water samples and water storage tanks must be tested, and each round of testing takes up to 24 hours to complete.

What is being done to restore water quality?



The water system is being flushed starting in the Town of Christiansburg and continuing downstream to Blacksburg, Virginia Tech, and Montgomery County. Water storage tanks are also being disinfected, with each tank requiring at least 74 hours for cleaning. The boil water notice will continue until this process is completed.

How will I know when the water is safe to drink again?



Virginia Tech will issue a VT Alerts notice once the campus and town water are confirmed safe to drink.

What if I have specific questions or need assistance?



- Research faculty who need large amounts of water can contact Environmental Health and Safety at 540-231-3600.
- Students living on campus can contact Residential Well Being at [dsafacilities@vt.edu](mailto:dsafacilities@vt.edu).

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Archived Boil Water Updates



October 3, 2024 Announcements



**9:30 a.m. update**

***Plan to boil water at least through next weekend, Oct. 12-13.***

The path and time frame to deliver clean water to residents of Blacksburg, Christiansburg, Virginia Tech, and Montgomery County has come into focus. The boil water notice will continue at least through next weekend, Oct. 12-13.

The New River Valley Regional Water Authority has been working diligently around the clock to restore normal operations in the wake of Hurricane Helene. All water samples tested since Oct. 1 at the water treatment facility demonstrate water quality meets or exceeds Virginia Department of Health - Office of Drinking Water (VDH-ODW) requirements. However, water quality tests throughout the entire water distribution and storage systems must pass established VDH-ODW standards before the boil water notice can be lifted.

The next step is to flush all local systems. That process will begin upstream in the Town of Christiansburg, continuing downstream in the Town of Blacksburg, Virginia Tech, and then Montgomery County. We anticipate that sequential process will begin sometime today, Oct. 3.

In addition to flushing each system, VDH-ODW requires that water storage tanks must be disinfected before final samples can be taken. To ensure continuous water capacity throughout the process, the disinfection of tanks must be staggered. In other words, all the tanks cannot be drained, cleaned, and disinfected at the same time. This process takes a minimum of 74 hours per tank, which means the boil water notice will continue at least through next weekend, Oct. 12-13.

While flushing takes place, water customers may experience discoloration in their water, but they should simply follow the [boil water notice](#) for cooking and consumption. Again, the water is safe for showering, bathing, cleaning, and washing clothes or washing dishes by hand or with a dishwasher. We continue to stay consistent with VDH-ODW guidance. We will provide additional information later

today, including water test results.

## October 2, 2024 Announcements



### 2:45 p.m. update

Potable water filling stations will be available for all students and employees outside of Dietrick Hall at the Quillen Plaza and outside of Perry Place at Hitt Hall starting today, Wednesday, Oct. 2, until 5 p.m. These stations will also be accessible from 9:30 a.m. to 5 p.m. each day until the boil water notice is lifted. Each station is self-serve and intended for personal use, so it is encouraged to use refillable water bottles for filling.

Virginia Tech will issue a notice using VT Alerts once campus and town water is safe to drink again.

### 9:10 a.m. update

Bottled water distribution for residential students will continue today and take place from 1 - 6 p.m. at their assigned locations as sent to their @vt.edu email address. Students are reminded that they must present or swipe their Hokie Passport ID to receive two (2) bottles of water.

## October 1, 2024 Announcements



### 6:20 p.m. update

At this time the boil water notice is still in effect for customers of the towns of Blacksburg and Christiansburg, Virginia Tech, and Montgomery County Public Service Authority Waterworks. As of this afternoon, water treatment levels have stabilized at the New River Valley Regional Water Authority.

However, several key steps must be achieved before the boil water notice can be lifted. First, all water supply lines must be flushed, meaning existing water in the lines will be emptied through a variety of outlets to include fire hydrants and flushing valves. Then, the Water Authority and its members have to complete two rounds of testing on the water supply systems. Each round of testing takes up to 24 hours to complete. Once the water testing is complete and Virginia Department of Health determines the water is safe for consumption, then the boil water notice will be lifted. Multiple tests over 24 hour periods may be necessary to ensure the water is safe for consumption.

As a result, we anticipate the process to lift the boil water notice will continue through the weekend. Please make preparations to boil your water through the weekend.

Thank you for your continued patience as crews continue to work throughout the day and night to resolve this issue in our community.

Virginia Tech will issue a notice using VT Alerts once campus and town water is safe to drink again.

### 11:30 a.m. update

Bottled water distribution for residential students will take place from 1 - 6 p.m. today at their assigned locations as sent to their @vt.edu email address. Students are reminded that they must present or swipe their Hokie Passport ID to receive two (2) bottles of water. Students who live off campus should continue to [follow instructions](#) on boiling water as issued in the notice from the New River Valley Water Authority.

#### **9:15 a.m. update**

Bottled water distribution will continue for residential students today. Upon delivery, all residential students will receive notification of their assigned water distribution location and time to their @vt.edu email address. Students will receive two (2) bottles of water at no cost, and students are reminded that they must present or swipe their Hokie Passport ID at their distribution location.

#### **7:45 a.m. update**

Virginia Tech Dining Services continues to serve students at multiple locations on its Blacksburg campus. Hours and services may vary. For the latest information -- to see what's open and what's closed -- please visit [dining.vt.edu/hours](https://dining.vt.edu/hours).

September 30, 2024 Announcements



#### **8:45 p.m. update**

[New River Valley Regional Water Authority boil water notice FAQs](#)

#### **5:20 p.m. update**

Beginning this evening, Monday, Sept. 30, bottled water distribution will begin for residential students and will continue as needed. Due to incoming delivery logistics, distribution times may vary – therefore, all residential students will receive notification of their assigned water distribution location and time to their @vt.edu email address. Each student will receive two (2) bottles of water per day at no cost, and students must present or swipe their Hokie Passport ID at their distribution location.

Students who live off campus should continue to [follow instructions](#) on boiling water as issued in the notice from the New River Valley Water Authority. Students should bring clean water to campus as all fountain drink stations and water fountains are unavailable until further notice.

Dining Services will have bottled water for sale in various locations for students wishing to purchase water. Customers may purchase a maximum of two (2) bottles of water, with no bulk or case sales allowed at this time. Potable water can also be found at local grocery and convenience stores, but supplies may be limited.

#### **3:30 p.m. update**

Virginia Tech's Division of Student Affairs is working diligently to ensure students have access to safe drinking water.

Every student room at Virginia Tech is equipped with a [microfridge](#), a combination mini fridge, freezer, and microwave, which means every student has the ability to boil water in their room. Almost

all residence halls have at least one, if not multiple, kitchens that they can access to boil water as well.

First Announcement, September 30, 2024



## Boil water notice in effect for towns of Blacksburg, Christiansburg, Virginia Tech, and Montgomery County

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 Montgomery County Health Department, and New River Valley Regional Water Authority Water System are advising residents to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution. This precaution is necessary due to historic flooding on the New River creating challenging water quality conditions and finished water turbidities exceeding 1.0 NTU.

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. Use caution boiling water; let water cool before attempting to move container to avoid spills, scalds and burns. Boil amounts of water that you can safely handle.

Do not drink tap water without boiling it first. 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 ¼ 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.
- Potable water is available at the following locations: local grocery and convenience stores.

You will be informed when you no longer need to boil your water via VT Alerts.

Questions:

Research faculty who use a large amount of water in their work may contact Environmental Health and Safety at 540-231-3600.

Questions from students living on campus should be directed to Residential Well Being at [dsafacilities@vt.edu](mailto:dsafacilities@vt.edu).

General boil water information: <https://www.vdh.virginia.gov/drinking-water/boil-water-faqs/>

Find the latest information on the University Status Page.

*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.

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## Resources:

- [Road conditions in Virginia](#)
- [National Weather Service, Blacksburg office](#)
- [Authorized Closings and Inclement Weather](#)
- [Blacksburg Transit information](#)
- [Public Health information](#)

## Campus operations

### Blacksburg



Offices are operating on a normal schedule.

### Richmond



The Virginia Tech Richmond Center is operating on a normal schedule.

### Greater Washington, D.C. metro area



Offices are operating on a normal schedule.

### Hampton Roads



The Newport News and Virginia Beach centers are operating on normal schedules.

### Roanoke



All campus locations are operating on normal schedules today.

### Abingdon



The Virginia Tech Southwest Center is operating on a normal schedule.

### Additional locations



The Reynolds Homestead is operating on a normal schedule.

### Agricultural Research and Extension Centers



Extension centers are operating on normal schedules today.

The Steger Center in Switzerland is operating on a normal schedule.



# VT Alerts

When a situation arises in which the university determines that **immediate action** is required, a campus-wide [VT Alert](#) is issued. VT Alerts allow students, faculty, and staff who subscribe to the system to receive urgent notifications by a phone message, text message, and/or desktop alert.

In addition to the subscription methods listed above, VT Alerts are also shared via:

- **This webpage**
- **[www.vt.edu](http://www.vt.edu)**
- X **[@vtalerts](https://twitter.com/vtalerts)**
- Broadcast emails to all vt.edu accounts
- Electronic message boards in classrooms and common spaces
- The weather/emergency hotline (540-231-6668)
- Official messages during emergencies and other incidents will come from the following social media accounts:
  - Virginia Tech
    - X: **[twitter.com/virginia\\_tech](https://twitter.com/virginia_tech)**
    - Instagram (stories): **[instagram.com/virginia.tech](https://www.instagram.com/virginia.tech)**
    - Facebook: **[facebook.com/virginiatech](https://facebook.com/virginiatech)**
  - VT Alerts
    - X: **[twitter.com/vtalerts](https://twitter.com/vtalerts)**
  - Virginia Tech Police
    - X: **[twitter.com/vatechpolice](https://twitter.com/vatechpolice)**
    - Facebook: **[facebook.com/VirginiaTechPolice](https://facebook.com/VirginiaTechPolice)**
  - Virginia Tech Emergency Management
    - X: **[twitter.com/behokieready](https://twitter.com/behokieready)**
    - Facebook: **[facebook.com/BeHokieReady](https://facebook.com/BeHokieReady)**

In situations that occur that **do not require immediate action** the information may be relayed to the campus community via this webpage, email, on the Virginia Tech website, and through official Virginia Tech social media channels (see list above).

Note: As a public service, information will be sent to local media outlets as needed, such as in the case of an authorized closing or delayed opening during inclement weather; however, Virginia Tech is not responsible for inaccurate reporting of information on local media outlets.

