



9/30/2024 Boil Water Notice

Notice to Customers of The Towns of Blacksburg, Christiansburg, Virginia Tech and Montgomery County Public Service Authority Waterworks

Este informe contiene información muy importante sobre su agua potable.

Tradúzcalo o hable con alguien que lo entienda bien.

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 NRV 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 (1) 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.

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.

We will inform you when you no longer need to boil your water. To address this problem we are adjusting our treatment additives. We anticipate resolving the problem within the next 24 hours.

For more information call:

Waterworks contact: Caleb Taylor, 155 Walton Rd. Radford, VA 24141, 540-639-2575

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.



October 3 at 9:00 a.m. Boil Water Notice 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 October 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, October 3.

In addition to flushing each system, per VDH-ODW requirements 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.



Water quality tests throughout the entire water distribution and storage systems must pass established VDH guidelines.



Water supply lines are flushed through fire hydrants and flushing valves.



All water storage tanks within the NRV Regional Water Authority service area must be disinfected before the final water samples can be taken. This process takes a minimum of 74 hours per tank.



NRV Water Authority and members complete two rounds of testing on water supply systems.



Each round takes up to 24 hours to complete.



Virginia Department of Health (VDH) will determine water is safe for consumption.



Once water is safe, the notice will be lifted.

New River Valley Regional Water Authority Boil Water Notice FAQs

September 30, 2024

Q: I consumed water prior to the boil water notice being issued on September 30. Was it safe?

Per the New River Valley Regional Water Authority, water that was treated up to when the boil water notice was issued met the regulations. However, water that was working its way to the system as the boil water notice was issued did not meet the regulations. Per the New River Valley Regional Water Authority, it takes time for the water to make its way out into the system, which is why they issued the boil water notice when they did out of an abundance of caution for our community's public health and safety.

Q: Do I need to boil my water for my coffee?

Yes. You will need to heat your water to boiling (212 Degrees Fahrenheit) for at least a minute prior to consuming it.



soap. The Virginia Health Department states you can use your tap water to wash and rinse the dishes as you normally would using hot water. Or, you can choose to add a tablespoon of household bleach such as Clorox to a sink full of warm tap water and soak the rinsed dishes in the water for at least one minute. After you wash the dishes, allow dishes and utensils to air dry completely before reuse.

If you use an electric dishwasher, but be sure to use it with its heating elements turned on. If your dishwasher reaches a final rinse temperature of at least 150 degrees Fahrenheit (66 degrees Celsius) or if it has a sanitizing cycle option, it is generally safe to use. If you are unsure if your dishwasher has these features, after a washing cycle, you may rinse your dishes in a sink full of warm tap water with a tablespoon of bleach added and air dry completely for extra precaution.

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

Q: If I have a private well, do I need to boil my water?

The boil water notice issued by the New River Valley Regional Water Authority applies to their customers. The New River Valley Regional Water Authority supplies water to the Town of Blacksburg, the Town of Christiansburg, Virginia Tech, and the Montgomery County Public Service Authority. If you own a private well and have questions about your water supply, please contact the Montgomery County Health Department at contactnrhd@vdh.virginia.gov or 540-585-3300.

Whom do I need to contact?

The NRV Regional Water Authority wholesales purified water to its members. Its members include:

- Town of Blacksburg
- Town of Christiansburg
- Montgomery County
- Virginia Tech

For water service issues or to initiate or terminate water service:

- Blacksburg, please call 540-961-1119
- Christiansburg, please call 540-382-6128
- Montgomery County, please call the Montgomery County PSA at 540-382-6930

For inquiries related to the NRV Regional Water Authority, please call 540-639-2575.

Authority Public Comment Policy for Meetings:

Public comment gives citizens an opportunity to address the Board for three minutes. Citizens wishing to speak to the Board during public comment must register at least 48 hours before that meeting at which they wish to speak. Citizens can register by contacting Sharon Huff at the NRV Water Authority (shuff@nrwater.org) and providing the subject matter on which the citizen wishes to speak. Speakers may not speak on the same subject more than once every three months. Speakers must direct all comments to the Board as a whole and not to individual board members or employees of the Authority. Personal attacks and insulting, profane, or vulgar language will not be tolerated. Likewise, commentary on issues that are not within the purview of the Board, and that are not a function of the Authority, and over which the Board has no control, are not acceptable. Public comment is not a question-and-answer session and Board members will not answer questions during public comment. If a speaker violates these rules, the Chair may rule the speaker out of order.

The NRV Regional Water Authority issues the following in regards to Per- and polyfluoroalkyl substances (PFAS):



<https://www.epa.gov/sdwa/drinking-water-health-advisories-pfoa-and-pfos>. Also included is a factsheet for communities:
<https://www.epa.gov/system/files/documents/2022-06/drinking-water-ha-pfas-factsheet-communities.pdf>.

In 2021, the Virginia Department of Health Office of Drinking Water (VDH-ODW) in response to PFAS concerns requested water source sampling for PFAS compounds. The NRV Regional Water Authority that serves the Towns of Blacksburg and Christiansburg, Montgomery County and Virginia Tech volunteered to sample for PFAS compounds as part of this initial study. The report on those initial results showed no findings for the NRV Regional Water Authority in Table 2, page 10 of the report.

<https://www.vdh.virginia.gov/content/uploads/sites/14/2021/09/VA-PFAS-Sample-Study-Summary.pdf>

In 2022, VDH-ODW issued a second phase of sampling that was more comprehensive than the first study was conducted. The NRV Regional Water Authority also participated in that effort. The results of this second effort have not been published due to the backlog of samples and data compilation that corresponds to an effort like this. The link to VDH-ODW information related to PFAS is provided at this link: <https://www.vdh.virginia.gov/drinking-water/pfas/>

The Authority works closely with VDH-ODW and interacts with their staff, including the principal investigator of the PFAS effort in Virginia.

The current Unregulated Contaminant Monitoring Rule 5 (UCMR5) does require systems to sample for PFAS. This effort is a national effort as part of the regulatory process to help determine and establish MCLs for contaminants. There is not an enforceable regulation in place at this time for PFAS. The information provided in the link to EPA states that it is a proposed regulation and is going through the formal regulatory process to become enforceable.

At this time, the data that has been collected and provided by VDH-ODW for the NRV Regional Water Authority is below the practical quantification limit of the testing that was conducted or non-detect. The Authority and its members work to stay on the forefront of potential water issues and work closely with VDH-ODW to comply and address any issues before they arise.



CONTACT INFO

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