

FREQUENTLY ASKED QUESTIONS

Q. Why is my water supply turned off sometimes without notice? A. In an emergency situation Agency operators will isolate an effected area of the system to prevent excess water loss and property damage. On rare occasions we can hang tags on the door less used by the home owner.

Q. Following a shut down the water in my house was discolored, is this normal? A. If a water main is drained sediment can become dislodged from the interior of the main or your internal plumbing during the recharging of the system. If this happens flush your hot and cold water lines, until the water runs clear.

Q. Why is the water from my faucet sometimes cloudy? A. This is common, when a water main has been opened up for repair air enters the pipe and creates tiny air bubbles when the system is pressurized, creating a milky/cloudy appearance. This is completely harmless and does not affect the water's taste or quality. If the water is allowed to sit for a couple minutes, the air will dissipate and the water will clear.

Q. After a shut down, I see fire hydrants left open and flowing, why? A. After a repair has been made our distribution operators will thoroughly flush the affected area to remove air, silt and turbid water until it flows clean and has a chlorine residual necessary for the safety of our customers.

Q. How can I learn more about the quality of my drinking water? A. Each year the Amador Water Agency publishes a Consumer Confidence Report in accordance with state law and mails it to every customer. A copy of this report is available at www.amadorwater.org or by calling 209-223-3018.

If you ever have a question you would like answered, please call 209-223-3018 and you will be put in touch with the appropriate person.

AMADOR WATER AGENCY

12800 Ridge Road, Sutter Creek, CA 95685

Office Hours 8:00 A.M. - 5:00 P.M.

Phone 223-3018 "24 hours a day"

PRECAUTIONARY BOIL WATER ADVISORY

Emergency distribution system repair:
"In Progress"

Date _____ Time _____ A.M. P.M.

Scheduled Planned Outage:

From: Date _____ Time _____ A.M. P.M.

To: Date _____ Time _____ A.M. P.M.

Your water service may be interrupted due to either an unplanned system failure or scheduled maintenance in your area. Please be advised that Agency personnel are in the process of completing our work and will restore system pressure as quick as possible. Upon the completion of the repairs, Agency operators will flush the distribution system until the water flows clear and chlorine residual is present. We apologize for this inconvenience and appreciate your cooperation. During this outage as a precaution we suggest that you either "**boil your water**" or use "**bottled water**" for drinking and cooking purposes until bacteriological samples are taken and tested. **We have no evidence of water contamination** at this time but will **contact** you when the boil water advisory has been lifted.

Please call us for further information, questions or concerns about this notice.

If you are still concerned about the water quality and its safety or are at risk due to a compromised immune system please follow these instructions;

Precautionary Measures: Add 8 drops of "house bleach" to 1 gallon of water and let it sit for 30 minutes, or "boil water" for 1 minute at a rolling boil or use "bottled water" for drinking and food preparation.

FAQ's on the Back