



1246 West Main Street
Sylva, NC 28779

MEMORANDUM

FROM: Dan Harbaugh
Executive Director

DEH

TO: Jackson County Water System Customers
Cashiers, NC

DATE: 7 October 2015

REF: System Pressure Advisory

At approximately 2:15 PM today a contractor working on a property off Frank Allen Road in Cashiers damaged a 6" water main. This leak has impacted the water system we operate for Jackson County. The system has experienced periods of low pressure during this event and when pressure is restored you may experience periods when water will be colored from iron residue in the pipes or cloudy from air in the water. These problems will pass over time.

Although we believe the leak didn't cause any contamination of the water system, we are not able to verify that until we process a bacteria sample. This sample will be taken on the morning of October 8th, 2015 and should be processed by the afternoon of Friday October 9th, 2015. We will provide notices door to door when that report is received and there isn't any bacteria contamination detected, or you may contact our office after 3:00 PM on that afternoon for an update.

Once we have that report you will be able to use your water as you normally do. **Until this bacteria sample is processed and the water system safety is verified we advise you to either use bottled water or boiled tap water for human consumption.** If you choose to boil your water you need to bring it to a full rolling boil and hold it for a period of at least 1 minute, then allow the water to cool before use. Boiled water may be used for drinking, cooking and for personal hygiene needs.

We appreciate your patience in this situation. Please contact our office with any questions.

CC: System Files
Jackson County Public Works
Asheville Regional Office- NCDENR-PWS