

DEL ORO WATER COMPANY – PARADISE PINES DISTRICT

NOTICE OF PLANNED SHUT DOWN

MAIN LINE LEAK AT COLTER WAY AND DALTON WAY

Este aviso contiene información muy importante sobre su agua potable. Tradúcelo o habla con alguien que lo entienda. Visite nuestro sitio web en delorowater.com o llame al sistema de agua (530) 717-2502 para obtener más información.

Dear Resident:

Your water service will be temporarily shut-off **Monday, February 12, 2024**, from approximately **9:00 am** until **5:00 pm**. The actual duration of the shut-off will depend on the conditions encountered. Work may be done in the area in the days or hours prior to water being shut-off. DOWC personnel will be repairing a main line leak at the corner of Colter Way and Dalton Way. **Please see map on reverse for customers affected.** Customers should be prepared to have a loss of water pressure or no water service all together. DOWC suggests filling bathtubs, buckets or other containers to be used to flush toilets and/or for other sanitary needs. Updated information can be found on our website at www.delorowater.com. We also encourage our customers to sign up on our website for our emergency alert updates, sent out through text and or email. Please be sure your contact information is up to date by calling our customer support center at 530-717-2502.

Once the work has been completed, your water service will be restored if needed. Customers affected by the shut-off will be under a boil water notice until bacteriological sampling can be taken and the results received. This is normal procedure for a long shut down period as a safety precaution and is mandated by the County Health Department and the State Division of Drinking Water. Should you have any discoloration of your water after the water is restored, please run your faucets for a few minutes to flush the lines. If the discoloration does not clear up, please call our customer support center at 530-717-2502.

During the boil water notice, please follow the instructions on the attached BOIL WATER NOTICE to ensure health and safety. Water can be used for sanitary purposes not listed on the boil water notice, such as flushing toilets. More information about on water usage can be found here: <https://www.cdc.gov/healthywater/emergency/drinking/drinking-water-advisories/boil-water-advisory.html> A follow up notice will not be sent out when the boil water notice has been lifted, please check our website, call the customer support center, or be looking for emergency alerts for updates.

Thank you in advance for your patience and understanding. We apologize for any inconvenience this may cause.

Should you have any further questions of concerns, please call our customer support center at 530-717-2502.

Thank you,

Kaila Clark

Compliance and Asset Manager

