

**DEL ORO WATER COMPANY – STRAWBERRY DISTRICT**  
**NOTICE OF PLANNED SHUT DOWN TUESDAY, APRIL 2, 2024**  
**FOR MAIN LINE REPAIR ON RIVER DR**

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](http://delorowater.com) o llame al sistema de agua (530) 717-2513 para obtener más información.

Dear Resident:

Your water service **may** be temporarily shut-off **Tuesday, April 2, 2024**, from approximately **8:00 am** until **4:00 pm**. The actual duration of the shut-off will depend on the conditions encountered. Field staff will attempt to complete the repair without disruption of service to customers, but as a precaution, please be prepared for a possible shut-off. Work may be done in the area in the days or hours prior to water being shut-off. DOWC will be repairing a main line on River Drive. Customers should be prepared to have little to no water pressure. DOWC suggests filling bathtubs, buckets or other containers to be used to flush toilets, or for other sanitary needs. Updated information can be found on our website at [www.delorowater.com](http://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 530-717-2513.

Once the work has been completed, your water service will be restored (if needed). Please check our website for updates to determine if your service location will be affected by the shut-off and Boil Water Notice. 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 service 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 530-717-2513.

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 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 be sent out when the Boil Water Notice has been lifted. Customers can 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 or concerns, please call our customer support center at 530-717-2513.

Thank you,

Kaila Clark

Compliance and Asset Manager