

Boil Water Notice (BWN) Information

When is a Boil Water Notice (BWN) necessary? When water pressure has been lost in the distribution system, a boil water notice will be issued.

How will you know? An IRIS email alert will be sent to everyone and door hangers will be placed on homes that are affected (unless the whole community is affected.)

Then what? Water samples are taken to an independent lab and tested. Once the results return clear, another IRIS alert will be sent rescinding the boil water notice and door hangers put out.

More information:

If pressure in a main water line is lost for an extended period of time, the Texas Commission on Environmental Quality (TCEQ) requires the Travis County WCID Point Venture, TX2270038, public water system, to notify all customers affected to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.)

Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions.

To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes.

When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescind the boil water notice in a manner similar to the original notice.

The District uses the IRIS communication system to notify all customers. Door hangers will also be employed if the boil water notice only affects a portion of the District.

If you have questions concerning a boil water notice, you may contact the District office (512) 267-1641 during regular business hours (M-F 8am-4pm) or Inframark, the operator for Travis County WCID Point Venture, at our 24-hour Customer Service Line (281) 398-8211.