

## Additional Frequently Asked Questions

### **Will toilets still flush if there is little to no water pressure?**

Possibly, but only until the water stored in your toilet tank has been used. Once the tank is empty, it may not be refilled until normal water pressure is restored. Customers should plan accordingly during the scheduled outage.

### **Will the outage affect fire protection or emergency services?**

During the construction period, water pressure in the Red Hill Water System will be significantly reduced, which may temporarily affect fire protection capabilities. GCWSD has coordinated with local emergency response agencies to ensure they are aware of the scheduled work and can respond appropriately if needed.

### **How long will the Boil Water Advisory remain in effect?**

The Boil Water Advisory will remain in effect until bacteriological samples collected after service is restored have been analyzed and determined to meet all state and federal drinking water standards. Laboratory testing typically requires approximately 24 to 48 hours after samples are collected. Customers will be notified as soon as the advisory is lifted.

### **Will my water be discolored or cloudy when service is restored?**

Some customers may notice cloudy or slightly discolored water immediately after service is restored. This is generally caused by harmless air in the water or the disturbance of naturally occurring mineral sediments within the water mains.

If your water appears cloudy, allow it to stand in a clear glass for a few minutes. If the cloudiness clears from the bottom up, it is simply air. If the water is discolored, run the cold water from an outside faucet or the lowest faucet in your home for several minutes until the water clears. If discoloration persists, please contact GCWSD Customer Service.

### **Is it safe to bathe or shower during the Boil Water Advisory?**

Yes. Bathing and showering are generally safe during a Boil Water Advisory. Adults should avoid swallowing water while bathing or showering. Young children and individuals requiring assistance should be closely supervised to minimize the risk of ingesting water.

### **How much water should my household store before the outage?**

GCWSD recommends storing enough water for drinking, cooking, and basic sanitation during the five-hour interruption. As a general guideline, plan for at least **one gallon of water per person** for drinking and food preparation, plus additional water for pets and other essential household needs.

**Are accommodations available for medically vulnerable customers?**

Customers who rely on water for critical medical equipment or have special medical needs should make appropriate arrangements before the scheduled outage. If you require additional assistance or have questions regarding your specific circumstances, please contact GCWSD Customer Service before the scheduled construction.

**How will customers know when the Boil Water Advisory has been lifted?**

GCWSD will notify customers after laboratory results confirm the water is safe for consumption. Notifications will be provided through the District's normal public communication channels, which may include the District website, social media (Facebook), and local media outlets.