

Our Reference: WAT-06-06 / 231122187997

22 November 2023

WARNING **BOIL WATER NOTICE**

System monitoring has detected high turbidity (cloudiness) levels with the water in the Oxford Urban & Rural No. 2 water supply. As a precautionary measure, Council is issuing a Boil Water Notice to customers on the water supply to ensure that the water is safe for consumption. This is expected to be in place until the issues with the well at Domain Road are resolved. Council will ensure that all customers on the water supply are notified when a decision about this has been made.

Residents on the Oxford Urban & Rural No. 2 water supply need to use boiled tap water or store-bought bottled water for drinking, cleaning teeth, making ice, washing dishes and preparing food until further notice.

Boiling water will kill all disease causing organisms. Electric jugs with a cut-off switch can be used as long as they are full – allow the water to come to the boil and switch off. Do not hold the switch down to increase the boiling time. If boiling water in a pan, place the water in a clean metal pan and bring to a rolling boil for **one minute**. Care should be taken to avoid scalding injuries. Boiled water should be covered and allowed to cool in the same container. The taste will improve if allowed to stand for a few hours before use.

The supply is chlorinated but it is important that the water used for drinking, cleaning teeth, making ice, washing dishes and preparing food is brought to a rolling boil before use. Stored water and ice should be disposed of. For further information regarding water supply, see the Council's website for a list of frequently asked questions or phone customer services at 0800 965 468.

Please follow this advice to avoid gastroenteritis and other serious illnesses. If you do feel unwell, please seek medical advice from your GP or call Healthline on 0800 611 116.

Please share this information with friends, family and neighbours, who are on the same water scheme as you. Especially those who may not have received this notice directly (for example, people in holiday homes, and businesses). You can do this by posting this notice in a public place or distributing copies by hand.

Updates to this notice will be provided to the public through the Council's website (waimakariri.govt.nz) and social media platforms.

Yours sincerely



Kalley Simpson
3 Waters Manager