

Most common questions regarding boil water notice:

- Q: What happened?
- A: Six out of seven routine water samples collected on Monday July 24th tested positive for total coliform bacteria. Repeat samples were collected on Tuesday. Of those repeat samples Tank 1 tested positive for total coliform and E. coli bacteria. City staff was notified at approximately 9:30 am on Thursday July 27th. The sampling method used to test for E. coli takes 24-48 hours to complete. The boil water notice, as required by the State, was put out by 11:00 am, 90 minutes after notification.

- Q: Who is affected by the boil water notice?
- A: Anyone connected to the City of Mt. Shasta drinking water system. If you are in the County or on a well, you are not affected by the boil water requirement. This does not affect the Lake Siskiyou Campground, as they are on a separate water source. Also, this does not affect any other communities. The City of Mt. Shasta Spring Source only supplies water to the City of Mt. Shasta residents and those connected to the City of Mt. Shasta drinking water system.

- Q: What about the Mt. Shasta Spring Water that is delivered to my home?
- A: Mt. Shasta Spring Water deliveries are not affected by this notice. That water is supplied from a separate water source, not from the City's Spring source.

- Q: What is the suspected source of the E. coli?
- A: As of Thursday July 27 at 11:00 am, E. coli was found in Tank 1 only. Tank 1 has been taken offline and disinfected. The investigation and repeat sampling will continue.

- Q: How might this impact people visiting Mt. Shasta?
- A: They should not drink the water without boiling it first or drink bottled water.

- Q: Is it safe to bathe in the water?
- A: The notice does not specify that it is unsafe to use the water for bathing. The water should not be ingested while bathing.

- Q: Should businesses close in light of the boil water notice?
- A: It is up to the discretion of the business owner. Customers should be advised of the boil water requirement and unboiled tap water should not be served in restaurants.

- Q: Why wasn't I notified by phone? I didn't get the message. Why didn't the City go door to door and notify us?
- A: The City used a Code Red automated system to notify customers of the boil water notice. This is by far the fastest and most efficient method for getting important information out quickly. Door to door notification would have taken many hours and much manpower to complete. The Code Red system took only minutes to implement and distribute. If you didn't get the message, it's possible that you don't have a landline or an answering machine to take the call. If you want it sent to a mobile device, you need to sign up with Code Red for alerts.

- Q: How long will the boil water order be in effect?
- A: The State Water Resources Control Board will determine when to lift the requirement. Any corrective actions noted will need to be corrected, and at least two sample rounds will need to be completed with no positive E. coli results detected. Protection of public health is of utmost importance, so all officials will need to be assured that the issue is resolved.

- Q: If the City was chlorinating, why do residents still have to boil the water?
- A: The City does not continuously chlorinate or disinfect the water. After the initial positive E. coli sample, the City dosed Tank 1 system with a one-time dose of chlorine. Follow up samples are required to determine if E. coli is still present, or if it was a one time event.