



Immediate Release

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UPDATE: Low Water Pressure Advisory Lifted for Customers

Certified water quality tests meet all required standards

(Charlotte, N.C.) Effective immediately Charlotte Water is lifting the precautionary 48-hour low water pressure advisory issued on Monday, October 18. Charlotte Water customers can continue to use water as normal.

Immediately following the containment of the break, Charlotte Water staff flowed and tested samples from 260 fire hydrants and 104 other locations. The advisory notice has been lifted after water samples collected and tested have met all required water quality standards and bacterial testing was negative.

“The health and safety of our customers is always our top priority,” said Angela Charles, Charlotte Water Director. “This was a significant break that required coordination to isolate the break, a thorough assessment of the damage, and analysis of the impacts and appropriate next steps. We now have test results confirming that our water system worked as designed.”

“I wanted to thank the public for their patience and understanding as Charlotte Water has worked through this historic event,” said Charles. “We understand this was a challenging time for our customers and we appreciate your support and trust in our system and team. Charlotte Water is reviewing this incident for improvement opportunities including customer communications.”

Charlotte Water will continue to assess the damage of the water break and determine the extent and plan for the water main break repair.

If customers experience cloudy or discolored water, they should run cold water for 10-15 minutes. If the discoloration continues, please call 311 or 704-336-7600.

For more information and updates on next steps, go to charlottewater.org.

