



Media Update

October 19, 2021 – 3:00 p.m.

On Monday, October 18 at approximately 4 p.m. Charlotte Water (CLTWater) crews responded to a large water main break in the 1400 block of Remount Road. Crews discovered a 36-inch concrete pipe located under Irwin Creek broken and spraying water several feet in the air. The 36-inch pipe serves as a large transmission main that carries water several miles from the water treatment plant to neighborhoods in south Charlotte. The pipe has served the area since 1955.

The break caused low or no water pressure in a large water pressure zone. Pressure zones are used by CLTWater to maintain water pressure across the entire service area. Reports of no water were received by the airport and several customers in Charlotte neighborhoods south of I-85.

Customers who did not lose water service, do not need to act. However, customers who experienced a water outage and are located in the blue highlighted pressure zone on the attached map, are advised to boil water in an abundance of caution. The advisory is in effect for 48 hours from the time of the break (which will be Wednesday, October 20th evening) or until laboratory monitoring definitively concludes no contamination. Customers can use the online interactive map to determine if their address is in the low pressure zone.

Crews responded by closing nearby valves and isolating the break. Low or no pressure areas were soon restored to full service at approximately 7:30 p.m. on October 18th, 2021.

Though the risk of contamination is very low, technicians worked through Monday night to flush hydrants and take field measurements of drinking water quality. More than 260 locations are being sampled to ensure normal water quality.

Samples are also being sent to the laboratory to confirm field testing results. Official laboratory results are expected Wednesday and will guide Charlotte Water officials in determining if the Advisory can be lifted.

Charlotte Department of Transportation (CDOT) inspected the Remount Rd. bridge and determined that there is no threat to the traveling public.

Staff have also been in consultation with schools that were impacted to develop temporary operational plans for Tuesday and Wednesday.

CLTWater has not received any reports of illness due to drinking water before or during the advisory.

CLTWater is investigating the cause of the water main break and is initiating repairs. Updates about road work and any traffic impacts will be available on Charlotte Water's website and social media channels.