



October 4, 2024

### **Regarding Well/Pump Repairs:**

#### **Q: Are there any updates and where can I find them?**

A: Staff continues to work with suppliers to get the primary wells back in service. Currently we are unable to estimate the time of repair. As always, the City's website is the best source for the most comprehensive information where our community can find ALL the information in one place. While the City does use social media as a communication tool, most citizens of Washington do not subscribe to social media outlets.

#### **Q: My water is discolored; how can I be assured it is safe to drink?**

A: The Illinois Environmental Protection Agency (IEPA) sets the guidelines and regulations for safe drinking water. City operators collect and test samples on a daily, weekly and monthly basis and report results to the IEPA. Once our primary wells are operational again, the aesthetic issues residents are experiencing will go away within a few days.

#### **Q: Should I boil my water, use filters, or buy bottled water? Is it safe to do laundry?**

A: Washington's water is deemed safe to drink by the IEPA. Boiling water is a way of disinfecting your water if there is lack of disinfection out in the distribution system. Currently there is no issue with a lack of disinfection. It is your personal choice if you would like to use filters or drink bottled water at this time. If your water is severely discolored, it is not recommended to wash clothes.

#### **Q: Where can I sign up for true "all-call" options?**

A: Washington offers two community notification options:

- 1) **CodeRED** is an alert system that you can sign up for on the City's website. It can be found at the following link. <https://public.coderedweb.com/CNE/en-US/BF832171D755>
- 2) **E-Notify** is a secondary alert system used for urgent but not necessarily emergency use. It can be found at the following link. <https://www.ci.washington.il.us/egov/apps/egov/connect.egov>