



This is an **IMPORTANT** message from AVL Alerts, the City of Asheville's alert notification system.

Materials, equipment & personnel are on the ground at all three water treatment plants. At North Fork, contractors are focusing on rebuilding the 36-inch bypass line that Helene destroyed. That line serves 80 percent of Asheville water customers, most of whom are north of the Blue Ridge Parkway.

Complications from debris clogging what remains of the bypass line and then rainfall in the watershed after Helene arose on Friday and Saturday. While progress slowed, work continued. On Sunday morning, contractors were able to install new sections of the bypass line.

Those complications are an illustration of the impossibility of providing an accurate timeline for service restoration. Full system operations are still potentially weeks away

Damage assessments continue at William DeBruhl treatment plant in Bee Tree, after NCDOT crews cleared the road.

Mills River plant, which serves South Asheville, is operating at near-maximum output. Customers who have maintained water service are likely to remain in service.. Customers whose service was disrupted should begin to regain it.

It is important to note that a boil water advisory remains in effect for customers whose water service is returning. If you plan to use water for drinking, cooking, or any other form of ingestion (including brushing teeth), please boil it vigorously for a minimum of one minute beforehand. Water straight out of the tap is safe for bathing and washing dishes.

As service returns, pressure may fluctuate and/or air may be present in water lines. This could cause initial flow out of the tap to be sporadic.

Additionally, customers with water in South Asheville should employ conservation measures that will allow us to expand the service area as much as possible. Conserving water does not mean you should use no water -- normal use like flushing toilets and short showers should not cause the system to lose pressure. Large volume activities like filling bathtubs, long showers, watering landscaping, filling swimming pools, and washing vehicles will drastically increase the likelihood of service disruption.

Water Resources thanks our customers for their patience while we continue to make progress on rebuilding our catastrophically damaged water system.

For more information please contact City of Asheville Customer Service at (828) 251-1122.