



Important Information about Depressurization Events from the Southside Water & Sewer System

Dear Southside Water Patron,

On June 9, 2026 a portion of our water system experienced a depressurization event for homes west of 1735 Lakeshore. The depressurization issue has been resolved but we would like to ask you to flush your water system by running water for a few minutes through your home system.

Because your health is important to us, we want to explain in greater detail the steps we have and will continue to take to protect our water supply during a depressurization event. We would also like to inform you of the measures you may choose to take to protect your health should another pressure loss event occur.

In the event of a depressurization event, our certified water system operator, will be notified. In order to prevent contamination, we will flush the system and/or provide disinfection. Once these steps have been completed, we will test our water for coliform bacteria. Please note it takes 24 hours for the laboratory to run a test for coliform contamination. If test results indicate that coliform bacteria contamination has occurred, we will notify all water users immediately via a hand delivered notice and a subscriber alert on our website southsidewaterandsewer.org.

Even well designed and operated water systems such as ours may experience pressure loss (depressurization events) from time to time. When a significant pressure loss occurs there is a potential for back flow or cross connection contamination to occur in the water system's distribution system, thus initiating an opportunity for contaminants to be drawn into the drinking water supply. We have done our best to limit this potential through the implementation of our cross connection control program, and by continually disinfecting our system with low levels of chlorine.

While we have established these preventative measures to significantly diminish the potential for contamination, it is not possible for any public drinking water system to completely rule out the potential for contamination during a depressurization event. *This potential for the introduction of microbial and chemical contaminants into the water system may pose a special health risk for people with weakened immune systems (immuno-compromised persons), children and the elderly. If such contamination were to occur it may cause symptoms such as nausea, vomiting, diarrhea, cramps, headaches, or other symptoms.*

If you are concerned about the potential for contamination due to a depressurization event, please consume bottled water if you notice a decrease in pressure at your tap. (Boiling your water may not be an effective method to ensure that you are protected from all potential contamination).

If you have questions or concerns regarding our drinking water, please contact our maintenance supervisor at (208) 683-6103.

Thank you!

Southside Water & Sewer Board & Staff