

BOIL WATER NOTICE

High turbidity levels found in City of Watertown water

BOIL YOUR WATER BEFORE USING

Bring tap water to a rolling boil, boil for one minute, and cool before using. Or use bottled water certified for sale by the New York State Department of Health. Boiled or bottled water should be used for drinking, making ice, washing dishes, brushing teeth, and preparing food until further notice.

This Boil Water Notice applies to the City of Watertown and all customers served by the City.

What Happened ? Treatment technique exceeded maximum contaminant level.

Your water is routinely monitored for turbidity (cloudiness) to determine if it is being properly filtered. Water samples taken on December 21, 2025 had turbidity levels of 1.6 turbidity units. This is above the allowable standard of 0.3 turbidity units. Because of the elevated turbidity, there is an increased chance that your drinking water may contain harmful microbes.

Turbidity alone has no health effects. But it can interfere with disinfection, allow harmful microbes to grow, and may indicate the presence of harmful microbes, including bacteria, viruses, and parasites. These can cause diarrhea, cramps, nausea, headaches, or other symptoms and may pose a special health risk for infants, some elderly, and people with severely compromised immune systems.

But these symptoms are not just caused by microbes in drinking water.

If you experience any of these symptoms and they persist, you should seek medical advice.

What is being done ?

The City of Watertown is working closely with New York State Department of Health to correct this issue. Water is being treated using approved methods. The boil water notice will remain in effect until filter performance meets NYS Sanitary Code Standard 5-1.

It is likely that you will need to boil water until the problem is fixed. You will be informed when tests show that you no longer need to boil your water.

For more information, please contact:

Chad Vieth of the City of Watertown at (315) 785-7845 or the New York State Department of Health at (315)785-2277.

Please share this information with other people who drink this water, especially anyone who may not get this notice directly (for example, people in apartments, nursing homes, schools, and businesses).

You can do this by posting this notice in a public place or distributing copies by hand or mail.