



For Immediate Release

Contact: Utility Division Manager John Goodrich
503-718-2609
johng@tigard-or.gov

Water customers in Tigard's Canterbury area advised to boil water

Effective immediately, Tigard water customers in the Canterbury area are advised to boil their water.

This advisory only applies to a small number of water customers in the Canterbury pressure zone highlighted in green on the attached map. Generally, the area is bordered by:

- Pacific Highway (99W) to the west
- McDonald Street to the north
- 97th Avenue to the east
- Kable Street to the south

The city issued a reverse 911 notification to customers in the affected area this morning. The city estimates the area includes approximately 300 households, a few businesses and several apartment complexes and condominiums.

Within the affected area, tap water used for drinking, food preparation, brushing teeth, washing dishes and making ice should be heated to a full rolling boil for at least one minute. Boiling the water will kill any bacterial contaminants that could have entered the water system. Any consumables—such as ice or beverages—made with tap water after 5:30 p.m. on Friday, April 17 should be discarded.

The boil water advisory was issued after a loss of pressure occurred in the distribution system Friday around 5:30 p.m. The loss in pressure was caused by a pump failure in the Canterbury pressure zone. The pump failure was resolved in about an hour; the system has been functioning normally since that time.

While the drinking water is not known to be contaminated, Tigard is issuing a precautionary boil water advisory for the Canterbury pressure zone. The drop in water pressure could have allowed bacterial contaminants to enter the water system.

Water samples will be collected Saturday morning. Results from those samples will be available Sunday afternoon and will determine whether customers must continue to boil their water. The city's webpage (www.tigard-or.gov) will be updated and another reverse 911 notification will be issued when the advisory is lifted.