



Boil Water Notice Frequently Asked Questions

Where can I get bottled water?

-Some grocery stores and supermarkets are open and may have a limited supply of bottled water/jugs.

How long will the water boiling notice be in effect?

-City crews and the North Texas Municipal Water District (NTMWD), are working to resolve these issues as soon as possible.

How will I know once the “boiling water notice” is lifted?

-City will make an announcement via press release once notice has been lifted.

I have a water purification system attached to my faucet/Brita mug, etc. Do I still need to boil water?

-Yes, you will still need to boil all water you plan to consume or use. Water purification systems do not provide enough protection against any pathogens in the water that could be harmful.

I boiled water this morning is it ok to use now?

-Yes, once water has been boiled properly it does not need to be re-boiled. Boiling a large pot of water in the morning will allow you a safe source of water throughout the day.

Will low water pressure effect my water lines/pipes?

-Low water pressure should not affect water lines or pipes; it would be safe to keep your faucets on a steady drip to reduce the chances of future issues.

What if I ingest any water that has not been boiled?

-Likelihood of becoming ill is low, watch for signs of gastrointestinal issues and seek medical attention if symptoms worsen. Moving forward please only drink boiled or bottled water until “boil notice” has been lifted.

Is “Boil Notice” just specific to my street?

- Notice does apply to all residents North and West of Pioneer Road. Only those in impacted areas are required to boil water. If you are uncertain if your home is in the area indicated, it is best to boil water used for consumption for safety.

May I use ice from my Icemaker?

- At this time do not use water from any appliance connected to your water line, such as ice or water from a refrigerator.

Will we get a credit on our water bill for lapse in service?

- Currently, we are not offering any credits but are working quickly to try and resolve the issue.

If I have a “Boiling Water Line” attached to my sink will I need to boil water?

- No, if you have a line that is set for boiling water that water will not need to be re-boiled if it comes from that line.

How is The City of Mesquite notifying the public of the further issues or restorations?

- COM is issuing press releases to news stations and posting updates on social media platforms to try and keep all citizens as informed as possible.

What if I am currently staying in a hotel?

- Hotel guests can use showers but are not advised to drink the tap water from rooms, if boiling is not an option.

Can I still take a shower?

- Yes, you are still able to shower just please try not to get water in your face or mouth while bathing.