

**RICHLAND COUNTY GOVERNMENT  
UTILITIES DEPARTMENT**

7525 Broad River Road, Irmo, SC 29063  
T 803-401-0050 | F 803-401-0030 | TDD 803-576-2045  
rcu\_service@richlandcountysc.gov | richlandcountysc.gov



Feb. 4, 2022

Subject: Boil Water Advisory Notice

Dear Richland County Water Customer:

Today, Friday, Feb. 4, 2022, a Richland County Utilities operator reported that the tank water pump for Pond Drive failed to start. Richland County Utilities has fixed the pump issue; however, the pump failure caused a low-pressure condition in the waterline. Because of potential contamination and as a precautionary measure, a boil water advisory is in effect for Richland County water customers on Pond Drive.

Residents should boil water vigorously for at least one full minute prior to drinking, cooking, or using the water to make ice for beverages. This includes water for pets.

The boil water advisory is in effect until further notice. Richland County Utilities operators will test the water sample after 24 hours. If the water is safe, Richland County Utilities will lift the advisory and notify the customers. Utilities will also post this alert and subsequent alerts at:

<http://www.richlandcountysc.gov/Government/Departments/Utilities/Current-Alerts>.

As owner and operator of the public water system, Richland County Utilities is required by the S.C. Department of Health and Environmental Control to notify water customers about such breaches and to alert customers to boil their water if contamination is possible.

We sincerely apologize for the inconvenience, and we appreciate your patience as we work to maintain the water system.

If you have questions, please call Utilities at 803-401-0050.

Sincerely,

Jessica Mancine

Manager of Administration