

**RICHLAND COUNTY GOVERNMENT
UTILITIES DEPARTMENT**

7525 Broad River Road, Irmo, SC 29063
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November 2, 2023

Subject: Boil Water Advisory Notice

Dear Richland County Water Customer:

On today, Thursday, November 2, 2023, a resident of Pond Drive notified Richland County Utilities (RCU) about a water leak. Upon arrival, RCU's water operator discovered that a valve at a tank located on Pond Drive cracked and is leaking water. RCU Maintenance and Operations teams are actively working to repair the leak. 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. Richland County Utilities will lift the advisory and notify the customers when boiling water is no longer necessary. 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,

A handwritten signature in blue ink, appearing to read "Jessica Mancine".

Jessica Mancine
Manager of Administration