BOIL WATER ADVISORY

Notice to Customers of Town of Chilhowie

BOIL YOUR TAP WATER

Failure to follow this advisory could result in stomach or intestinal illness.

7/25/26

The Town Of Chilhowie advises all customers to boil their drinking water.
The boil water advisory is in effect until further notice.
A water main break in the Sulphur Springs Area resulted in portions of West Chilhowie to experience water pressure loss. The areas affected include Vance Drive, Crestwood, Echo Lane and surrounding areas.

DO NOT DRINK OR COOK WITH TAP WATER WITHOUT BOILING IT FIRST.
Boiled or bottled water should be used for drinking, beverage, and food preparation, and making ice until further notice. Boiling kills bacteria and other organisms in the water. Boiling is the preferred method to assure that the tap water is safe to drink.

To boil your water - Bring all tap water to a rolling boil, let it boil for one minute, and let it cool before using, or use bottled water.

If you cannot boil your tap water an alternative method of purification for residents that do not have gas or electricity available is to use liquid household bleach to disinfect water. The bleach product should be recently purchased, free of additives and scents, and should contain a hypochlorite solution of at least 5.25%. Public health officials recommend adding 8 drops of bleach (about ¼ teaspoon) to each gallon of water. The water should be stirred and allowed to stand for at least 30 minutes before use. Water purification tablets may also be used by following the manufacturer's instructions.

Once the Boil Water Advisory has been lifted, residents will be notified through the same methods of communication used to notify of the advisory.

For more information, please contact:
Town Hall 325 Lee Hwy
276 646 3232

For Frequently Asked Questions about boiling your tap water visit:
Virginia Department of Health – Office of Drinking Water FAQ website.

Update on the Boil Water Advisory for SOME AREAS of the Town of Chilhowie

The Boil Water Advisory (BWA) that was posted on Saturday, June 25th due to a water main break in the Sulphur Springs area is still in effect. *Once again, the areas affected include Vance Drive, Crestwood Drive, Echo Lane, and surrounding areas.*

While the town strives to minimize the inconvenience of a BWA on our residents, it is one of our utmost responsibilities to ensure the health and safety of our citizens to the best of our ability. That being said, one out of the many samples our staff has taken daily since the leak was repaired early Saturday morning showed trace levels of bacteria, so in an abundance of caution the advisory will remain in effect until our staff receives two days in a row of proper results.

At this time, we hope to be able to lift the BWA on Wednesday, July 29th. Public Notice will be given as soon as we able to lift it. Until then, and as always, you can contact Town Hall at (276) 646-3232 with any questions you may have.

Again, the Town of Chilhowie appreciates everyone's patience and understanding as we work to completely resolve this situation.