

## DRINKING WATER BOIL WATER ADVISORY

***Rochester Public Utilities (RPU's) water may be impacted due to loss of pressure.***

### **What happened? What is being done?**

On September 12, 2025, RPU experienced a loss of pressure in our water system due to a power outage in the southwest area after a tree fell onto a power line. Although water was restored within 25 minutes, RPU is issuing a Boil Water Advisory as a precautionary measure in the event that the loss of system pressure near your property could have allowed backflow to enter our drinking water distribution system along your street.

**The affected area is limited to customers within the Willow Heights High Level pressure zone as shown on the attached map.**

Testing is already underway to verify water quality, with results due within 24 hours. RPU will provide updates when test results are available.

### **What should you do?**

**Do not drink water before boiling it or use a safe alternative source.**

Bring all water to a full, rolling boil, let it boil for one minute or longer, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, and food preparation **until further notice**. Boiling kills bacteria and other organisms in water.

A safe alternative source includes bottled water.

After the system has restored pressure and lifted the advisory, its recommended consumers flush their building plumbing systems.

### **What may be the health effects?**

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

Symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, it is recommended you seek medical advice. People at increased risk should seek advice from their health care providers about drinking water.

### **For more information**

For more information, please contact RPU Customer Care at 507-280-1500. Do not call 911.

Please refer to:

[Community Drinking Water Advisory Guidance \(PDF\)](https://www.health.state.mn.us/communities/environment/water/docs/com/dwaguidance.pdf)  
(<https://www.health.state.mn.us/communities/environment/water/docs/com/dwaguidance.pdf>)

You can also call the EPA Safe Drinking Water Hotline at 1(800) 426-4791 for general guidelines regarding water quality safety.

This notice is being sent to you by Rochester Public Utilities. Water System ID # 1550010

Date Distributed: September 12, 2025.