



CITY OF TIGARD

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PRESS RELEASE

April 19, 2015

For Immediate Release

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Boil water advisory lifted for water customers in Tigard's Canterbury area

As of 9 a.m., Sunday, April 19, water customers in the Canterbury neighborhood no longer need to boil their water. The boil water advisory issued Saturday, April 18, has been lifted; tap water is safe to drink.

On Saturday, April 18, the City of Tigard issued a boil water advisory for a small number of customers in the Canterbury pressure zone. Generally, this area is bordered by:

- Pacific Highway (99W) to the west
- McDonald Street to the north
- 97th Avenue to the east
- Kable Street to the south

The boil water advisory was issued after a loss of pressure occurred in the distribution system Friday, April 17, around 5:30 p.m. The loss in pressure was caused by a pump failure in the Canterbury pressure zone. The pump failure was resolved in about an hour; the system has been functioning normally since that time.

While the drinking water was not known to be contaminated, Tigard issued a precautionary boil water advisory for the Canterbury pressure zone. The drop in water pressure could have allowed bacterial contaminants to enter the water system. Test results obtained this morning showed no signs of contamination and the boil water advisory was lifted.

The city's webpage (www.tigard-or.gov) has been updated and a reverse 911 notification was issued to let water customers in the affected area know that their water is safe to drink.

The City of Tigard regrets any inconvenience the boil water advisory caused. While the health risks were extremely low, the city's top priority is to safeguard the health of its water customers.

The city's reverse 911 notification system, CodeRed, performed well during this event. Within a span of about 5 minutes, the original boil water advisory message issued on Saturday successfully connected with 80-percent of the contacts in the affected area.