



Our team members continue to work around the clock.

Safety remains our priority as we continue to assess our systems and begin initiating repairs and restoration. While this work takes time, we are making progress. *Thank you for your understanding!*

Water Service Interruptions and Boil Water Advisory

We are working hard to restore service to our customers who have experienced an interruption to water service. We are repairing damaged water mains and facilities. We are also restoring critical power via generators. We are working hard to distribute bottled water to customers without service.

Boil Water Advisory

All Western NC customers remain under a boil water advisory. If you don't currently have service, once water service is restored you should boil water before consuming. Customers should boil water intended for human consumption for one minute prior to use.

Customer Notification

If you are not receiving alerts, please be sure to [sign up via the My Utility Account customer portal](#). Please make sure we have the correct, up-to-date information for your household. *We want to keep you informed!*

We are issuing notifications and updates to customers via phone, email, or text notification based on customer preferences. We will also notify as soon as the BWA is lifted for a community.

Reminders

- **Stay informed:** Our team is committed to keeping you informed. Updates, including when boil water advisories are issued or rescinded, will be shared via My Utility Account notifications and [on our website under Alerts](#).
- **Reach out if you need us:** Should you have questions or concerns, please contact our Customer Experience Team at **1-800-525-7990** or using My Utility Account.



[Manage](#) your preferences | [Opt Out](#) using TrueRemove™
Got this as a forward? [Sign up](#) to receive our future emails.
View this email [online](#).

500 West Monroe Street Suite 3600 | Chicago, IL 60661 US

This email was sent to .
To continue receiving our emails, add us to your address book.

emma®

[Subscribe](#) to our email list.