

Hurricane Hilary - Boil Water Notice

News Release Date
08-21-2023

Status Update as of 2 p.m. 8-28-2023

The MSWD boil water advisory has been lifted. The District, in conjunction with the State Water Resources Control Board and the Riverside County Health Department, has determined that customers' water is safe to drink. We thank you for your patience.

For more information,

- Water system: Mission Springs Water District, 760-3296448, www.mswd.org
- State or local public health department: Riverside County Department of Health www.rivcoeh.org

Status Update as of 10 a.m. 8-27-2023

The MSWD boil water advisory* remains in effect for customers in Area 2, with the approximate boundaries of North Pierson, East Mission Creek, Along Scenic, and West Indian Canyon. Impacted residents are advised to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution. Before the boil order can be lifted, the District must complete multiple third-party tests and receive authorization from the state.

Pending favorable test results, we anticipate lifting the boil notice on Monday. We apologize for the delay; however, the MSWD system sustained significant damage, and the safety of our water supply is our top priority. Please see below for a list of parcels and/or maps for more information.

- [Map of Area 2](#)
- [List of impacted addresses/parcels Area 2](#)

**Please note: the MSWD boil notice is not related to the boil notice issued in Southwestern San Diego County.*



Status Update as of 9 a.m. 8-26-2023

The MSWD boil water advisory* remains in effect for customers in Area 2, with the approximate boundaries of North Pierson, East Mission Creek, Along Scenic, and West Indian Canyon. Impacted residents are advised to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution. Before the boil order can be lifted, the District must complete multiple third-party tests and receive authorization from the state.

Pending favorable test results, we anticipate lifting the boil notice on Monday. We apologize for the delay; however, the MSWD system sustained significant damage, and the safety of our water supply is our top priority. Please see below for a list of parcels and/or maps for more information.

The MSWD boil water advisory has been lifted in Area 1. This notice only applies to homes/parcels located within Area 1 with the boundaries of East Indian Canyon Drive, South 13th Avenue, North of Moonlight Drive, and West of Casa and Bluma Drives. The District, in conjunction with the State Water Resources Control Board and the Riverside County Health Department, has determined that customers' water is safe to drink.

- [Map of Area 1](#)
- [Map of Area 2](#)
- [List of impacted addresses/parcels Area 1](#)
- [List of impacted addresses/parcels Area 2](#)

**Please note: the MSWD boil notice is not related to the boil notice issued in Southwestern San Diego County.*

Status Update as of 4:30 p.m. 8-25-2023

The MSWD boil water advisory* remains in effect for approximately 200 customers. Impacted residents are advised to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution.

Before the boil order can be lifted, the District must complete multiple third-party tests and receive authorization from the state.

Pending favorable test results, **we anticipate lifting the boil notice this weekend.** We apologize for the delay; however, the MSWD system sustained significant damage, and the safety of our water supply is our top priority.

If you have questions, please visit our website at www.mswd.org or call us at 760-329-6448.

**Please note: the MSWD boil notice is not related to the boil notice issued in Southwestern San Diego County.*

Status Update as of 9 a.m. 8-25-2023

The MSWD boil water advisory remains in effect for approximately 200 customers. Impacted residents are advised to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution.

Before the boil order can be lifted, the District must complete multiple third-party tests and receive authorization from the state.

Pending favorable test results, **we anticipate lifting the boil notice this weekend.** We apologize for the delay; however, the MSWD system sustained significant damage, and the safety of our water supply is our top priority.

If you have questions, please visit our website at www.mswd.org or call us at 760-329-6448.

Status Update as of 3 p.m. 8-24-2023

The MSWD boil water advisory remains in effect for approximately 200 customers. Impacted residents are advised to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution.

Before the boil order can be lifted, the District must complete multiple third-party tests and receive authorization from the state.

Pending favorable test results, **we anticipate lifting the boil notice this weekend.** We apologize for the delay; however, the MSWD system sustained significant damage, and the safety of our water supply is our top priority.

If you have questions, please visit our website at www.mswd.org or call us at 760-329-6448.

Status Update as of 8:00 a.m. 8-24-2023

The MSWD boil water advisory remains in effect for approximately 200 customers. Impacted residents are advised to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution.

Before the boil order can be lifted, the District must complete multiple third-party tests and receive authorization from the state.

Pending favorable test results, **we anticipate lifting the boil notice on Friday afternoon or Saturday morning.** We apologize for the delay; however, the MSWD system sustained significant damage, and the safety of our water supply is our top priority.

If you have questions, please visit our website at www.mswd.org or call us at 760-329-6448.

Status Update as of 4:30 p.m. 8-23-2023

The MSWD boil water advisory remains in effect. Impacted residents are advised to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution.

Before the boil order can be lifted, the District must complete multiple third-party tests and receive authorization from the state.

Pending favorable test results, we anticipate lifting the boil notice on Friday afternoon or Saturday morning. We apologize for the delay; however, the MSWD system sustained significant damage, and the safety of our water supply is our top priority.

If you have questions, please visit our website at www.mswd.org or call us at 760-329-6448.

Status Update as of 7 a.m. 8-23-2023

200 customers remain under the boil water advisory. We anticipate resolving the issue within the next 24-36 hours. All other water service has been restored. Should you have a water emergency, please contact the District at 760-329-6448.

For specific boil notice information, please click on one of the links below.

- [Boil Water Notice – English](#)
- [Boil Water Notice – Spanish](#)
- [What to do during a boil water advisory – English](#)
- [What to do during a boil water advisory – Spanish](#)
- [Map of Area 1](#)
- [Map of Area 2](#)
- [List of impacted addresses/parcels Area 1](#)
- [List of impacted addresses/parcels Area 2](#)

Status Update as of 8 a.m. 8-22-2023

200 customers remain under the boil water advisory. We anticipate resolving the issue within the next 24-36 hours. All other water service has been restored. Should you have a water emergency, please contact the District at 760-329-6448.

For specific boil notice information, please click on one of the links below.

- [Boil Water Notice – English](#)
- [Boil Water Notice – Spanish](#)
- [What to do during a boil water advisory – English](#)
- [What to do during a boil water advisory – Spanish](#)

- [Map of Area 1](#)
- [Map of Area 2](#)
- [List of impacted addresses/parcels Area 1](#)
- [List of impacted addresses/parcels Area 2](#)

Status Update as of 7:30 p.m. on 8-21-2023

All water service has been restored. If you do not have service, please contact MSWD at 760-329-6448.

Status Update as of 6:30 p.m. on 8-21-2023

MSWD is aware of a few isolated areas without water service. Crews have been working around the clock to restore service as soon as possible. Customers experiencing a water emergency or outage are encouraged to contact MSWD at 760-329-6448. Staff are available 24 hours a day, seven days a week, to assist customers.

Status Update as of 1:30 p.m. on 8-21-2023

Boil Water Notice Issued - Impacting approx 200 homes/parcels

Due to the aftermath of Hurricane Hilary, two areas of the MSWD system experienced low pressures. Out of an abundance of caution, MSWD is working with the State Water Board, Division of Drinking Water, and the Riverside County Department of Health and is advising residents in these areas to use boiled tap water or [bottled water for drinking and cooking](#) purposes as a safety precaution to avoid stomach or intestinal illness. We anticipate resolving the issue within the next 24-36 hours.

In total, the impacted areas include approximately 200 parcels/homes.

Area 1 = 175 Customers

Approximate boundaries = East Indian Canyon Dr., South 13th Avenue, North of Moonlight Drive, and West of the Casa and Bluma Drives

Area 2 = 30 Customers

Approximate boundaries = North Pierson, East Mission Creek, Along Scenic, West Indian Canyon

MSWD staff are going door-to-door delivering notices to customers. Lists and maps are at the bottom of this page. If you have questions, please call us at 760-329-6448.

In addition, MSWD is aware of a few isolated areas that are still without water service. Our crews are in the field working to restore service as soon as possible. Should the

boil notice need to be broadened, we will notify customers and provide updates on [MSWD.org](https://www.mswd.org) and on our social media feeds.

If you are experiencing a water emergency or outage, please contact MSWD at 760-329-6448.

Status Update as of 8:30 a.m. on 8-21-2023

Crews are currently in the field assessing damages. If you are without water, please call our emergency line at 760-329-6448. If you do not get through to an operator, please leave a detailed message with your concerns, and we will get back to you.

Status Update as of 6:30 a.m. on 8-21-2023

MSWD's Water and Wastewater systems remain operational, and we are continuing to be in close contact with the City and County Emergency Management offices. As the State and County have declared a local state of emergency, the MSWD lobby will be closed on Monday, Aug 21. Phone lines are open at 760-329-6448 for all emergency needs. For general customer service questions, please log into the [MSWD customer portal](#).

Supporting Documents

Boil Water Notice ENG 08-21-2023 168.74 KB

Boil Water Notice SPAN 08-23-2023 199.36 KB

What to do during a boil water advisory ENG 205.58 KB

What to do during a boil water advisory SPAN 199.85 KB

Map Area 1 1.44 MB

Map Area 2 685.05 KB

List of Impacted Addresses Area 1 92.63 KB

List of Impacted Addresses Area 2 70.82 KB