



Phone: 503-554-8333
1-855-554-8333 (TF)
Mail: P.O. Box 699
Newberg, OR 97132
Email: info@hilandwater.com
Internet: www.hilandwater.com

DRINKING WATER WARNING
Hiland WC-Helton has activated an unapproved groundwater source
BOIL YOUR WATER BEFORE USING

Reissued May 5, 2021

What happened?

The pump in the well approved for use by the Oregon Health Authority Drinking Water Program failed and Hiland has been unable to remove the pump from the well to replace it. Consequently, an unapproved well has been activated to continue providing water service to the community.

What does this mean?

Although there is no indication that the water produced from the unapproved well is unsafe to drink, this boil water notice is being issued out of an abundance of caution.

What should I do?

DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring all water to a boil, let it boil for one minute and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.

People with severely compromised immune system, infants, or the elderly may be at increased risk and should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at (800) 426-4791, or contact Oregon Health Authority, Drinking Water Services at (971) 673-0405. If you have specific health concerns, consult your doctor.

What is being done?

Hiland is expediting the process to gain approval and develop the unapproved well as a permanent source for drinking water. While testing, engineering, and construction process typically takes several months to complete, Hiland is working to complete this process as quickly as possible. We do not yet have a timeline but will keep you informed through our blog as we have more information. For more information, please contact **Hiland Water** at **503-554-8333** or **855-554-8333** or **PO Box 699, Newberg, OR 97132**.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.