

# Very Important



## Please boil your tap water before use

Please do not drink your tap water without first boiling it and allowing it to cool. This applies to water used for drinking, cooking, preparing food or brushing teeth. Boiled water can be stored in a covered container in the fridge for up to 24 hours.



### You may use the tap water for washing, bathing and toilet flushing

Customers in Alston and the Hillhead area of Brixham are advised to boil their drinking water before consuming following new test results for cryptosporidium. We are issuing this as a precaution following small traces of the organism identified overnight and this morning. We are working with public health partners to urgently investigate the source.

We apologise for the inconvenience caused and will continue to keep customers and businesses updated. Bottled water stations will be set up in the affected areas as soon as possible.

For those customers registered for Priority Services we will be delivering bottled water to your address. For all customers who have been issued with the Boil Water Notice you will receive an automatic payment of £15, as part of our Customer Promise when services are interrupted.

If you have any neighbours who may struggle to understand this notice, please check on them.

For the latest information please visit our website at

**[southwestwater.co.uk](https://southwestwater.co.uk)** or call **0344 346 2020\***

\*03 numbers are charged at standard rates and will be included in any free minutes in a mobile or landline phone contract