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BOIL WATER NOTICE

FREQUENTLY ASKED QUESTIONS

Steve Bowers, Media Relations Coordinator | 731.422.7459 | cell 731.616.0183 | sbowers@jaxenergy.com

Jackson Energy Authority | EPlus Broadband | EPlusTV 6 | 119 East College Street | Jackson, TN 38301 | 731.422.7500 | 731.422.7530

How did this occur?

Flooding in the Middle Fork of the Forked Deer River has broken a water main along Hwy 45 ByPass. The water is still dangerously high this is delaying repairs.

How long do I need to boil water?

We recommend 5 minutes at a rolling boil.

How long will this situation be in effect?

Jackson Energy Authority is currently utilizing all of its resources as well as working with neighboring utilities to restore water service as quickly as possible. Water pressure has been restored with the boil water mandate in effect until Jackson Energy Authority can run laboratory tests to insure safe water that meets all state standards.

What is JEA doing while the flooding is still occurring?

Jackson Energy Authority has valved off mains to retain water in the system and to reduce the likelihood of system contamination. We have agreements in place with other utilities and are working with them to acquire water on a temporary basis where available.

How can I help?

That would be great and there are a few things you can do. We ask that customers take precautions and limit use to only necessary activities during this period. General conservation efforts are what is needed: ensure that any irrigation systems set to automatic are turned off, valve off any water that you know may be leaking in your home, limit duration of showers, do not run sinks any longer than needed and limit flushes of commodes.

Also, if you have friends or neighbors who live in the Three-Way and Medina area that you could contact and let them know, it would ensure everyone was aware of the issues and doing what they can to help.

TEMA is delivering bottled water at the following locations:

In Three Way: Three Way Park

In Medina: At the Medina City Hall and Police Office in downtown Medina