



CITY OF WINTER SPRINGS

For Immediate Release:

Date: Tuesday August 22, 2023

For Media Inquiries:

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City statement on issuance of boil water advisory procedures

WINTER SPRINGS, Fla.— The City of Winter Springs is aware of statements made on social media about a boil water notice issued for the City of Winter Springs, specifically the Oak Forrest Subdivision. That is false. Currently, there are no boil water notices that have been issued for any part of the City.

Based on initial information, there are no known line breaks or pressure loss, and chlorine residual remains compliant. Therefore, there is no need for a boil water advisory.

Boil water advisories are issued by the utility, not by a neighborhood, community organization or private citizen. When a boil water advisory is issued, the City, along with the utility, takes several steps to notify residents.

Door hangers are placed on each residence within the area affected by the advisory and what steps they should take until that advisory is lifted.

Notifications are sent to residents via our eAlert notification system, alerting them of the situation and that an advisory has been issued.

Information about the advisory is posted to the City Website home page and official Winter Springs Facebook and Twitter pages.

Residents in the affected area who have their phone numbers on file with our Utilities Customer Service department will receive an automated phone call notifying them of the advisory.

Lastly, we work closely with our local media partners with broadcasting news of the advisory to help us get critical information to the public.

Please understand we here at the City are working hard to ensure that we communicate as best we can with our residents and will continue to do so in the future.

Official City of Winter Springs information will be distributed through the following channels: the City's official website, its official Facebook page, official Twitter account, and via eAlert notifications.

Residents are encouraged to sign up for our eAlerts service at the following link:
<https://www.winterspringsfl.org/community/page/emergency-ealerts>

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