

BOIL WATER NOTICE

THOMPSON STREET, MT COOK, WELLINGTON CITY

Kia ora,

Wellington Water advises that residents of all properties on Thompson Street, Mt Cook, must boil their water before it is used for drinking, food preparation or dental hygiene.

Following the repair of a burst pipe on Thompson Street, there is a low risk that the water has been contaminated with bacteria. The bacteria can be killed by boiling which is why a boil water notice has been issued as a precaution.

This boil water notice is in effect from 2pm Friday 13th June 2025 until further notice.

Samples will be taken for testing over the weekend to confirm when it is safe to remove the boil water notice. Wellington Water will advise when the boil water notice is lifted.

Next update: Monday 16th June 2025, 11am.

Boiling will kill all disease-causing organisms.

How to boil water for drinking:

- Bring water to a rolling boil (where bubbles appear in the centre and do not disappear when the water is stirred) for one minute
- Cool water (do not use ice cubes to do this) and pour into clean container with a lid
- Refrigerate until needed

Babies, young children, the elderly, and people who have compromised immune systems are more at risk of illness. If you get diarrhoea, vomiting and/or a fever contact Healthline (0800 611 116) or your doctor.

We're keeping our Facebook page up to date with all the latest information. Google 'Wellington Water Facebook' or head to [Facebook.com/WellingtonWater](https://www.facebook.com/WellingtonWater)

If you have an urgent issue, please call Wellington City Council on 04 499 4444.

FREQUENTLY ASKED QUESTIONS

How was the water contaminated?

Following the repair of a burst pipe on Thompson Street, there is a low risk that the water has been contaminated with bacteria. The bacteria can be killed by boiling which is why a boil water notice has been issued as a precaution.

What is the water contaminated with?

We're not sure if there is any contamination, however as a precaution we are testing for *E.coli* which is an indicator of bacteria being present in the water. This bacteria could just be *E.coli* or it could also be a protozoa such as cryptosporidium and giardia. Boiling water kills both *E.coli* and protozoa.

What are you doing to make the water safe to drink?

Now that service has been restored, safe drinking water will be delivered back into this segment of the network. Samples will be taken for testing over the weekend to confirm when it is safe to remove the boil water notice. Wellington Water will advise when the boil water notice is lifted.

When do I need to boil my water?

This boil water notice is in effect from 2pm Friday 13th June 2025 until further notice for all residents on Thompson Street, Mt Cook. An update will be provided on Monday, June 16 at 11am with a further update.

How long do I need to boil the water for?

Boiling will kill all disease-causing organisms.

- Place the water in a clean metal pan and bring the water to a rolling boil (where bubbles appear in the centre and do not disappear when the water is stirred) for one minute
- Cool water (do not use ice cubes to do this) and pour into clean container with a lid
- Refrigerate until needed

What are the potential adverse health effects from drinking unboiled water?

Babies, young children, the elderly and people who have compromised immune systems are more at risk of illness. If you get diarrhoea, vomiting and/or a fever contact Healthline (0800 611 116) or your doctor.

I have a water filtration unit installed. Does this make the water safe?

No. Filtered water should also be boiled for minute before using it for drinking, food preparation or dental hygiene.

Can I use my coffee machine, soda machine or ice maker?

Machines that are connected to the water supply should not be used. Use boiled water or bottled water for making coffee, ice or soda drinks.

Can I use the shower and bath?

Yes, you can, as long as you don't swallow the water. Toddlers and infants should be sponge bathed to reduce the chance of them swallowing the water.

Can I still use the water for washing the dishes and doing the laundry?

Dishes can be washed using boiled water. If your dishwasher has a hot setting, it can be used to wash dishes. If it doesn't have a hot setting, once it's finished, rinse the dishes in a bleach solution afterwards (1 tablespoon unscented household bleach per 5 litres of water). Allow the dishes to completely air dry. You can continue to do your laundry as you normally would.

Is it safe to wash my hands in the tap water?

Yes it is, as long as you follow a proper handwashing technique. This includes rubbing all parts of your hands with soap and water for a minimum of 20 seconds.

What about teeth brushing and shaving?

Only use boiled or bottled water to brush your teeth. You can shave as usual using tap water.

How long will the boil water notice be in place for?

The boil water notice will remain in place until further notice.

What should I do about feeding my baby?

If breastfeeding, continue as usual. If you are using baby formula, prepare using bottled or cooled, boiled water. Wash and sterilise bottles and teats by boiling or microwaving.

What about my pets?

Pets can usually drink untreated water.

What should I do once the boil water notice is lifted?

Run your cold taps for 5 minutes before using the tap water. Flush any appliances e.g. coffee machines, that are connected to the water supply. Hot water cylinders and header tanks may need to be drained and refilled.

Who can I contact for more information?

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