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FOR IMMEDIATE RELEASE

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EPWater continues efforts to restore water services to thousands of customers

Precautionary boil water notice still in effect

EL PASO – Crews have been working through the night to repair a broken large water main that led to 15 water reservoirs being drained in the early morning hours of Jan. 11. Efforts to refill water reservoirs have been successful, with nine reservoirs now at healthy levels.

“It’s encouraging that several neighborhoods now have water service, but a large number of customers are still without service,” said Vice President of Operations and Technical Services Gilbert Tejo. “We are doing everything in our power to expedite full restoration of the system as soon as possible.”

Crews used alternative strategies and methods to divert water flowing through the large main so that repairs can be completed. The damaged main, which connects to several smaller distribution lines, caused water reservoirs to drain quickly and further complicated the repair. Although some areas have had their water service restored, we are anticipating **72 hours from the time of this news release for the full restoration of the system.**

Customers in the affected area are asked to minimize water use, even if they currently have service. Please limit all discretionary and nonessential water use until the system is fully stabilized.

Precautionary boil water notice remains in effect

Because of low water pressure and drained reservoirs, EPWater issued a **precautionary boil water notice** for customers in the impacted area (see attached map). EPWater has been coordinating closely with the Texas Commission on Environmental Quality on both the outage and boil water notice.

“EPWater is gaining and making progress in the impacted areas as sampling efforts show improvement in the water quality,” Tejo said. “However, the boil water notice cannot be

completely lifted until water quality tests show the water is safe to drink, and results are not expected until Tuesday morning at the earliest.”

Water is safe for hand-washing. EPWater will notify customers once the water is confirmed to be safe to drink. Customers in the impacted area should:

- Boil all water used for drinking, cooking and ice making.
- Bring water to a rolling boil for three minutes, then allow it to cool.
- Use bottled water as an alternative.
- Businesses should discontinue use of drinking and soda fountains connected to tap water.

Water distribution

EPWater has been working with several community partners to increase the amount of water distribution centers and water availability. El Pasoans Fighting Hunger, Fort Bliss and several local engineering firms have donated bottled water and water tankers.

New sites have been added below. Most sites have both bottled water and water tankers. It's important that customers remember to bring their own containers.

- North Skies Park
- Sue Young Park
- Arlington Park
- Sunrise Park
- Chisholm Park (across from Clendenin Elementary School)

If you know a senior citizen or disabled resident who is unable to reach a water distribution site, please contact Customer Service at **915-594-5500**.

Property damage inquiries

- Email: claims@epwater.org
- Phone: 915-594-5563, 915-596-5577

For more information and FAQ's on the boil water notice, visit epwater.org.

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