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**FOR IMMEDIATE RELEASE****January 11, 2026****EPWater Responds to Water Outage in Northeast and Parts of Central El Paso***Precautionary Boil Water Notice Issued*

**EL PASO** – Early this morning, a major water main broke near the intersection of Girl Scout and Transmountain, near Skyline Park in Northeast El Paso. The break impacted an estimated **38,000 customers** in Northeast and parts of Central El Paso (see attached map), resulting in little to no water service. The main installation at Fort Bliss is not affected, though McGregor Range is impacted.

The damaged main feeds several smaller distribution lines and caused approximately 15 water reservoirs to drain.

“We understand how disruptive this outage is and sincerely apologize for the inconvenience,” said Gilbert Trejo, Vice President of Operations and Technical Services. “Restoring service and protecting public health are our top priorities. Our crews have been working around the clock and will continue 24/7 efforts until service is restored.”

**Service Restoration**

Full restoration could take **up to 36 hours**. Customers who currently have water may still experience outages as crews refill reservoirs and stabilize the system. EPWater is asking residents and businesses to **minimize water use and suspend all non-essential use** during this time.

**Precautionary Boil Water Notice**

Due to low water pressure and drained reservoirs, EPWater has issued a **precautionary boil water notice**.

Customers 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.

EPWater will conduct water quality testing and notify customers once the water is confirmed safe.

**Water Distribution**

Customers may bring containers to:

- Sue Young Park
- Arlington Park
- Sunrise Park

Bottled water (no containers needed):

- **Chisolm Park** (across from Clendenin Elementary School)

“This is an unprecedented outage, and we are responding with urgency,” Trejo said.

Residents aware of **elderly or disabled individuals in need of water delivery** should call **915-594-5500**.

#### Property Damage Inquiries

- Email: [mshark@epwater.org](mailto:mshark@epwater.org)
- Phone: 915-594-5522

Please note that while service may be restored within 36 hours, **full repairs to the water main could take several days**.

