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FOR IMMEDIATE RELEASE

Jan. 15, 2026

Northeast and Central El Paso boil water notice rescinded

Customers should flush lines before consuming water

EL PASO – The Texas Commission on Environmental Quality (TCEQ) has given El Paso Water approval to rescind the Boil Water Notice that was issued Jan. 12.

The notice was a precautionary measure because of low water pressure in service areas in Northeast and Central El Paso resulting from a large main break that drained 15 reservoirs Jan. 11. EPWater took samples across the boil water notice area, and test results indicate that water in the entire original identified area is safe for drinking, cooking, bathing and to give pets.

“We want to thank several community partners who stepped up to provide water tankers and bottles of water during this emergency to keep the public safe,” said Vice President of Operation and Technical Services Gilbert Trejo. “We especially want to thank our customers for their patience. Protecting public health remains our priority.”

Customers should not panic if their water changes in color, taste, smell or pressure as the system stabilizes. The changes in pressure can stir up sediments and minerals that settle in pipes naturally and are not harmful. Sputtering is normal as air in the plumbing is released.

What should customers do?

- Run a cold-water tap, not the hot water side, which is furthest from their meter for a few minutes.
- Ice makers and faucet aerators should be flushed, and water filters cleaned/replaced.
- If clean water does not result after running the tap for a few minutes, call the water quality help line at 915-594-5733.

All six water distribution sites managed by EPWater will cease operations today at 10:00 p.m.

The following is mandatory notice language from TCEQ:

On Jan. 12, 2026, the Texas Commission on Environmental Quality required El Paso Water Utilities-Public Service Board, public water system 0710002, to issue a Boil Water Notice to inform customers, individuals or employees that due to conditions which occurred recently in the public water system, the water from this public water system was required to be boiled prior to use for drinking water or human consumption purposes.

The public water system has taken the necessary corrective actions to restore the quality of the water distributed by this public water system used for drinking water or human consumption purposes and has provided TCEQ with laboratory test results that indicate that the water no longer requires boiling prior to use as of Jan. 15, 2026.

El Paso Water has met the requirements of the TCEQ to rescind the boil water notice, which includes restored flow and stable pressures of at least 35 psi, chlorine residuals of at least 0.5 mg/L, and negative total coliform and E. coli bacteriological results throughout the affected areas. If there are questions concerning this matter, please contact Nancy Nye, Environmental Compliance Manager, at 915-263-4048.

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