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Dear customers, there has been some confusion, as incomplete information was shared from the County's pages. Please Note: Our Boil Water Notice is only for customers in the Indian Springs and Hillsborough areas of California American Water's service area (about 110 service connections). Those customers received a paper notice on their doors on 2/26/2023.

If you did not receive a notice, you are not impacted.

Those who did receive notice should continue to follow the guidance provided. A water service line break and continuing weather challenges have caused delays. Once water tests show that water is safe to drink, and you no longer need to boil your water we will inform you. Water pressure should be restored to all customers at this time. If you are experiencing low or no pressure please contact us at Customer service number 1-888-237-1333. Again, only customers in the Indian Springs and Hillsborough areas are effected by this notice.