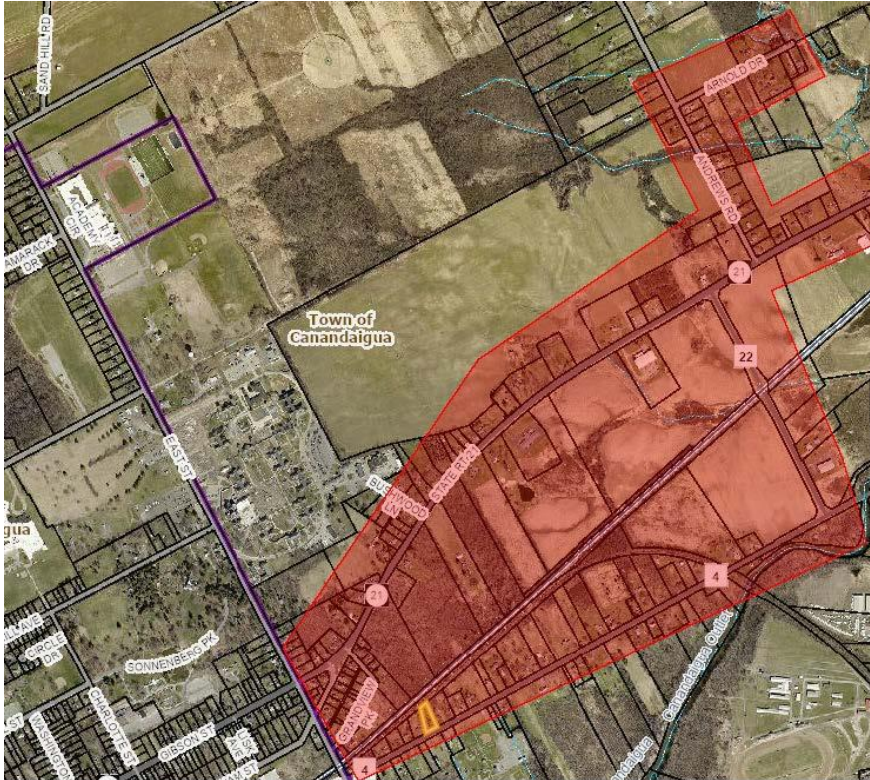


Town of Canandaigua

5440 Routes 5 & 20 West
Canandaigua, NY 14424
(585) 394-1120 ~ townofcanandaigua.org

Established 1791



Boil Water Order

Town of Canandaigua customers within the following area: Andrews Road, Arnold Drive, County Road 22, County Road 4, and State Route 21 N.

are advised to boil their water for drinking and culinary purposes. A rolling boil must be maintained for a minimum of three (3) minutes.

This notice is to remain in effect until further notice.

At about 11:30 AM on Tuesday February 28, 2023 a water transmission main in the City of Canandaigua between Jefferson Street and Ontario Street burst. When water pipes lose pressure, it increases the chances that untreated water and harmful microbes could enter the water distribution system. Under these circumstances, we are required under New York State Department of Health regulations to advise all affected water customers to boil water for drinking, food processing, brushing teeth or other consumption purposes for a minimum of three (3) minutes.

Upon the completion of the repairs, the City and the Town will conduct water sampling for the next 2 days until two consecutive samples have been deemed to be in compliance with City, State, and Federal water quality standards. At that point the local news media or other means will be used to advise that your drinking water no longer needs to be boiled. Please check our website and Facebook pages for the most up to date information. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly.

We regret the inconvenience this may cause you but out of the abundance of caution we ask for your understanding during these next few days. Please contact us with any questions at (585) 394-3300.