

Town of Canandaigua

5440 Routes 5 & 20 West
Canandaigua, NY 14424
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Established 1789

PRESS RELEASE

PLEASE TAKE NOTICE 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.

Roads/Areas affected are as follows:

State route 21 From the city line to the municipal border
County road 4 from the city line to county road 10
County road 22
Andrew's road from route 21 to Arnold Drive
Arnold drive to dead end.
Grandview Park
Gorham Street Ext.

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 encourage our residents to contact the Department of Health (315) 789-3030 or the Town of Canandaigua Water Department (585) 394-3300 with any questions or concerns. We apologize for any inconvenience this may have caused and thank you for your patience and understanding.