

WATER ADVISORY LIFTED

Customers of Caryville-Jacksboro Utilities Commission were notified on August 13th of a potential problem with our drinking water and were advised to avoid contact with water out of an abundance of caution until further testing and investigation could be completed. On August 15th, an update was sent to customers that based on the initial sampling results the scope of the initial advisory could be reduced.

We are pleased to report that the remaining sample results have returned with parameters undetected and all samples below established health limits. As a result, the Caryville-Jacksboro Utilities Commission in consultation with the Tennessee Department of Environment and Conservation can lift the advisory for the remainder of the system.

All customers can return to normal use

Customers in the portions of Caryville and all of Jacksboro that were downgraded to a Do Not Consume advisory yesterday should flush their interior plumbing with the included instructions if they haven't already done so. If you continue to detect a gasoline odor in your tap water after premise flushing, please reach out to us for further investigation.

This advisory was issued out of an abundance of caution. We apologize for any inconvenience and thank you for your patience.

Please note:

You may experience lower pressure than normal at this time due to large amounts of customers beginning to use their water at once. If you experience low pressure, please reduce use until a higher-pressure resumes. This is to help maintain overall pressure within the system and prevent additional issues as a result.

As always, you may contact Caryville-Jacksboro Utilities Commission at (423) 562-9776 or email customerservice@cjuc.net with any questions or additional concerns.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by Caryville-Jacksboro Utilities Commission

State Water System ID#: TN0000322

Date distributed: 8/16/2026

If instructed to flush interior plumbing, see the following instructions. This does not need to be repeated if performed previously:

In order to prevent large loss of pressure, please adhere to the following:

Addresses ending with an even number, please flush between 12:00 pm to 2:00 pm

Addresses ending with an odd number, please flush between 2:00 pm to 4:00 pm

- Start premise flushing after system lines have been flushed. Flushing involves opening taps and letting the water run to remove water that has been standing in the interior pipes and/or outlets.
- Open a couple of cold taps, including outside spigots, and run for 15 minutes to clear the customer service line from main.
- After that is done, open each cold tap one at a time and run that for 5 min to clean that specific line. Begin nearest to where water enters the building and move toward the farthest tap. Repeat for rest of the cold taps. Then do the same for the hot taps.
- Water-using devices may require additional cleaning steps in addition to flushing (e.g., discarding ice). Consult the device manufacturer's maintenance instructions.