

WATER ADVISORY UPDATE

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.

We are pleased to report that a majority of the initial sample results have come back, with all parameters undetected and below established health limits. These samples were collected at 11 locations spread across the system.

As a result, the Do Not Consume advisory is being lifted for the service area around the Patty Hill tank, Royal Blue tank, Valley Camp tank, and Caryville tank. These areas were served by the unaffected Cove Lake water treatment plant at the time of the potential contamination and had no customer complaints along with testing with non-detects on the results received to date. can return to normal use.

We are awaiting additional results for the areas served by the Posey Hill tank, Cave Springs tank, Mount Paran tank, Eagle Bluff tank, and Lakewood tank which is where most customer complaints occurred. However, based on the preliminary results received to date, the Caryville-Jacksboro Utilities Commission in consultation with the Tennessee Department of Environment and Conservation can reduce the current advisory to a Do Not Consume advisory.

We anticipate results of the additional testing back tomorrow afternoon and will provide additional updates at that time. We apologize for any inconvenience and thank you for your patience.

Please see below for more detailed information based on your area of the system:

Caryville area:

Andrews Lane, Apperson Lane, Bill Ray Lane, Bobcat Trail, Broyles Drive, Card Lane, Cedar Lane, Cemetery Road, Center Lane, Church Court, Church Street, Comfort Lane, Cove Circle, Cox Lane, Daugherty Lane, Davis Lane, Dilbeck Lane, Dillon Lane, Dogwood Road, Dove Way, Dower Lane, East Maple Street, Eagle Rock Road, Elizabeth Lane, Fall Creek Lane, Herron Lane, Hickory Lane, Old Highway 63, Hillcrest Drive, Hilltop Circle, Hollow Lane, Howard Baker Highway, John McGhee Boulevard, Lake Lane, Lake View Road, Lees Lane, Leonard Lane, Little Cove Creek Road, Luther Seiber Boulevard, Main Street, Money Road, Mountain Road, Oak Lane, Overlook Lane, Patty Hill Road, Pearl Street, Perry Smith Lane, Pilkey Lane, Pine Tree Lane, Red Oak Circle, Ridge Road, Royal Lane, Sharps Lane, Sonny Boshears Lane, Stacey Lane, Tackett Loop, Tennessee Street, Titus Hollow Road, Tram Road, Turtle Point Lane, West Lowe Drive, West Maple Street, Walnut Street, Wolf Run Lane, Yoakum Circle

Customers in this area may return to normal use. There is no need to flush internal plumbing

Caryville and Jacksboro area:

Any service address not listed above in Caryville and includes all of Jacksboro

Customers in this area are downgraded to a Do Not Consume advisory. Out of an abundance of caution due to the number of initial complaints received and until full sampling results are known, continue to not drink your tap water. Bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. This area may resume body contact with the water via handwashing, bathing, and showering.

In anticipation of being able to fully lift the advisory within the next day, these areas may also begin to slowly flush their interior plumbing with the included instructions. If you continue to detect a gasoline odor in your tap water after premise flushing, please reach out to us for further investigation.

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: 8/15/2026

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

Addresses ending with an even number, please flush between 6:00 pm to 8:00 pm

Addresses ending with an odd number, please flush between 8:00 pm and 10:00 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.