

Lincoln Avenue Water Company

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February 7, 2025

To Our Altadena Strong Community,

We are all heartbroken over the devastation caused by the Eaton Fire. This was an unimaginable event that has impacted so many. Approximately 2,600 homes in our service area alone have been damaged or destroyed. As we grieve with our community, we haven't lost sight of our commitment to providing safe and reliable drinking water.

On January 8, 2025, we issued a "Do Not Use" order. Following further discussion with the California State Water Resources Control Board, Division of Drinking Water (DDW), on January 14, 2025, our status changed to a Do Not Drink – Do Not Boil order. These were issued as a precautionary measure until test data was available.

As of today, this notice has been updated to inform customers that we have detectable levels of Benzene over the maximum contamination limit (MCL) in 20 out of 183 samples that have been analyzed so far. These sites are in heavily damaged areas on E Manor St., Highview Ave., W Pine St. and E Pine St. Please see the attached order for detailed information on water use limitations.

As we wait for additional results, sampling is still ongoing. Follow-up testing is also being conducted to confirm these detections. By the end of next week, more than 350 samples will have been taken with more to follow.

We are working with DDW Engineers who are experienced in fire response and recovery. All sample sites have been carefully selected and approved by their team. Lincoln Avenue has also chosen to take more samples than is required and will continue to expand these sites as we move forward.

A common question is how this contamination occurs. Smoke, hot gases and chemicals from burning vegetation and structures can enter the water service line as the water pressure drops. Contaminants can then adhere to the inside of pipes.

The best way to mitigate benzene detection is through multiple flushing cycles, which is actively being done. Once flushed, the pipes must be isolated and remain stagnant for 72 hours. This will allow any contamination to leach back into the water, if present. This is a long but necessary process to ensure our system is safe.


We understand the frustration that our community is feeling. We would also like this process to move faster. However, there are no short cuts when it comes to health and safety.

We will continue to keep you informed as findings are evaluated.

The Board of Directors and staff at Lincoln Avenue Water Company are committed to meeting the challenge of providing high quality, reliable water service to our customers at the most economically feasible cost.

If you have any questions, please contact our office at (626) 798-9101.

Sincerely,
Lincoln Avenue Water Company



Jennifer Betancourt Torres
General Manager

UNSAFE WATER ALERT

Este aviso contiene informacion muy importante sobre su agua potable. Para una copia en español, favor de llamar al sistema de agua (626) 798-9101.

**LINCOLN AVENUE WATER COMPANY IS UNDER AN UNSAFE WATER ADVISORY.
SOME AREAS OF THE WATER SYSTEM HAVE HAD DETECTIONS OF CONTAMINANTS.**

DO NOT DRINK-DO NOT BOIL YOUR WATER **Failure to follow this advisory could result in illness.**

Due to the Eaton Fire, some structures within the Lincoln Avenue Water Company service area were destroyed by the fire, and a section of the Lincoln Avenue Water Company water system depressurized. Follow-up testing for volatile organic chemicals (VOC) detected Benzene at sample sites located on E Manor St., Highview Ave., W Pine St., and E Pine St. Benzene results so far are as high as 22 parts per billion (ppb). The current MCL is 1 ppb. These findings are being carefully evaluated, and mitigation measures are in place to ensure water safety. The State Water Resources Control Board, Division of Drinking Water; Los Angeles County Public Health Department; and the Lincoln Avenue Water Company are advising residents of the affected area to **NOT USE THE TAP WATER FOR DRINKING AND COOKING UNTIL FURTHER NOTICE.**

Due to VOCs' ability to vaporize at lower temperatures and become airborne, residents are advised to:

- **Limit use of hot water**
- **Limit shower time/bathing, and do not take baths (use lukewarm water and ventilate area)**
- **Use a dishwasher to wash dishes and use air dry setting**
- **Wash clothing in cold water**
- **Avoid using clothes dryers (dry laundry outdoors)**
- **Do not use hot tubs or swimming pools**
- **Do not use ice from automatic ice makers**
- **Use proper ventilation when using water indoors**

What should I do?

- **DO NOT DRINK YOUR TAP WATER---USE ONLY BOTTLED WATER.** Bottled water should be used for all drinking (including baby formula and juice), brushing teeth, making ice and food preparation **until further notice.**
- **DO NOT TRY AND TREAT THE WATER YOURSELF.** Boiling, freezing, filtering, adding chlorine or other disinfectants, or letting water stand will not make the water safe.

UPDATES TO THIS ADVISORY WILL BE PROVIDED BASED ON MONITORING RESULTS.

For more information, call (626) 798-9101 or visit our website at lawc.org.

This notice is being sent to you by the Lincoln Avenue Water Company, California Public Water System ID # CA1910063. Date Distributed: 02/06/2025

Please share this information with all other people who receive 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.