



May 17, 2026: Attention Lakewood Hills water customers in Pacific, Mo.

UPDATE, 9:15 a.m.: Our Lakewood Hills system has been fully restored. Samples for a required bacterial test to ensure the system is safe were taken yesterday, and the results that came back today were good. Customers are no longer under a precautionary voluntary boil advisory.

UPDATE, 7:20 p.m.: Repairs have been completed. Water pressure will continue to increase as we work to fully pressurize the system.

A precautionary, voluntary boil advisory remains in effect until further notice - likely through the weekend.

UPDATE, 3:30 p.m.: Crews have located the leak and are actively making repairs. Bottled water is available at the intersection of Doc Sargent Road and Wildwood Drive (park area). Initial supplies are limited - please take only what you need to ensure all customers can receive water. We will restock supplies.

Until repairs are complete, we ask customers who may have water pressure to please limit use to help maintain system integrity. Once service is restored, a precautionary, voluntary boil advisory will remain in effect until further notice. Details are below.

Water customers on our Lakewood Hills system in Pacific, Missouri, are currently experiencing an outage. Crews have been called to the scene to address the issue; we do not have an estimated service restoration time at this moment.

Once service is restored, customers on the Lakewood Hills system (see map below) will be under a precautionary voluntary boil advisory. The advisory will allow for a required bacterial test to ensure the system is safe. Customers are encouraged to follow the safety guidelines below.

During a boil advisory, it is recommended that customers:

- Boil water vigorously for three minutes prior to use for cooking or drinking.
- Let water cool sufficiently before drinking.
- Disinfect food contact surfaces (dishes) by immersing them for at least one minute in clean tap water that contains one teaspoon of unscented household bleach per gallon of water.
- Dispose of ice cubes and remake with water that has been boiled.
- Water used for bathing does not need to be boiled.

