

Important Information for customers of the Pilgrim Hills Water System in Coventry

Updated on 8/10/17 at 11:30 a.m.

This is a message from The Connecticut Water Company for customers of the Pilgrim Hills public water system in Coventry, this affects approximately 75 homes on the following streets: Grant Hill Road, Mill Race Drive, Appian Way, Wolf Hill Road, Carnic Alps Road, MaryAnn Drive, Mark Drive, Alice Drive, Mark Road, and Harriet Drive.

A contractor damaged the water main and caused water pressure to drop below 20 pounds per square inch. As a precaution, Connecticut Water is advising customers to boil their tap water before using it for drinking, cooking, food preparation, reconstituting baby formula or using for any purpose where it will be consumed. Or customers may use bottled water for these purposes. The water can continue to be used for bathing, cleaning, sanitation or other purposes where the water is not consumed. Customers affected by the advisory will have received a telephone call if the number is on file with Connecticut Water.

Once service has been restored, we will collect water quality samples to verify that bacteria did not get into the water when the pressure dropped. We expect to receive water quality test results the afternoon of Friday, August 11. We will notify customers when the boil advisory is lifted, but until customers in the affected area should continue to boil the water before consuming.

As we continue to restore service and flush the system, you may experience air and sediment in your water. This is normal and should dissipate after running the tap for a few moments.

Customers with questions should call The Connecticut Water Company at 1-800-286-5700.

