



Fairmont Hot Springs  
Utilities Ltd.

November 18, 2025

## BOIL WATER ADVISORY IN EFFECT

A complete power failure in the system, including the alarms has caused a depressurization in the entire service area. The Operator has the pumps running again at 1200 gal/min. and electricians are onsite. The water system will pressurize in the next few hours. The entire system will then need to be flushed as well as all the fire hydrants need to be flushed to remove any air in the system. There is also turbidity at the reservoir. Consequently, Fairmont Hot Springs Utility is issuing a **Boil Water Advisory for the entire service area including the resort. This advisory is expected to be in effect for at least 5 days.**

### What you should do:

Bring water to a rolling boil for at least 1 minute that is used for:

- Drinking
- Brushing teeth
- Washing fruits and vegetables
- Making ice
- Preparing infant formula.

### Duration:

The BWA will be in effect until multiple water tests are completed, and the water can be confirmed as safe.

**We will notify you via email, our web page [www.fhswatersewer.com](http://www.fhswatersewer.com), and the call center (250 688 5600) will be updated as well once IHA allows the advisory to be lifted.**

We apologise for the inconvenience and appreciate your cooperation.

Kind regards,

**FAIRMONT HOT SPRINGS UTILITIES**

5255 Fairmont Resort Road, Fairmont Hot Springs, BC V0B 1L1