DOUGLASVILLE-DOUGLAS COUNTY
WATER AND SEWER AUTHORITY
P.O. Box 1157 | Douglasville | Georgia | 30133

FOR IMMEDIATE RELEASE
WSA Issues Boil Water Advisory for Portions of Lithia Springs

LITHIA SPRINGS, DOUGLAS COUNTY, GA., November 23, 2026 – 6:26 p.m. (UPDATE) – Repairs to the water main have been completed, and we will now begin collecting water samples for required testing. Once all samples meet the required water quality standards, the boil water advisory will be lifted. The testing process typically takes approximately 18 to 24 hours. We will continue to provide updates as information becomes available.

The Boil Water Advisory will remain in effect for the Lithia Springs area, specifically affecting northeastern and eastern Douglas County, including the vicinity of Thornton Road and Veterans Memorial Highway. Based on current sampling and testing timelines, the advisory is expected to be lifted early tomorrow evening, contingent upon satisfactory bacteriological test results in accordance with state and federal regulations.

Until then, to continue protecting the public from a potential health hazard, customers should continue using only boiled tap water or bottled water for:

- Drinking, cooking, or preparing food
- Brushing teeth or making baby formula
- Making ice or giving water to pets

To properly boil tap water for use, customers should:

- Heat water until bubbles come quickly from the bottom of the container
- Continue heating the water for one minute once it begins to boil
- Remove the water from the heat source and allow it to cool before use.

Laundry, dishwashing, and similar activities may continue as can be done without boiling tap water, if done properly. The complete CDC guidance can be found here. Customers will be notified immediately when the Boil Water Advisory is lifted. Once the Advisory is lifted, you should flush all faucets for a minimum of two minutes before using them for drinking or food preparation. For questions regarding this Boil Water Advisory, please contact Customer Service at (770)920-3823.

CDC Guidance: https://www.cdc.gov/water-emergency/about/drinking-water-advisories-an-overview.html

To view the live outage map of the affected area, visit **www.ddcwsa.com**. Select the *Report Problem/View Outages* (*Report an Issue* if using a mobile device) button at the top of the webpage. Once redirected to the *Report a Problem web*page, scroll to the bottom of the webpage and select the blue *View Outage Map* button. Once directed to the outage map, the option to agree to the terms and conditions of the water outage map can be selected and access will be granted to view any outages in the area.

###