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FOR IMMEDIATE RELEASE

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Department of Water and Sewerage Addresses Water Quality Concerns Following Heavy Rains

The City of Shreveport's Department of Water and Sewerage is actively addressing recent water quality concerns following a series of heavy rain events that have significantly impacted our source water. We are aware that numerous customers have experienced off-color water from their taps.

Over the last few days, the suspected cause of the discoloration is naturally occurring minerals. While it can cause water to appear off-color, there is no need to boil water at this time.

Our Water and Sewerage team has made immediate adjustments to our water treatment processes. We continue to monitor and adjust the treatment as needed. Customers should start seeing noticeable improvements which will continue through the weekend. Additionally, we have increased our programmatic line flushing efforts to expedite the turnover of water across the city. These steps are part of our ongoing commitment to ensuring the highest quality of water for our residents.

We understand the inconvenience this may have caused. We appreciate the community's patience as we work to resolve this issue caused by the heavy rains that have had a sudden and significant impact on our area. Our dedicated team is working around the clock to ensure that the water supply returns to its usual quality as quickly as possible.

For any questions or concerns, customers are encouraged to contact our 24-hour customer service hotline at 318-673-7600 or visit our website at www.shreveportlawater.gov/ for updates.

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