

Do Not Drink Notice FAQs

Effective Friday, January 10, 2025, the State Water Resources Control Board – Division of Drinking Water (CA-DDW) issued the Los Angeles Department of Water and Power (LADWP) a Wildfire Follow-up Order due to the size of wildfire and loss of water distribution system pressure in the Pacific Palisades Area. Simultaneously, LADWP revised its local “Boil Water” Notice to a “Do Not Drink” Notice to address the potential contaminants from the wildfire conditions, which include Benzene and other volatile organic compounds (VOCs).

Under this Do Not Drink Notice, affected customers are advised to **use only bottled water for cooking and drinking until further notice.**



What are the affected areas?

The area of concern for this advisory is limited to the customers in the 90272 zip code and LADWP customers in portions of the 90402 zip code north of San Vicente

Blvd. This does not apply to any other parts of the City of Los Angeles at this time. Customers can use LADWP’s interactive map to learn if they reside within the area impacted by the Do Not Drink Notice:
ladwpnews.com/do-not-drink-notice.

Why was the Do Not Drink Notice issued?

This notice was issued because some areas in the Pacific Palisades water distribution system lost pressure, which may have caused harmful contaminants, including benzene and other volatile organic compounds (VOCs) to enter the water system. As a precaution, customers in affected areas are advised to not use the tap water for drinking and cooking until further notice. LADWP will inform you when adequate water pressure can be re-established, tests show that water is safe to drink, and state regulators approve lifting the notice. Expected timeframe for resolution is unknown.



What resources is LADWP providing affected customers?

LADWP will be distributing bottled water to affected customers. The most current information LADWP’s Bottled Water Distribution is available at ladwpnews.com/bottled-water-info.



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LADWP strongly urges customers impacted by its Do Not Drink Notice to follow the below recommendations:

• **Use bottled water only for the following activities:**

- Drinking or food preparation
- Preparing baby formula
- Brushing teeth
- Making ice
- Providing water to pets and domestic animals
- Washing your hands for food preparation

Your tap water can safely be used for the following activities:



Using a dishwasher to wash dishes. Use only the air-dry setting to avoid vaporizing contaminants into the air you breathe.



Washing laundry in cold water. If the clothes dryer does not vent outside, avoid using it. Instead, dry laundry outdoors.



Bathing and showering using only lukewarm water. Avoid hot showers, long showers, hot baths, and steam.



Washing your hands vigorously with soap and water for non-food preparation purposes. Use bottled water only to wash hands for food preparation.

Other important things to avoid:

Do not attempt to treat the water. Boiling, freezing, filtering, adding chlorine or other disinfectants, or letting water stand will not make the water safe to drink.

Do not take hot showers, long showers, or hot baths, and avoid steam. Instead, use warm or lukewarm water for bathing. Hot water can volatilize the contaminants and create a pathway for exposure.

Do not use hot tubs or swimming pools.

For the latest information, visit: ladwpnews.com/do-not-drink-notice

