

**Contact:**  
Lyman McKellar  
**Marketing and Communications Manager**  
[Lyman.McKellar@shreveportla.gov](mailto:Lyman.McKellar@shreveportla.gov)  
318-423-9215



**FOR IMMEDIATE RELEASE**

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## **Citywide Voluntary Boil Advisory Issued Following Transmission Main Break**

Due to the transmission main break and the resulting impact to system pressure, the City of Shreveport Water & Sewerage Department has expanded the **Voluntary Boil Advisory** from the West Pressure Zone to the **entire Shreveport Water System (citywide)**.

The water supplied by our distribution system may be of questionable microbiological quality due to the loss of pressure in portions of the system. Therefore, as a precaution, the Department of Water & Sewerage is issuing a **VOLUNTARY BOIL ADVISORY effective when service is restored**, and it will remain in place until water samples are collected, analyzed, and confirm the absence of coliform bacteria.

It is recommended that water be disinfected before consuming it, including:

- Drinking water
- Fountain drinks
- Making ice
- Brushing teeth
- Food preparation
- Rinsing foods

**To properly disinfect water:**

Boil water for **one (1) full minute** in a clean container. The one-minute timing begins after the water has reached a rolling boil.

If boiled water has a flat taste, this can be eliminated by shaking the water in a clean bottle or pouring it from one clean container to another.

Water samples will be collected and analyzed. Once satisfactory laboratory results are obtained, the Department of Water & Sewerage, with approval from the Louisiana Department of Health, will rescind the Voluntary Boil Advisory and notify the public that the water has been deemed safe.

Crews and emergency contractors continue working around the clock to repair the transmission main and stabilize system pressure. Customers may continue to experience low water pressure during this time.

The City appreciates the public's patience and cooperation. Updates will be provided regularly through official City of Shreveport communication channels.

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