



HAMILTON COUNTY
HEALTH
DEPARTMENT

FOR IMMEDIATE RELEASE

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Carmel Utilities Repeals Boil Water Advisory in West Carmel Health Department Offers Guidance to Ensure Water is Safe for Consumption

(NOBLESVILLE, AUGUST 13, 2025) – Carmel Utilities has lifted the boil water advisory for West Carmel. The advisory affected residents within the boundaries of the Hamilton County border to the west, 146th Street to the north, 96th Street to the south, and US 31 and College Avenue to the east.

“As anticipated, the test results came back absent for any bacteriological contamination in our system,” says Lane Young, Director of Carmel Utilities. “We trust this result gives us our customers confidence in our system and the safe water we provide for their use.”

Now that the advisory has been lifted, the Hamilton County Health Department is reminding residents within the boundaries of the advisory – or anyone who lost water pressure during that time - to take important steps to ensure their water is safe for use.

“It’s important to take a few minutes to flush and clean your water systems,” says Amy Ballman, Director of Environmental Health at the Hamilton County Health Department. “This ensures that any potentially contaminated water is cleared from your plumbing, appliances, and fixtures.”

The Health Department recommends residents take the following steps:

- Run cold water taps for at least 5 minutes and hot water taps for at least 30 minutes to flush household pipes.
- Clean and flush appliances that use water, such as refrigerators with water dispensers, coffee makers, ice makers, and water softeners, following manufacturer instructions.
- Discard and replace ice made during the advisory.

- Flush outdoor faucets, hoses, and water features if used for cooking, cleaning, or pets. When flushing internal pipes, aerators should be removed first (if applicable), prior to flushing. Rinse the aerator prior to re-installing.
- Run dishwashers and washing machines empty once before normal use.
- Follow your manufacturer's guidelines for replacement of water filters.

For more information, visit the Carmel Utilities website at <https://www.carmelutilities.com> or contact utility customer service at utlcustomerservice@carmel.in.gov or (317) 571-2442 (8:00 a.m.–5:00 p.m.).