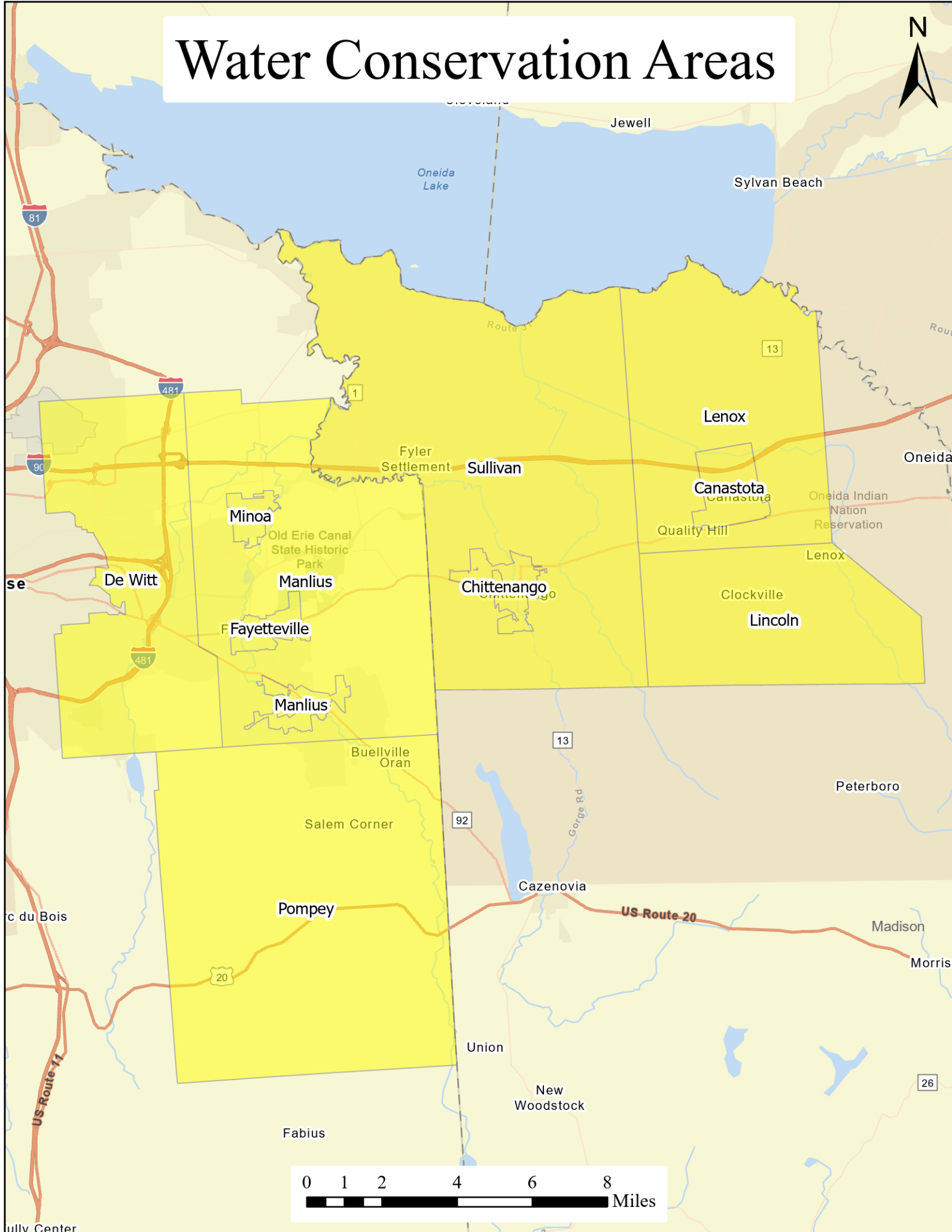


Water Conservation Areas





FOR IMMEDIATE RELEASE: December 22, 2025, 10:00 am

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MEDIA ADVISORY

OCWA--Central New York's Water Authority – Moves to Mandatory Water Conservation

OCWA – Central New York's Water Authority has moved to mandatory water conservation for customers in the following municipalities to reduce water usage due to a major break in a large diameter transmission main:

- Town of Manlius (including the Villages of Minoa, Fayetteville, and Manlius)
- Town of Pompey
- Town of DeWitt (including customers served by the DeWitt Water system)
- Town of Sullivan (including the Village of Chittenango)
- Town of Lenox (including the Village of Canastota)
- Town of Lincoln

The leaking transmission main distributes Lake Ontario water from a pump station in Clay to the reservoirs in the eastern half of OCWA's system.

Crews are working diligently to complete the complex repair, which could take into early January. OCWA is continuously monitoring water levels in its storage facilities, and the Authority is employing every available mechanism to maintain consistent water flow and pressure to its customers, including re-routing water from other sources.

In an effort to meet the demand for all water customers during the repair period, it is essential for OCWA customers in the above areas to keep their water use to essential needs only. This includes:

- Using laundry facilities in unaffected parts of the OCWA system (western and northern Onondaga County).
- Adjusting all water-using appliances to use the minimum amount of water.
- Running the dishwasher and washing machine at full load. If you wash dishes by hand, use a bucket or container with soapy water and only use the faucet for quick rinsing of scrubbed dishes.
- Taking 5-minute showers and shallower baths. Turn off the shower while soaping; turn off the faucet while brushing teeth, etc.
- Reducing the number of toilet flushes per day. Each flush uses about 5 to 7 gallons.
- Using sink and tub stoppers to avoid wasting water.
- Keeping a bottle of chilled drinking water in the refrigerator instead of running the water till it gets cold.
- Eliminating use of water for ornamental purposes, including but not limited to fountains, artificial waterfalls and reflecting pools.
- Reusing water when possible.
- Commercial Customers: Limiting non-essential work practices that involve water usage and utilizing additional water conservation measures such as having employees work from home.
- Car Washes: Pausing all wash services until mandatory conservation is lifted and full water service is restored.



Customers may periodically experience reduced flows and pressures during the coming weeks.

The Authority appreciates the assistance of its customers while the repair is completed and will provide updates on our website, Facebook and Instagram pages, and/or send to the media.

Any critical concerns can be directed to OCWA at 315-455-7061 or the After-Hours Emergency answering service at 315.475.7601. Significant delays in connecting to a representative may occur.

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OCWA—Central New York's Water Authority—was established by act of the New York State Legislature in 1951 and currently serves 350,000 consumers in Onondaga, Oswego, Madison, Cayuga, and Oneida counties. The Authority is among the 125 largest public drinking water systems in the country, operating two major water treatment facilities, over 2,200 miles of main, 14,200+ fire hydrants, 63 storage facilities, and 48 pump stations.