

## City of Morganton Infrastructure Issues 2025

Date	Type	Issue
1/16/2025	power	Due to a motor vehicle accident on Sanford Drive, customers on Sanford Dr., Lost Corner Rd., Vine Arden Rd, and Kirksey Dr. will be experiencing power outages for for approximately 3-4 hours.
1/17/2025	water	Due to a water main break, customers on Ervin Road from Newland Street to Avery Avenue as well as York Street will have a water service interruption for 4-6 hours as crews make repairs.
1/17/2025	water	UPDATE: As of 10:20 am, customers on Forest Hill Street and Colony Drive will have a water service interruption on the schedule maintenance originally for Patton Street area.
1/23/2025	water	WATER OUTAGE ALERT 1/23/2025 at 2:20pm: Customers on Branch Street will be experiencing a water service outage due to a water line break for approximately 4-6 hours. We thank you for your patience and understanding during this cold weather.
2/4/2025	power	Due to a wreck that occurred on Burkemont Avenue that took down a power pole, approximately 1,400 customers are without power. Crews are on scene and working to restore power and expect it to be turned back on in an hour. We will keep you updated with any new information that becomes available.
2/16/2025	power	POWER OUTAGE ALERT: Our electric crews are aware of a power outage affecting the following areas: Bethel Rd, Woodlawn Dr, Inglewood Dr, Pinebark Ct, Oakwood St, Heritage Ln, Stonebridge Dr, Lackey St, Shuping St, Willowbrook Dr. City of Morganton Electric crews are aware and are assessing damages and will start repairs soon. Thank you for your patience and understanding.
2/20/2025	water	WATER OUTAGE ALERT: City of Morganton water crews are repairing a hydrant in the area of West Union Street. Water will be shutoff on West Union St. from North Anderson St. to the 600 block of West Union Street for approximately 4-6 hours. We apologize for any inconvenience and will keep customers updated with new info!
2/21/2025	power	UPDATE: 9:20 AM - This morning around 8am, a substation lost power affecting approximately 2,700 customers. City of Morganton electric crews are working to reroute power to customers. They are having to isolate the substation to find the problem. It will be approximately 4-6 hours before we have power restored, but that is an estimation.
2/27/2025	water	Customers on Frank Whisnant Road to 1478 Watermill Road will be experiencing a water outage as our water crews are making repairs to a water line. It should only take approximately two hours to make repairs. Thank you for your patience and understanding.
3/6/2025	Internet	INTERNET / PHONE OUTAGE: We are currently experiencing a city-wide internet and phone outage. Our crews are working to fix the issue, but we do not have an estimated time of restoration. Thank you for your patience and understanding. We will keep you updated with any new information that becomes available.
3/11/2025	water	Water Outage Alert: 3/11/2025 WATER OUTAGE ALERT: Customers on Rudisill Dr. will be experiencing an interruption in water service due to a water main break. Repairs are estimated to take 4-6 hours. Thank you for your patience and understanding!
4/12/2025	water	WATER OUTAGE ALERT 4/12/25 2:50pm: Water customers on Rader Circle and Rader Street will be experiencing a water service interruption due to a watermain break. Crews are on scene now and will have repairs made in approximately 4 hours. Thank you for your patience and understanding.
4/13/2025	power	Electric customers near Fleming Drive and S. Sterling St. intersection (near the Roses Shopping Center) are without power due to a vehicle wreck that took down three power poles. Crews are on scene now and assessing damage to start repairs. They are estimating 8 hours until restoration. We ask that you have patience as crews are making repairs. Due to City Electric working on broken power poles from a motor vehicle accident, E Fleming-from Hogan St. to S Sterling-will be shut down until further notice.
6/5/2025	water	WATER OUTAGE ALERT: Customers on Johns River Loop and Jay Clark Road will be without water service for approximately 2-3 hours due to a water main leak. Our Water Resources department crew will be making repairs. We will keep customers updated as more information becomes available. Thank you!
6/9/2025	power	Customers on Brookstone Dr. will be temporarily without power due to a broken power pole replacement. Power should be off for only a few hours.
6/9/2025	water	There will be a water outage on Fiddler's Ct. due to a watermain break. Water should only be off for approximately 4 hours.
6/11/2025	power	Electric customers near Fleming Drive and S. Sterling St. intersection (near the Roses Shopping Center) are without power due to a vehicle wreck that took down three power poles. Crews are on scene now and assessing damage to start repairs. They are estimating 8 hours until restoration. We ask that you have patience as crews are making repairs. Due to City Electric working on broken power poles from a motor vehicle accident, E Fleming-from Hogan St. to S Sterling-will be shut down until further notice.
6/15/2025	water	Due to a water main break near Wilson Street and Laurel Hills Drive, customers in that area may experience discolored water and/or low pressure. They have isolated the watermain break and View Street should be the only street without water. Crews are working now to make repairs and get water restored. We will keep updated coming as they become available. Thank you!
6/19/2025	water	WATER OUTAGE ALERT - 6/19/2025 10:42 AM - Customers on Ridge Street will be without water service for approximately 4-6 hours as Water Resources crews make repairs to a water line break. We will update with new information as it becomes available. Thank you for your patience as we make repairs!
6/20/2025	water	WATER OUTAGE ALERT - 6/20/2025 - 10:40am - Customers on Duckworth Street will be without water service for approximately 4 hours as Water Resources crews make repairs to a water line break. We will update with new information as it becomes available. Thank you for your patience as we make repairs!
6/23/2025	power	POWER OUTAGE ALERT 6/23/2025 3:55pm - There is a power outage affecting Valdese Ave, Randolph St, Stephens Dr, and Hilltop St. and surrounding areas. Crews are currently enroute to start repairs and we will keep customers updated as we receive new updates from our Electric Services Dept. Thank you for your patience!
6/23/2025	power	POWER OUTAGE ALERT: There is a power outage affecting the east side of Morganton including, but not limited to, Valdese Ave, East and West Meeting Street, East Union and surrounding areas.  Crews are currently making repairs and we will keep customers updated as we receive new updates from our Electric Services Department. At this time, there is no estimated time of restoration, but we will keep giving updates via our website and social media. Duke Energy: Successive days of extreme temperatures are driving unusually high energy demand in our area and available power reserves are currently very limited. You can help us protect the electric grid & avoid possible temporary outages by cutting back on nonessential energy use from 3-8PM. Your actions can make a difference.
6/25/2025	internet	UPDATE: As of, 3:20pm, internet and phone issues have been resolved. If you are still experiencing connectivity issues, please call CoMPAS Cable at 828-438-5353 and speak with a Customer Service Specialist. Thank you! INTERNET/ PHONE OUTAGE ALERT: City of Morganton is currently experiencing internet and phone outages for all CoMPAS Cable customers. We are currently working to fix the problem and make any needed repairs. We do not have an estimated time of restoration yet. We apologize for any inconvenience and will keep customers updated as soon as new information becomes available.
6/30/2025	water	Customers on Vine Arden Road on the northeast side of Kirksey Drive (on the side near the Wastewater Treatment Plant) may experience a water outage on Wednesday July 2 starting at 9am for approximately four hours. Water Resources crews will be performing maintenance on two different water lines in that specific area. We will keep you updated with any new information that becomes available. If you have any questions, please reach out to our Water Department at 828-438-5276. Thank you!
7/10/2025	water	WATER OUTAGE ALERT: Due to a water main break, City of Morganton Water Resources will be shutting water off on Murphy Court to make repairs. Restoration of water service is estimated to be in 4-6 hours. We apologize for any inconvenience this may cause. Thank you for your patience and understanding!
7/18/2025	water	WATER OUTAGE ALERT: 7/18/2025 UPDATE (12:30pm): Water service has been restored to the below locations. Thank you to our water resources department for all of their hard work, especially in this heat! UPDATE (10:20am) : Pine Street (9:55am) Customers on the 200 block of North Street will be without water for approximately 4 to 6 hours as our Water Resources Department repair a water main break. We apologize for any inconvenience this may cause and will keep customers updated on any new information that becomes available. Thank you! It will also be cut off due to this water main break.
7/20/2025	water	WATER OUTAGE: UPDATE (4:22pm) : Our Water Resources Department is still making repairs and do not have an estimated time of restoration. Please know that crews are working as diligently and quickly as possible to restore water service. Please check back on our social media or website for updates as repairs continue.  UPDATE (2:31pm 7/20/2025): Customers on Goodman Lake Road to Kanipe Street and all side roads in between will be without water service for approximately 4 to 6 hours as our water resources department is repairing a water main break.  Customers on Harmon Street in Kanipe Street will be without water service for approximately 4 to 6 hours as our water resources department is repairing a water main break. We will update you with any new information as it becomes available. Thank you!

8/3/2025	water	WATER OUTAGE ALERT: (12:50pm 8/3/2025) Our Water Resources Department will be temporarily shutting off water on Hartland Trail to Throneburg Rd. to fix a water main break. Surroundings roads may be affected. Repairs are estimated to take approximately 4-6 hours. Thank you for your patience!
8/4/2025	phone /water	Phone/Water Outage - 8/4/2025 City Hall is currently experiencing a phone outage and cannot receive calls. We are working to restore this service. Customers on Stamey Ave., Viewmont Dr., Cross Memorial Ave., Arnold Dr. and Greenmont Dr. will be without water service due to crews fixing a water main break. We will update soon!
8/5/2025	electric	Electric Outage Alert - 8/5/2025 Parkview Apartments at 504 Bethel Road is experiencing a power outage. City of Morganton electric crews are estimating approximately three hours to restore power.
8/26/2025	water	ROAD CLOSURE NOTICE (8/26/2025): South College Street from West Concord St. to McDowell St. will be closed starting at 8pm tonight (8/26/2025) for 6-8 hours due to sewer repairs involving our Water Resources Department. We apologize for any inconvenience and appreciate your patience as our crews work to make these repairs. Please use caution in these areas.
8/26/2025	water	WATER OUTAGE ALERT: Water customers on Murphy Court and surrounding streets, will be experiencing a water outage for 4 to 6 hours as our Water Resources Department makes repairs to a water main break. We apologize for any inconvenience and will give out more information as it becomes available.
8/31/2025	water	UPDATE: Water service to the below areas has been restored. If your water is discolored, run cold water until it clears up. Thank you to our Water Resources Department for all their hard work! Water customers on Hartland Road from Bristol Creek Ave to Throneburg Rd will be experiencing a water service interruption. Surrounding areas may be affected as well. There is an estimated time of 4 to 6 hours for repairs. We will give updates as they become available. Thank you, as always, for your patience and understanding.
9/3/2025	power	UPDATE (8:26am): Power was restored around 3am. Big shoutout to our electric department for working hard throughout the night and early morning! We appreciate you! UPDATE (9:22pm): East Union St., South Sterling St. East Concord St. and White Street are also affected. Electric customers on East Meeting St. will be without power due to a vehicle wreck that broke a power pole. Church St. and Chestnut St. and surrounding areas will also be affected. There is an estimated time of 5-6 hours for repairs. We will give updates as they become available. Thank you!
9/3/2025	water	WATER OUTAGE ALERT - Water customers on Brittain Dr. off of Carbon City Road will be experiencing a water service interruption. A contractor hit a water line causing a break. Surrounding areas may be affected as well. There is an estimated time of 4 to 6 hours for repairs. We will give updates as they become available. Thank you for your patience and understanding as our Water Resources Department starts repairs! Please use caution in the area.
9/27/2025	water	UPDATE 12:55pm: The below water outage includes Narrow Way, Dalton Rd, Timerill Trailer Park and Snipe Road. 12pm) - Water customers in the area of HWY 18/64 near Antioch Road will be without water for 4-6 hours due to repairs being made to water lines. We apologize for any inconvenience and will keep you updated with any new information. Thank you!!
10/9/2025	water	WATER OUTAGE ALERT: 10/09/25 at 11:45 am - Customers on Smith Rd, Etta Heights, and Ine Johnson Trail in Chesterfield will have an interruption in water service due to a watermain break. It is expected to have the water restored in three hours. Please use caution in these areas. Thank you for your patience!
10/24/2025	sewer	This is public notice from the City of Morganton about a sewer spill that occurred on 10/23/2025 at 5:30pm. The spill occurred in the Carbon City Road area in Silver Creek. The spill was a total of 2,700 gallons before it was stopped.
10/28/2025	water	Water customers on West Park Drive (the dead end portion of the street) will be without water as our Water Resources Department makes repairs to a water main break. At this time, there is no estimated time of restoration, but we will keep customers updated as soon as we hear new information. Thank you for your patience and understanding!
11/12/2025	water	Our Water Resources Department will be repairing a water main break on Johnson Street (3pm) and St. Mary's Church Road (4:50pm). Water customers on that street will be without water service for 4-6 hours. We will give new updates as soon as they become available. Thank you!
11/16/2025	water	WATER OUTAGE ALERT (11/16/25 at 2:55pm) - Our Water Resources Department will be repairing a water main break on Roper St. Water customers on that street will be without water service for 4-6 hours. We apologize for any inconvenience and will give new updates as soon as they become available.
12/1/2025	water	(12/1/25 at 9am) - Our Water Resources Department will be repairing a water main break on Riverside Dr. from Montrose St. to Woodland Dr. including Linden St. Those streets will also be closed off for 4-6 hours as repairs are made. Updates will be made when they become available. Thank you for your patience!
12/2/2025	electric internet	POWER OUTAGE: The City is aware of a power outage that has affected the northeast portion of Morganton. Virginia Street, South Sterling Street, Valdese Avenue and Hogan Street are a few we know are experiencing an outage. Crews are on their way to assess the situation and start making repairs. We will give updates as soon as they become available.
12/8/2025	water	TEMPORARY ROAD CLOSURE: Our Water Resources Department is having to close Ervin Street from Glenwood Ave. to Lenoir St. due to maintenance. We apologize for any inconvenience and thank you for your patience.
12/23/2025	water	12/23/25 at 9:30- Water customers on HWY 126 from Watermill Road to La Foret housing development will be without water for 4-6 hours due to a water main break. We apologize for any inconvenience. We will give updates as soon as they become available.
1/5/2026	water	01/05/26 at 9am - Water customers on Lane Street will be without water for 4-6 hours due to a water main break. We apologize for any inconvenience. We will give updates as soon as they become available.