

HYDRANT MAINTENANCE & FLUSHING PROGRAM

PURPOSE:

The purpose of this comprehensive Hydrant Maintenance and Line Flushing Program is to provide safe, high quality water supply to the customers of the **Clay Roane Public Service District**, and to ensure that hydrants remain functional.

Over time, distribution lines can accumulate impurities that can cause water quality issues. To keep these situations from turning into complaints and optimizing the quality of product delivered to our customers, distribution lines need to be flushed on a routine basis (at least once a year per American Water Works Association, AWWA, standards). Flushing the drinking water distribution system is simply “housekeeping for the distribution system”, which means to open hydrants in a specific order so fresh water replaces the standing water in the lines, thereby purging the distribution system of problem causing impurities (can also reduce the level of Disinfection-By-Products; DBPs) and improve chlorine residuals in outlying areas.

PROCESS:

In order to keep our customers well informed and to avoid unnecessary inconvenience, a notification program will keep them informed using some of the following: mass media; i.e., television, newspaper, or radio. We will also use our website and telephone notifications to provide specific information as to where, when, how, and why. A list of special needs customers will be compiled for special effort notifications during the flushing program, such as customers on dialysis, hospitals, laundromats, restaurants, and beauty shops who rely on our services in order to maintain their services.

CUSTOMER INFORMATION:

Clay Roane PSD shall flush the fire hydrants throughout the distribution system every spring and fall. The hydrant/line flushing program is very important for maintenance of the water distribution system.

During this process, it is not uncommon for a yellow, brown or reddish tint to appear in the water. Harmless mineral deposits settle in the water mains, and flushing the system stirs the deposits causing discoloration. Flushing removes the sediments from the mains and also serves the following purposes:

- Improves water quality in the distribution system
- Verifies the proper operation of fire hydrants and valves
- Helps find weaknesses in the water system
- Checks for closed valves and weak flows in the water mains
- Verifies adequate fire flows for firefighting.

What should I do when the PSD is flushing in my neighborhood?

If you see the **Clay Roane PSD** crew flushing a hydrant on your street, avoid running tap water and using the washing machine or the dishwasher until the flushing is completed. Please drive carefully, if you see the flushing crew working in the area.

What could I expect before and after flushing?

- If tap water is used during flushing, it could come out discolored and contain sediment. If you encounter discolored water, shut the water off and wait several minutes. After waiting, check the clarity by running cold water for a few minutes allowing new water to work its way into your pipes. If the water is clear it is OK to use. If not, wait a few more minutes and check again. In some cases, there may be slight discoloration for a few hours. This discoloration only affects the appearance of the water; it does not affect the taste or water quality.
- The water may also have a milky appearance. This is due to tiny air bubbles and will dissipate out and is not harmful.
- Avoid washing laundry during scheduled flushing times. Wait until the water runs clear at the tap, then wash a load of dark clothes first. Hot water tanks can hold discolored water for some time after the cold water runs clear.
- If pressure or volume seems low, check your faucet screens for trapped particles. There may be a temporary drop in water pressure. Flush your hot water tanks, by running the hot water tap for a few minutes after the cold-water clears.
- You may notice a more pronounced chlorine taste or odor in the water during springtime flushing. This is because free chlorine has a more noticeable chlorine taste and odor. This will dissipate when water is left in an open container in the refrigerator. Letting water in a glass sit for a moment will also take care of air bubbles that are stirred up during flushing and cause the milky appearance.

For additional information about the semi-annual hydrant flushing program contact Chief Operator Robert Burdette at 304-548-5209.