

# Town of Georgetown

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## FIRE HYDRANT FLUSHING AND WATERLINE MAINTENANCE

The Georgetown Water Department will begin flushing the entire water system on Monday, May 13, 2019. Flushing of fire hydrants is an important preventative maintenance activity we undertake to maintain the integrity of the water system. Not only is this practice done for firefighting and public safety, this process helps us to continue to deliver the highest quality water possible to our customers



The flushing process is done to remove minerals and sediment that naturally accumulate in water mains over the course of the year. Furthermore, this maintenance allows us to check and record water pressure to ensure the proper operation of the system. Finally, by operating each and every one of the 315 fire hydrants in our water distribution system, we ensure each one is properly maintained and available for use in the event of a fire.

### **The Town will be in your area the week of May 13, 2019.**

As a result of the line flushing process, residents in the immediate vicinity of the work may experience temporary discoloration of their water. This discoloration consists primarily of harmless silt and air and does not affect the safety of the water. If you experience discoloration in your water after crews have been flushing in your neighborhood, clear the pipes in your home by running all water faucets for a few minutes.

If the problem does not go away after a few hours, please contact Rick Hudson at (302) 381-2248 during normal business hours, 7:30 a.m. to 3:30 p.m. or Bill Bradley at (302) 236-2647 after hours.

## Fire Hydrant Flushing Schedule

<u>Monday, May 13, 2019</u>	Lynch Lane West Way Charles Way The Meadows
<u>Tuesday, May 14, 2019</u>	Park Avenue The Circle South Bedford Street Zoar Road Sussex Pines Road
<u>Wednesday May 15, 2019</u>	East Pine Street South Race Street East Adams Street Chestnut Street
<u>Thursday, May 16, 2019</u>	Ingramtown Road Parsons Lane South Railroad Avenue Stevenson Lane
<u>Friday, May 17, 2019</u>	East Market Street Burton Street Airport Road

## FREQUENTLY ASKED QUESTIONS

### **Q. What should I do when I see the Town of Georgetown water department flushing hydrants in my area?**

A. If you see Town personnel flushing hydrants, PLEASE DRIVE CAREFULLY and watch for workers in or near the roadway. In addition, the roads will be wet and the water may pond in low-lying areas for a short period of time. Inside your home, avoid turning on any faucets or fixtures while crews are flushing the hydrants. This may draw discolored water into your home piping. In particular, avoid washing clothes, or using hot water during the flushing operation. Discolored water may be drawn into the washer and potentially stain clothing.

### **Q. How will this affect my water?**

A. During the actual flushing process, water customers may experience some disturbance in their usual water service such as a short-term decrease in water pressure or discolored water. Although the water does not pose a health risk, it is recommended to avoid drinking the water until it runs clear from the tap.

- Do not wash clothes if the water is discolored.
- It is okay to use the water for showering, bathing, and toilet flushing.

### **Q. What should I do after the flushing?**

A. If you use tap water during or immediately after flushing, it could come out with sediment or be discolored. If you encounter discolored water, shut the water off and wait approximately ten minutes. After ten minutes, open several cold water faucets in your home allowing new water to work its way into your pipes. Leave the faucets running for several minutes until the discoloration is gone and the water runs clear. In some infrequent cases, customers may experience slight discoloration for a few hours. This discoloration only affects the appearance of the water; it does not affect the taste or water quality. Lastly, avoid washing laundry until the water is clear from the tap. Wash a load of dark clothes first.

### **Q. What should I do if my water pressure or volume seems low after flushing?**

A. Check your faucet and washer screens for trapped debris.

### **Q. Why does the water look funny after hydrant flushing?**

A. When a hydrant is opened, there will always be temporary incidences of discolored water containing fine sediment particles making the water appear brown or rust-colored. In addition, fine air bubbles may be introduced into the water giving it a milky appearance. There is no health hazard associated with discolored water. Allow a few hours for discoloration to dissipate. To verify the water has settled, allow your cold water tap to run a few minutes. If the discoloration persists for more six (6) hours, please contact the Water Department at (302) 381-2248.

**Q. Is it OK to drink sediment-laden or discolored water during temporary disturbance events?**

A. We recommend water users wait until the water has cleared before using it for potable purposes or for washing clothes.

**Q. What is the sediment in the water system and how does it get there?**

A. Water naturally contains minerals which react with the inside of the pipe to produce the by-product. This chemical reaction between the pipe and water is a normal and natural process. This process can occur on the inside of the pipe and prevent an adequate volume of water flow. The flushing process removes much of this by-product.