



# NOTICE - TOWN OF JAMESVILLE

## WATER CUSTOMERS

The Town will be flushing the fire hydrants in Jamesville beginning June 11, 2018 and will run through the end of June. The information below explains what you may experience while the flushing is occurring. Please call the Town Hall at (252) 792-5006 should you have any questions or concerns. Thank you.

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### Why does the Town flush Hydrants?

You may notice Water Department crews working at hydrants and see water running down the street. Your first thought may be that we are ignoring our own philosophy of conserving water. We flush water lines through the use of hydrants, which is an important preventive maintenance activity. Although it may appear to waste water, the process is part of a routine maintenance program necessary to maintain the integrity of the water system allowing us a continue to delivery the highest quality water possible to our customers.

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 your water faucets in your home a few minutes. We recommend using the tub or outside faucet.

The same philosophy of water line preventive maintenance is one that you should use in your own home to ensure the quality of water inside your home. Your home's water heater should be drained and flushed on a regular basis, according to manufacturers' recommendations, to keep it working effectively and efficiently.

### *Frequently Asked Questions*

#### **Q: Why does the water system need to be routinely flushed?**

A: The Town's water distribution system is a complex network of pipes and storage tanks where sediment and deposits may naturally accumulate over time.

#### **Q: When does flushing occur?**

A: Flushing crews will be working during the normal Town's operating hours. Flushing may also occur during evening hours as needed.

#### **Q: Is the Water Department the only ones that flush the lines?**

A: Generally, the Water Department or the Water Plant performs flushing activities to clear the lines and insure that the hydrants function properly.

**Q: What should I do when I see town crews flushing hydrants in my area?**

A: If you see a town crew flushing hydrants while driving, PLEASE DRIVE CAREFULLY. You may also want to delay any laundry washing until the crew is finished and you have checked your water for discoloration.

**Q: What should I do after the flushing?**

A: If the tap water is used during flushing, it could come out full of sediment and discoloration. If you encounter discolored water, shut the water off and wait several minutes. After waiting, check for clarity by running **cold water** for a few minutes allowing new water to work its way into your pipes. If not, wait a few more minutes and check again. **We recommend using a tub or outside faucet to clear the line.** In some cases, you 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.

**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. 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 than twenty-four (24) hours, please contact the Town Hall at (252) 792-5006.

**Q: Is it Okay to drink the sediment-laden or discolored water during temporary disturbance events?**

A: It is recommended that water users wait until the water has cleared before using it for potable (drinking) purposes.

**Q: What is the silt in the water system after flushing?**

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

**Q: What will happen if hydrants are turned on or off too quickly?**

A: This will cause “water hammer”, which is a pressure surge or wave when water in motion is forced to stop or change direction suddenly. The pressure wave can cause major problems, from noise and vibrations to pipe collapse. In home plumbing, this is experienced as a loud banging resembling a hammering noise. Water Department and Water Plant employees have received instruction on how to operate hydrant valves slowly to avoid hammer.