

WATER MAIN FLUSHING TO IMPROVE WATER QUALITY IN YOUR AREA

The Norton Water Department's Water Main Flushing Program will take place in your area this evening. Water flushing operations take place from 8:00 pm to 3:00 am from Sunday night through Thursday night.

Flushing is a method of cleaning the water main pipes by forcing water through them at high speed and discharging the water through hydrants, which are left open until the water runs clear. This fast-moving water flow scours and cleans out mineral deposits and sediment that have built up over time in the pipes.

You may experience a temporary discoloration of water during and after the water main is being flushed. Any disruption should be short-lived. It is important for you to flush your service line after the water mains are flushed in your area.

Prior to water main flushing

- Store a sufficient reserve of drinkable water for use during the above hours.

During water main flushing

- Try not to use water, especially hot water. Using water can draw sediment into your service pipe and house plumbing.
- Turn off all time-delayed water-line appliances.

When water main flushing is completed

- Turn on an outside tap located nearest the service pipe entry into your home and let it run until it runs clear.

WHAT IF DISCOLORED WATER GETS INTO MY HOME PLUMBING?

- Remove aerators (screens) from taps.
- Run the cold water until it runs clear.
- Place the aerators back on taps.

WHAT IF DISCOLORED WATER GETS INTO MY HOT WATER TANK?

- First, make sure to remove your aerator and make sure the hot water is discolored, and it's not picking up color from sediment deposited on the aerator.
- If you're sure sediment got into your hot water tank, then you will need to drain your tank. Refer to the owner's manual for procedures to drain your hot water tank.

I DON'T HAVE A HOT WATER TANK – MY HOT WATER IS FROM AN ON-DEMAND WATER HEATER.

- The hot water should clear when the cold water is clear.

If you experience a loss of water or have other concerns, please call the Water Department at 508-285-0280 from 7:00 am to 4:30 pm. The after-hours emergency number is 508-285-0208.