

WATER SERVICE AND PLUMBING FLUSHING PROCEDURES

Water customers noticing a disturbance are advised to call the water department, once it has been determined that the water in the area is clear we recommend the following homeowner procedures to help remediate any remaining issues that are noticed in the home. This is also a recommended practice to use after the town wide flushing program has passed your area.

If quality issues arise and clothes have been washed and are still in the washing machine, DO NOT DRY THEM! The water department can supply a sample of a reagent called RED-B-GONE (or similar) to use to aide in the removal of iron/manganese present in the washing process.

Directions on how to use this product correctly are on packaging.

1. Flush all of the outside spigots as many as possible at the same time first to clear the water service from the street to your house. This prevents the water from going into your septic system. This step should take longer than the next couple of steps.
2. Next if you have a tub, flush this until the water runs clear, using only cold water.
3. Remove all screens and aerators then Flush the remaining items showers and sinks until clear, again using only cold water.
4. Flush all toilets until the water runs clear.
5. In order to flush your hot water tank You must follow your manufactures procedure for flushing. Instructions would be similar to this, turn off power to the unit allow it to cool, then attach a hose to spigot at bottom of tank, turn on the hose and run the hose outside or into a bucket until the water runs clear. This will help to remove any sediment trapped and resting at bottom of hot water tank. This may take multiple flushing sequences to clear depending on the age and maintenance schedule that has been followed. On average this procedure should be completed a minimum of twice a year for good preventative measures and longevity of the device. Manufacturers recommendations may differ.

These are just a few helpful measures to hopefully remediate a water quality situation found in the homeowners' portion of the water service or plumbing.

Rebates are offered to Water Customers installing new whole-house filtering systems. Please contact the Water Department for more details on this program.

And as always if problems persist, please feel free to contact the Norton Water Department at 508-285-0280. Monday-Friday 7:00am-3:30pm

Calls to 508-285-0280 After Hours on Weekends or Holidays will be directed to the answering machine, Please listen carefully to the recording as the options have changed. You will have an option as always to leave a voice message and your call will be returned once the message is retrieved. If you are calling to report an Emergency, contact information is now provided for you to call our on-call center who will notify our emergency response on call technician for you.