



## General Service Connection Flushing Procedures

### October 2018

1. Flushing a service connection should not be started until after the water main serving the service connection has been thoroughly flushed by the public water supply system's operating staff.
2. Once the waterline/water main has been thoroughly flushed, begin the process of flushing the service connection by locating the outside spigot/faucet that is closest to the water main.
3. Run the water with the outside spigot/faucet open for at least 10-15 minutes to flush the service line. Lengthy or complex service lines may require flushing for more than 10-15 minutes.
4. A hose may be attached to the outside spigot/faucet to redirect the water to avoid ponding. In doing so, make sure the flow is high and nothing is attached to the end of the hose. Additional flushing time may be necessary to compensate for any restrictions imposed by the attached hose.
5. Wait 30 – 60 minutes without using any water, if possible, to allow the water in the water main to settle.
6. Open the outside spigot/faucet again and check water clarity.
7. If necessary, flush the service line through the outside spigot/faucet for another 10-15 minutes. Depending on the flushing of the water main, it may be necessary to repeat the flushing of the service line checking water clarity each time.
8. After the water from the outside spigot/faucet appears clear, begin the general process of flushing the service connection's interior pipes and faucets.
9. If possible, begin flushing at a cold water faucet that is both on the lowest level of the service connection's structure and closest to its water meter.
10. Fully open each cold water faucet one at a time and run for at least five minutes. Prior to flushing remove all faucet attachments such as aerators, screens, etc. to maximum flow.
11. Flush remaining cold water faucets moving upwardly in the service connection's structure and away from its water meter. Be sure to include tubs and showers.
12. Individually open each remaining outside spigot/faucet and similarly flush as above.
13. Flush hot water heaters according to the manufacturer's instructions for flushing. Disconnect power to the hot water heater at the circuit breaker box and allow the hot water heater to sufficiently cool before flushing to avoid being burned. Begin flushing hot water taps on the lowest level of the service connection's structure. Individually open the hot water faucets and run until the warm water turns to cold water. Restore power to the hot water heater once all hot water faucets have been thoroughly flushed.
14. Flush items such as in-line filters, treatment systems, water softeners, refrigerator water dispensers (direct or tanked) with enough water to replace at least 1-2 volumes of all connecting lines and tanks. To avoid contamination, consider replacing all filters, especially if they are at the end of their useful service life.
15. Refer to owner's manuals for flushing water softening systems, reverse osmosis systems, and other types of filtering systems. To avoid contamination, consider replacing all filters, especially if they are at the end of their useful service life.
16. Other items that utilize water such as coffee makers, pitcher type water filters, and dental cleaning appliances should be cleaned and their filters replaced.
17. If water from taps is not clear, repeat steps 2 through
18. 16. Once flushing has been completed, verify that all spigots and faucets are closed.

**Please contact your public water supply system if you have questions.**