



# Water System Flushing FAQ's

## Why does the City “flush” the water mains?

The primary goal of flushing the water mains is to improve and maintain water quality. Flushing accomplishes this by removing sediment that slowly builds up at the bottom of the water main and ensuring adequate disinfection levels in the water. Further, system reliability is improved because non-functioning valves and/or hydrants can be identified and repaired.

## How does unidirectional flushing (UDF) work?

During the UDF process water is forced through the water mains at a high speed and discharged through hydrants. The fast-moving water scours and cleans the mains. The hydrants are left open until the water runs clear.

## How will I know when the City is cleaning the water mains in my neighborhood?

The City will inform residents before starting the flushing program by posting notices on our website.

## What should I do if my water is discolored after the City has flushed the water mains?

Water is sometimes discolored during water main cleaning, but this should not last long. In the event customers draw discolored water into the home, flush a cold tap for a few minutes, up to 15 minutes maximum. As a precaution, prior to using hot water run the cold water tap for a few minutes to ensure discolored water is not drawn into the hot water tank.

## What should I do if the water is still discolored after running my tap?

If the City has completed the flushing in your area and you still have discoloration after running your tap, contact the Department of Public Works at 810-694-5420.

## How long does it take to clean the water mains on each street?

It generally takes 30 minutes to 60 minutes to flush the water mains on each street.

## Why can't the City clean the water mains at night?

In addition to being safer to work on the streets during the day, the daylight provides better visibility to see when all the sediment has been flushed out and the water is running clear.

## Is water main cleaning a waste of water?

No, this is a normal and necessary part of maintaining a safe and reliable drinking water supply.

## How will I be affected?

Flushing will generally occur between 8 a.m. and 4 p.m. There may be a slight drop in pressure or a noticeable discoloration of the water. Water service should not be disrupted during the flushing process.