



## Town of Hanover Water Department

### Hydrant Flushing Program

#### 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 or deposits may naturally accumulate over time. If not removed, these materials may cause water quality deterioration, taste and odor problems, or discoloration of the water. Water may also stagnate in lesser-used parts of the distribution system. This can result in degraded water quality. This is also an opportunity to operate all of the fire hydrants in the water system and ensure they are in good working condition in case of an emergency.

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

**A:** Normally, flushing takes place for approximately five days during early spring and five days in the fall. A notice with the flushing schedule will be posted to the Town's News & Announcements approximately 1-2 weeks prior to flushing. It can also be found on the Water Department's page on the Town website.

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

**A:** If you see a crew flushing hydrants, PLEASE DRIVE CAREFULLY.

**Q:** When crews flush hydrants in my neighborhood I get dirty water from my faucets. Why?

**A:** When crews flush from fire hydrants they flow a very large volume of water which causes the water to travel at a greater velocity than normal inside the water mains underground. This velocity will scour the inside walls of the pipe and stir up sediment which causes the water to become dirty. When the homeowner turns on their faucet, they draw the dirty water into the house plumbing.

**Q:** What should I do if my water becomes dirty?

**A:** If you experience dirty water during flushing, run your cold water tap for ten minutes or until water runs clear. If after that time the water is still not clear, turn water off and wait ½ hour and run water for another ten minutes. It could take several hours for the sediment to settle back down and for your water to run clear again. If the problem persists, contact the Water Department at (603) 643-3439 or, after hours, Hanover Dispatch at (603) 643-2222.

Q. Is the dirty water safe to drink?

A. The water is safe to drink, however I would recommend waiting until water has cleared up before consuming. When the hydrants are flushed they stir up the sediment that has built up on the walls of the underground piping. This sediment is mostly made up of Iron and Manganese which is not regulated under the Safe Drinking Water Act. It is aesthetic, meaning it only effects taste and odor.

Q. Can I do my laundry during hydrant flushing?

A. Doing your laundry is not recommended during hydrant flushing as iron in the water can stain clothing.

Q. What if I notice less pressure from my faucet after flushing?

A. Check the screen on your faucet. Sediment in the water can clog faucet screens and cause restricted flows.

**Tips for water usage during scheduled flushing periods:**

- Try to limit water usage during flushing (a schedule will be posted on the town of Hanover website).
- Limit doing laundry, as dirty water can stain clothing.
- Do not run hot water while crews are flushing in your neighborhood. If dirty water gets into your water heater it will take longer to flush out.
- If you have any questions or concerns, please feel free to contact the Hanover Water Treatment Plant at (603) 640-3238

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