



199 RAYMOND ROAD | P.O. BOX 111
SUDBURY, MASSACHUSETTS 01776

p 978-443-6602 | f 978-443-9587 | e customerservice@sudburywater.com | w sudburywater.com

Water Main Flushing Program

As part of our ongoing commitment to maintaining water quality and system reliability, scheduled water main flushing operations are scheduled to begin on October 1, 2025.

Flushing Schedule

Water main flushing will take place **Monday through Friday, between 7:30 AM and 3:00 PM.**

Conducting flushing operations during daylight ensures optimal visibility for personnel and facilitates the detection of discolored water.

Please be advised that the schedule is **subject to change** due to crew progress, inclement weather, or unforeseen water-related emergencies that may require immediate attention.

Flushing will be suspended on the following holidays:

- **Columbus Day - October 13th**
- **Veterans Day - November 11th**

Duration of Flushing Activities

Flushing will be limited to dead-end water mains. The time it takes to flush water mains at **each hydrant** varies from **15 to 45 minutes**, depending on several factors:

Key Factors That Influence Flushing Duration at a Hydrant:

1. **Pipe Size and Length:**
Larger or longer sections of main require more time to achieve adequate flushing velocity and volume.
2. **Water Main Condition:**
Mains with significant sediment buildup or biofilm may take longer to flush clear.
3. **Flow Rate and System Pressure:**
Higher available flow rates can reduce flushing time, while low pressure may extend it.
4. **Desired Water Quality Outcome:**
Crews may continue flushing until water runs clear and meets quality standards, which may vary by location.
5. **Hydrant Location (dead-end vs. looped mains):**
Dead-end mains often take longer due to stagnation and lack of continuous circulation.

Customer Impact During Flushing

During the flushing process, residents and businesses may experience the following temporary effects:

- **Reduced water pressure**
- **Discolored water**, resulting from the mobilization of mineral deposits and sediments
- **Localized water pooling** near hydrants or blow-off locations

Water Discoloration: Safety and Response

Discolored water is generally caused by naturally occurring minerals such as iron and manganese. While the presence of these materials may affect the taste, color, or appearance of the water, **they do not pose a health risk.**

If you observe discolored water:

1. Run a **cold-water tap** (preferably on the lowest level of your home, near the water meter) for **up to 15 minutes**.
2. If discoloration persists, wait **30 minutes** and repeat the process.
3. Prior to using hot water, ensure that the cold water runs clear to avoid drawing discolored water into the hot water system.

Special Considerations for Water Heating Systems

- **Traditional Hot Water Tanks:** If discoloration enters your hot water system, use the clean-out valve to flush accumulated sediment from the bottom of the tank. Refer to the manufacturer's instructions and exercise caution due to high temperatures.
- **On-Demand Water Heaters:** Once cold water runs clear, the hot water should follow without issue.

After-Hours Water Discoloration

If you notice discolored water outside of regular flushing hours (7:30 AM – 3:00 PM):

- Run the cold water tap nearest the meter (usually on the first floor) for up to 15 minutes.
- If discoloration continues, wait 30 minutes and try again.
- If the issue persists overnight, please contact our Administration Office at **978-443-6602**. An area hydrant may need to be reopened, or your private service line may require flushing.

Milky or Cloudy Water

A temporary milky appearance in water may result from **entrained air** due to pressure changes during flushing. This is harmless and will dissipate naturally if the water is left to stand or run briefly.

Post-Flushing Water Pressure Issues

If you experience a noticeable drop in water pressure or flow following flushing:

- Inspect faucet aerators, screens, and household water filters for trapped sediment.
- Cleaning these components typically restores normal pressure.

Importance of Water Main Flushing

Water main flushing is a critical component of routine water system maintenance. The primary benefits include:

1. **Sediment Removal:** Prevents discolored water and improves taste, odor, and clarity by removing accumulated minerals and deposits.
2. **Biofilm Reduction:** Helps control microbial growth by scouring pipe interiors at proper flushing velocities.
3. **System Optimization:** Identifies and addresses issues with valves and hydrants, ensuring full system functionality.
4. **Water Quality Enhancement:** Eliminates stagnant water in low-flow areas, maintaining proper chlorine residuals.
5. **Fire Protection Support:** Assesses hydrant performance and verifies adequate flow rates for firefighting readiness.

For additional information or to report a water quality concern, please contact the **Sudbury Water District Administration Office at 978-443-6602** or email customerservice@sudburywater.com.