

## Erie Water Works Service Line Replacement Project Flushing Procedures

You are receiving this information because the Erie Water Works (EWW) will be replacing your existing water service line with new copper pipe. The existing water service line contains a lead gooseneck and/or has galvanized iron/steel that was or is currently downstream of a lead gooseneck.

Cold water flushing should occur immediately after water service is restored following a service line replacement. DO NOT USE HOT WATER in your building until you flush your cold water lines. Using hot water first could pull sediment into the hot water tank. If you experience discolored water from your hot water only, over several hours, then it is recommended that you drain and flush your hot water tank.

A \$10 credit will appear on your water bill to account for the recommended flushing.

### Flushing Instructions for Property Owners and Customers

Please take the following steps after installation of a new water service line:

- Remove all aerator screens from every faucet and fixture in your building and leave each aerator in a container by the faucet from which it came. The other side of this page includes additional guidance on removing and cleaning aerators.
- Disconnect or bypass all faucet filters, under-counter treatment units, and full-house treatment systems.
- Find the faucet that is closest to where the service line enters your building. If this is an outdoor spigot, turn this on first as high as it goes. Otherwise, start in the basement or lowest floor of the building. Turn the COLD WATER on as high as it goes.
- Continue opening all faucets, including tubs, utility sinks and outdoor spigots, until all faucets are open on all floors. Every faucet in your home should be turned on at the same time.
- After all faucets are open, let the water run for at least 30 minutes.
- After 30 minutes, turn off the first faucet you opened. Then turn off all other faucets in the same order you turned them on until all cold water faucets are closed.
- Clean and reattach the aerators to each faucet. If an aerator cannot be cleaned, do not reattach it. Use your faucet without the aerator until you can buy a replacement at your local hardware store or online.
- If you have an under-counter or whole-house treatment unit, reconnect and turn it back on at this time.
- Do not consume tap water, open hot water faucets, wash laundry, or use icemaker or filtered water dispensers until flushing is complete.

### Contact us

For more information, please contact EWW's Customer Service Department at (814) 870-8000 Ext. 280 between the hours of 8:00 AM and 4:30 PM, Monday through Friday.

## Cleaning Aerators

- Please refer to the image below.
- Unscrew the small round piece that is attached to the bottom of your faucet; if it hasn't been removed in a while, you may need to give it a gentle counter-clockwise turn with a wrench.
- In most cases, you can remove small debris by simply turning the aerator over and rinsing it with water. However, debris that is more stubborn can be removed using a glass of vinegar and an old toothbrush.
- You can soak the aerator as long as necessary in the vinegar, but five minutes will usually work. Simply brush off any particles and rinse with water.
- Reassemble the aerator, which normally has a washer to prevent leaks, and screw it back on to your faucet.
- Repeat this procedure every few weeks as needed.

