

Notice of Water System Flushing

You may notice Water Department crews working in various locations and see water running down the street. Although it may appear that we are wasting water, the process is part of the preventive maintenance program and is necessary to maintain the integrity of the water system, allowing us to continue to deliver the highest quality water possible to our customers.

The District's water distribution system is a complex network of pipes and storage reservoirs 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, which can result in degraded water quality.

What is the silt in the water system?

Water contains minerals and these minerals react with the inside of the pipes to produce a silt by-product. This chemical reaction between the pipe and the water is a normal and natural process. This process can occur on the inside of the pipe and prevent an adequate volume of water flow. The flushing process removes much of this silt by-product.

When does flushing normal occur?

Normally, flushing takes place for approximately one hour, three times daily. In an effort to cause fewer disturbances to our customers, water crews flush the lines between 4:00 am 2:00 pm.

What should I do when I see District crews flushing hydrants in my area?

If you see a District crew flushing hydrants, PLEASE DRIVE CAREFULLY.

What should I do after the flushing?

If the tap water is used during flushing, it could come out full of sediment and discoloration. If you encounter discolored water, turn the tap off and wait several minutes. After waiting, check the clarity by running cold water for a few minutes, allowing new water to work its way into your pipes. If not, wait a few more minutes and check again. In some cases, you may experience slight discoloration for a few hours. This discoloration only affects the appearance of the water; it does not affect the taste or quality of the water.

Why does the water sometimes look funny after hydrant flushing?

When a hydrant is opened, there will be temporary incidences of discolored water containing fine sediment particles. There is no health hazard associated with discolored water. Allow a few hours for discoloration to dissipate. To verify the water has settled, allow your cold water tap to run a few minutes. If the discoloration persists for more than twenty-four (24) hours, please contact our Public Works Superintendent at (972) 899-9745.

What should I do if my water pressure or volume seems low after flushing?

Check your faucet and washer screens for trapped debris and remove as needed.

Do the lines get flushed when it is below 35 degrees?

No. For everyone's safety, the District does not flush lines in freezing temperatures.

Water System Flushing Locations

Location	Type	Quantity, Duration, and Times
Torin & Four Stones	Hydrant/Auto Flush	3 x per day, 1 hour each at 4:30 am, 10:00 am, 2:00 pm
Kerrin & Torin	Sample Station/Auto Flush	3 x per day, 1 Hour each at 4:00 am, 10:00 am, noon
3600 Windhaven Pkwy	Hydrant/Auto Flush	2 x per day, 30 Minutes each at 3:30 am, 3:30 pm
Livy & Saffire	Sample Station/Auto Flush	1 x per day, 20 Minutes each at 4:10 am