



CONCORD PUBLIC WORKS

Water/Sewer Division

135 Keyes Road
Concord, Massachusetts, 01742

TEL: 978-318- 3250 FAX: 978-318- 3204

Water Service Interruption – October 14, 2020 Monument Street

This morning at approximately 10:00 am, on Wednesday October 14, 2020, Concord Public Works' Water Division was notified of a water main break in the vicinity of 1597 Monument St. Crews are actively responding to the incident. The leak has been isolated and temporary interruption of water service will be experienced by some customers from the intersection of Monument St and Balls Hill Rd north to the Carlisle town line, including all adjoining side streets (approximately 80 homes between Balls Hill Rd and the Carlisle town line will be without water). It is anticipated that the leak repair may take up to 4-8 hours to complete.

Some customers may experience a temporary reduction in water pressure, air in the pipes, brown water or white water.

Air - If you turn on your tap and no water comes out or it comes out in spurts. Close your water tap and then open the cold water tap a small amount until the water flows in a steady stream. You may need to repeat this process at each tap in your home.

Brown Water - If you are seeing brown water, we recommend running the cold water for 5 minutes to clear the line into your home. If the water doesn't become clear after 5 minutes, shut it off and wait one hour for the disturbance to settle or pass, and then try again.

White Water - If you are seeing white water, it is just air that is been entrained in the water as the water main was re-pressurized. This condition will clear up as the water is used normally, this may take 1-5 days (or longer in the winter when the water is cold). The water is safe to use as you would normally use your water, you can fill up a cup and watch the tiny bubbles slowly dissipate.

If you have questions or concerns, please call CPW's Water and Sewer Division at 978-318-3250. CPW's Water & Sewer Division's normal operating hours are Monday through Friday between 7:00 a.m. and 3:30 p.m. If you reach our voicemail please leave a message with your name, address and telephone number and we will return your call as soon as possible.

If this is an emergency situation, please phone the Police Department at 978-318-3400 and they will get in touch with us directly.

Concord Public Works Appreciates your patience.