

## HOW TO PREPARE FOR PLANNED WATER OUTAGES



While we work to ensure that planned water outages are as short as possible, we know they are still impactful to customers. In an effort to minimize any temporary inconvenience this may cause, you may find the following recommendations helpful.

### **Before water service is interrupted:**

- Fill pots on the stove with water for cooking.
- Fill a couple of buckets with water for washing.
- Fill potable water containers for drinking. Assume about one gallon of drinking water per person per day.
- Fill bathtubs with water and use buckets to flush toilets. A toilet will flush when approximately a gallon of water is poured into the bowl.

### **During the water outage:**

- Try not to operate the water faucets. This will prevent air from entering your plumbing.

### **Discolored Water After an Outage:**

- Water outages can sometimes disturb the direction or flow of water in the Town's drinking water system. When this happens, customers in or near the outage area may experience temporary discolored water. Discolored water comes from internal pipe rust and sediment getting stirred up when the water is turned on after an outage. The Water Department will perform necessary water main flushing activities required to ensure the water does clear up.
- The water should clear on its own. Try running an outside spigot for several minutes to see if it is clearing or still discolored. If the water does not clear, let the water sit for one to two hours. Then, run cold water for a few minutes in your bathtub or shower. If your home is located on a dead-end line, it may take longer to clear up.
- Avoid running hot water if the cold water is discolored. This will minimize filling the hot water tank with discolored water.

If there are any residents who have health or well-being issues that require special consideration, please contact Giovanni Caceres, Concord Public Works Engineer directly at 978-318-3250.

Thank you for your patience and understanding as we work to complete this important drinking water system improvement project.