



**AQUARION**  
*Water Company*

*Stewards of the Environment*

## **Water Main Maintenance Schedule & FAQs**

Aquarion Water Company personnel will be working from the Hull town lines out toward Pemberton Point Monday through Friday, 9 a.m. - 4 p.m. (schedule subject to change) through the month of October.

**Completed to date as of 10/30/2009:** From the town lines to C Street.

**Remaining Schedule:**

**Week of 11/02/2009:** C Street toward Pemberton Point

Aquarion periodically cleans water mains to ensure our customers continue to receive high quality drinking water. The cleaning process, in which our crews open fire hydrants so the water rushes out with great force removing sediment that can accumulate in the mains over time.

Because the process loosens the sediment, customers may notice some temporary discoloration in their water. For this reason, Aquarion notifies customers when we are planning to begin this maintenance operation. Aquarion recommends to those customers with water filtration devices to monitor closely and operate in a bypass mode if possible during this time.

### **Can customers use discolored water?**

We advise customers not to use discolored water until it is clear. First, it is not palatable. Second, it could stain laundry, discolor hot water systems, and interfere with commercial and industrial operations that rely on high quality water for their processes.

### **Instead of using discolored water, what can customers do if they need water before the discoloration is gone?**

When Aquarion personnel plan to clean mains, customers receive advance notice through advertisements in local newspapers, posting on Aquarion's website ([www.aquarionwater.com](http://www.aquarionwater.com)), posting on the town's website ([http://www.town.hull.ma.us/Public\\_Documents/index](http://www.town.hull.ma.us/Public_Documents/index)), information on the local cable access channel, road signage in the maintenance areas, and telephone notification for those who are registered in our CodeRed database. This early notice gives customers time to store tap water in their

refrigerators. If their water then becomes discolored, they can use this stored water for drinking and cooking.

**Can customers wash clothes in discolored water?**

Customers should delay washing laundry until their water is clear.

**After the mains have been cleaned, is there anything the customer should do?**

Some discolored water may be drawn into customers' plumbing systems during the cleaning process, so customers should turn on their cold-water faucets to determine if their water is clear. To clean discolored water out of a home's plumbing system, customers should allow cold water to run from their bathtub faucets at full force until it is clear. After that, they may wish to check other inside faucets and run those as necessary.

If there are any questions, or if water remains discolored after the faucet runs for a time, customers can call Aquarion's Customer Service Department at 1-800-928-3734 or 781-740-6691.