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Connecticut Water Encourages Businesses, Municipalities, Schools and Operators of Vacant Properties To Flush Pipes To Maintain Water Quality

Quality can deteriorate when water is left sitting in pipes
Building owners should proactively flush water pipes before reoccupying

CLINTON, Conn. — May 7, 2020 — As Gov. Lamont has announced a staged plan for re-opening many Connecticut businesses later this month, Connecticut Water recommends that building owners and property managers flush the water pipes upon returning to any building that may have been vacant or infrequently used over the last several weeks.

Water coming from our system into the building through the water main will be safe to drink and continues to meet all state and federal drinking water requirements, but water that sits inside a building's pipes for long periods of time can become stagnant and may become discolored or allow bacteria to grow or cause unwanted contaminants to leach from pipe materials. To avoid these concerns, it is highly recommended to flush the water through the system inside the property prior to resuming regular water use. This ensures that the water consumed is safe to use after the prolonged shutdown.

Most property owners can flush their buildings by running the taps from all points of use for roughly 10 minutes. (For example: showers, all sink faucets.) Flushing may need to occur in segments depending on facility size and water pressure. The purpose of the flushing is to replace all water inside the building's piping with fresh water from the water main. Flush each point of use/tap on both the hot water and cold water taps. Flush until the hot water reaches its maximum temperature and flush the cold water until it reaches a steady cool temperature. It is also a good idea to replace any filters if water filtration systems are used in the building. Larger facilities may need to take additional measures.

Owners of residential properties that have been vacant should also flush their cold water lines before using or consuming the tap water.

For additional information, see the U.S. Environmental Protection Agency's [Flushing Best Practices](#); the Centers for Disease and Control and Prevention's [Guidance on Building Water Systems](#), or the American Water Works Association's [Return to Service Guidance](#). Customers are also welcome to call Connecticut Water at 800-286-5700.

About Connecticut Water

Connecticut Water, Avon Water and Heritage Village Water provide water to nearly 350,000 people in 59 communities in Connecticut and wastewater service to 10,000 people in Southbury, Connecticut.

The towns served are Ashford, Avon, Beacon Falls, Bethany, Bolton, Brooklyn, Burlington, Canton, Chester, Clinton, Colchester, Columbia, Coventry, Deep River, Durham, East Granby, East Haddam, East Hampton, East Windsor, Ellington, Enfield, Essex, Farmington, Griswold, Guilford, Hebron, Killingly, Killingworth, Lebanon, Madison, Manchester, Mansfield, Marlborough, Middlebury, Naugatuck, Old Lyme, Old Saybrook, Oxford, Plainfield, Plymouth, Portland, Prospect, Simsbury, Somers, Southbury, South Windsor, Stafford, Stonington, Suffield, Thomaston, Thompson, Tolland, Vernon, Voluntown, Waterbury, Westbrook, Willington, Windsor Locks and Woodstock.

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Links embedded in news release:

<https://www.awwa.org/Resources-Tools/Resource-Topics/Coronavirus#10681543-shutoffs-and-return-to-service-guidance>

https://www.epa.gov/sites/production/files/2018-09/documents/flushing_best_practices_factsheet_508.pdf

<https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>

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