



AMERICAN WATER

WE KEEP LIFE FLOWING™

A REMINDER FOR SCHOOLS AND BUSINESSES THAT CLOSED AS A RESULT OF THE CORONAVIRUS

Extended periods of inactivity can cause lead leaching or legionella growth. Taking proper steps can help minimize potential exposure to both these contaminants.

FOR MORE INFORMATION

For more information, customers can contact the US Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791 or visit:

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

https://www.epa.gov/sites/production/files/2018-09/documents/flushing_best_practices_fact_sheet_508.pdf

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

04-2020



HAS YOUR FACILITY BEEN CLOSED FOR WEEKS? FLUSH THE PIPES.

At American Water, we remain committed to keeping you informed as we continue our work to deliver, clean, safe and reliable water and wastewater services to you during the COVID-19 public health emergency.

As buildings reopen, businesses, school districts and property management teams will begin the process of restarting building systems that have been dormant for a significant amount of time, making sure that water systems and equipment are in working order.

Large building owners and operators are encouraged to adopt a proactive approach that includes proper flushing procedures, assuring the presence of disinfectant residuals, adjustment of hot water temperature, and proper maintenance of building plumbing and heating/cooling systems. Proper flushing of plumbing before reoccupying these buildings is essential and should be performed biweekly if possible and again the weekend before opening.

WHO SHOULD FLUSH

Large facilities, buildings and schools that have been dormant or closed.

WHAT TO FLUSH

Be sure to flush your pipes to maintain water quality. We recommend that you flush:

- **Toilets:** At least twice (this will help to move fresh water through the plumbing)
- **Faucets:** Run at full flow for at least 2 minutes
- **Showers:** Run at full flow for at least 2 minutes
- **Other Appliances/Apparatus:** We recommend flushing other appliances and apparatus thoroughly, at full flow, bringing fresh water into the system. Preferably run the water until you are able to smell the chlorine in the water. If you have an appliance such as a refrigerator or ice maker that has a filter, upon completion of flushing, follow manufacturer's instructions for replacing water filters.

ONCE FLUSHING HAS BEEN COMPLETED AND FILTERS HAVE BEEN REPLACED, REMEMBER TO:



Use cold water for drinking and cooking. Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



Routinely remove and clean all faucet aerators.



Follow manufacturer's instructions for replacing water filters in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.