

# Hydrant Flushing & Water Discoloration

## Frequently Asked Questions

**How are customers informed that hydrant flushing is taking place?**

**LBWA communicates with you through several sources:**

1. Website **lakeberesfordwa.com**. Go here first if there is an interruption in service. This is the fastest way to see notices and updates.
2. Email: If you have provided your email address, an email will be sent via MailChimp with information and updates. Send you email address to [lberesfordwa@hotmail.com](mailto:lberesfordwa@hotmail.com) to be included in email notices.
3. Facebook: If you have a Facebook account and have joined our Facebook Group, LBWA DeLand, you will see information and updates posted.
4. Signage: Signs will be posted throughout the service area alerting you of planned interruptions in service.

**Why does the LBWA perform hydrant flushing?**

Hydrant flushing is the quick release of water from fire hydrants. It is a controlled procedure that is vital to the general maintenance of the LBWA water distribution system. It ensures adequate water flow is available to fire fighters, residents, and businesses. It also helps maintain the water clarity and quality by clearing iron and mineral deposits from the water mains (distribution pipes).

**What are the effects of hydrant flushing?**

Hydrant flushing helps ensure water quality and helps avoid random bouts of rusty water if there is a high demand for water, such as a major firefighting effort or high usage during a sustained drought.

Sometimes hydrant flushing can make the water temporarily appear rust-colored because the iron and mineral deposits in the water get stirred up.

**Why is my water rust/tea-colored from the hydrant flushing? Is the water safe?**

The main component of the discoloration of the water during hydrant flushing is caused by iron deposits from inside the water mains. The source of the iron is naturally occurring from ground water wells and deposits in the ductile iron pipe that make up the underground water system.

Sometimes hydrant flushing can make the water temporarily appear rust-colored because the iron and mineral deposits in the water get stirred up. The water is safe to use and consume during hydrant flushing, however it may stain laundry.

If you see that your laundry is discolored in the washer – DO NOT put clothes in the dryer. Rewash the clothes using a rust removal product such as Iron-b-Gone, Red-b-Gone, Iron OUT or similar products available in

stores or online; or products available for purchase from The Water Shed on Spring Garden Avenue (386-736-3397). We suggest you keep a product like this on hand for laundry “emergencies”.

### **Does the LBWA test the water regularly?**

Lake Beresford Water Association is required by the U.S. Environmental Protection Agency and the Florida Department of Environmental Protection Agency to test the water in the system according to mandated parameters.

Although the water is discolored during hydrant flushing and may look unclear or tinted, the water is not harmful or contaminated. To ensure the highest possible quality of water and in accordance with regulations, LBWA collects samples from the water system. These samples are then analyzed for bacteriological contamination. Historically the Lake Beresford Water Association has been in compliance with these samples, which means there are no bacteria in the water.

### **I live on the west side and LBWA is flushing hydrants on the east side. Why is my water is discolored?**

Sometimes residents who live beyond the limits of the area where hydrant flushing is being performed will notice rust-colored water. We assure you that LBWA is making every attempt to keep these impacts to a minimum, while continuing to maintain safe drinking water.

### **Why is my water is discolored, but my neighbor didn't notice any discoloration?**

If you were home when the flushing was going on and you turned on your water, your water may be discolored because you are drawing in the water as the system is flushing it and stirring up the minerals and iron.

If your neighbors were not home all day and returned home in the evening and turned on their tap when no flushing was occurring, they most likely will not notice any discoloration.

### **My water is discolored. What should I do?**

Wait until flushing has subsided in your area then run the outside spigots until the water runs clear. Then go inside and run the cold tap to ensure it runs clear inside.

If you have a water softener and are experiencing discolored water, place the unit into regeneration or cleaning mode after hydrant flushing is completed in your area.

Remember rust colored water is safe, but it may stain laundry. If this happens, keep clothes wet and treat them with stain remover.

### **Tips for Minimizing Water Discoloration during Hydrant Flushing Operations**

- If possible, limit your water use.
- Wait until flushing has subsided in your area then run the outside spigots and cold water tap inside until the water runs clear.
- If you have a water softener and are experiencing discolored water, place the unit into regeneration or cleaning mode after hydrant flushing is completed in your area.
- Remember rust colored water is safe, but it may stain laundry. If this happens, keep clothes wet and treat them with stain remover.

**If you have questions: Call the office (Diana) at 386-738-0066, email us at [lberesfordwa@hotmail.com](mailto:lberesfordwa@hotmail.com) or call the plant manager (Cesar) at 561-329-1568.**