



FLUSHING

An essential part of our system maintenance program

Each year, we flush the pipes in your local water distribution system. Flushing is a critical component to maintaining a healthy water system. **This is an essential part of our system maintenance program, and is unrelated to the current health emergency.**

Our drinking water treatment barriers provide protection that includes filtration and disinfection of our water supplies. These treatments are effective in removing and/or inactivating viruses. Our water meets all current federal and state drinking water requirements.

WHY FLUSHING IS IMPORTANT

Flushing our system helps to clean out any build-up of mineral deposits and sediment inside the pipes. These harmless deposits can occur when there is a reduced water demand. We also flush our hydrants to make sure they are operational and to check fire flows in our system, which is critical for firefighting.

HOW WE FLUSH OUR PIPELINES

Flushing involves simultaneously opening fire hydrants in a specific area to create increased water flows. When our crews are on your street or nearby, this process usually takes about one hour.

WHAT TO EXPECT

When crews are in your area, you may notice a drop in water pressure or discolored water.

Discolored water may occur because the sediment in water mains get stirred up when the fire hydrants are used and when the flow of water in mains is changed. This is normal and temporary. If this happens, it is not harmful. Simply let your water run until it is clear.

WHAT TO DO TO PREPARE FOR FLUSHING

- Sign up for our customer notification system to receive a call, text or email to let you know when we'll be flushing in your neighborhood.
- Draw water for cooking ahead of time.
- Store a large bottle of water in the refrigerator for drinking.
- Check for discolored water before using the washing machine or dishwasher.

HOW TO GET EMERGENCY NOTIFICATIONS

We will use our phone/text/email customer notification system to notify you before we begin flushing your neighborhood. You must opt-in to these types of non-emergency alerts.

- Log into MyWater, our customer portal, at myaccount.amwater.com.
- On the Alert Settings tile, click on the Edit button, which will take you to the page where you can update your contact information and preferences.
- You can also simply contact Customer Service at **1-800-422-2782** to enroll.

FOR MORE INFORMATION

Illinois American Water
Customer Service Center:
1-800-422-2782
Hours: 7 a.m.-7 p.m.

For emergencies,
we're available 24/7.

Check us out online
illinoisamwater.com



QUALITY.
ONE MORE WAY
WE KEEP
LIFE FLOWING.