



IS YOUR WATER BEING TURNED BACK ON?



Take these steps to protect your family from lead and other contamination.

Information from the People's Water Board Coalition and Safe Water Engineering LLC

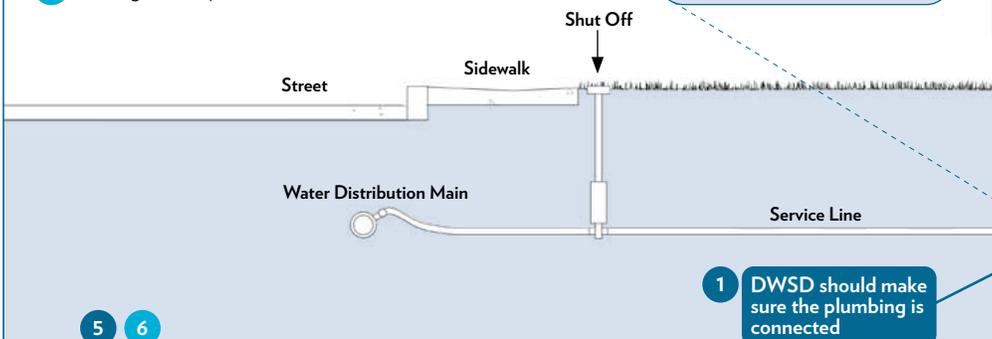
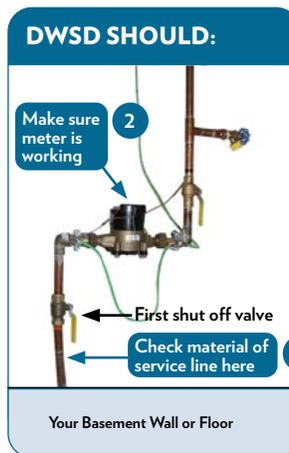
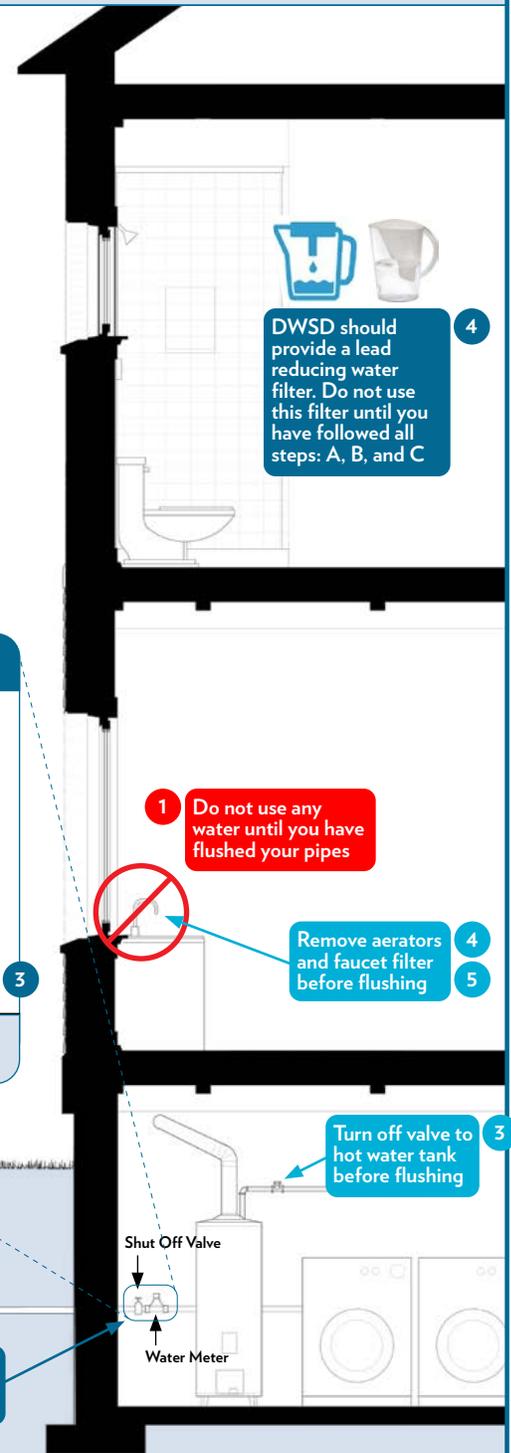
STEP A WHEN DWSD IS AT YOUR HOUSE TO TURN ON WATER:

DWSD SHOULD:

- 1 Make sure the plumbing is connected (both water lines and drain lines).
- 2 Make sure the water meter is working.
- 3 Check your service line and tell you what it is made of. **If it is a lead pipe, you should take extra precautions for drinking and cooking water in your home.**
- 4 Provide a lead reducing water filter.
- 5 Provide instructions on how to flush your service line (flip page for step B).

WHAT YOU NEED TO KNOW RIGHT NOW:

- 1 **DO NOT** drink tap water, open your hot water faucets, use your icemaker or filtered water dispenser until all flushing steps are complete. When water is not moving in your house, the pipes start to corrode and harmful bacteria can grow. Flushing your pipes with fresh water after your water is turned back on reduces bacterial growth and reduces your risk of exposure to lead, metals, and bacteria.
- 2 **Follow all steps (A, B, and C)** to flush your service line AND your household plumbing.
- 3 **Turn off the water to your hot water tank**, disconnect hoses and close valves to outdoor plumbing before flushing.
- 4 **Remove aerators from all water faucets** in your home by turning clockwise to loosen. **This step is very important!** Flushing with the aerator on will make your water quality worse. If aerators are difficult to remove, try using rubber gloves, a wrench, or pliers, or ask for help.
- 5 **Do not use a filter when you are flushing.** If you have a filter on your faucet, remove or bypass the filter.
- 6 Now go to step B.



5 6

Flip page for steps B + C



STEP B FLUSH YOUR SERVICE LINE

- 1 **Beginning in the lowest level of your home**, open all the cold water faucets in the house, including sinks, showers and bathtubs.
- 2 **Let the water run for 30 minutes** at the last faucet you opened on the top floor.
- 3 **Turn off each faucet** starting with the first one you opened (bottom floor).

STEP C FLUSH YOUR PLUMBING

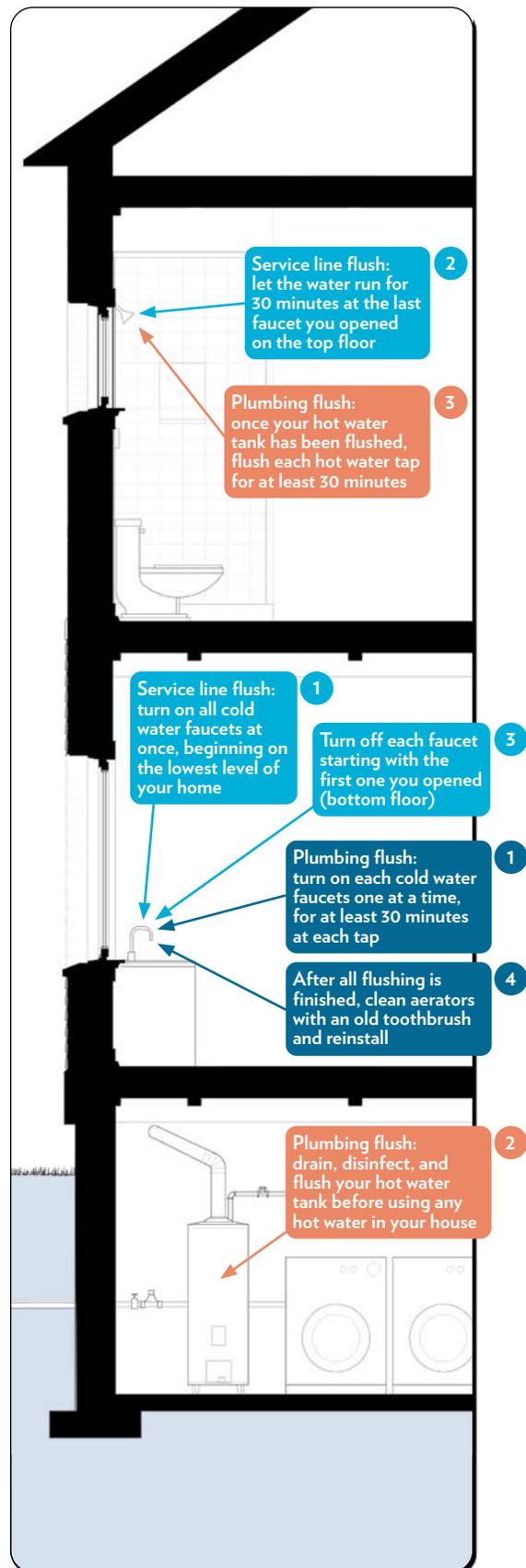
- 1 Once you have completed step B, work from the bottom floor of your house with the aerators still off, running one faucet at a time for 30 minutes or more at each tap. **Flush all cold-water taps, including showers, tubs, hose bibs, and toilets one at a time.** Flushing for at least 30 minutes will allow for the stagnant water in household pipes to be replaced with fresh water. Larger homes should be flushed for longer than 30 minutes.
- 2 **Your hot water tank should be drained, disinfected, and flushed** before using any hot water in your house. If you do not have assistance to do this, make sure the water to the tank is turned off (see previous page) and use only cold water. Ask for a separate instruction sheet for information on how to drain the hot water tank.
- 3 **If your hot water is on and the tank has been cleaned**, flush each hot-water tap, one at a time, for 30 minutes or more at each tap.
- 4 **Clean the aerators** with an old toothbrush, rinse, and reinstall them, turning counterclockwise.

ONGOING WATER USE IN YOUR HOME

1. After you have flushed your pipes, the plumbing may still not be clean enough for drinking or showering. You can use the water for handwashing, toilet flushing, cleaning, and laundry. **Use the water every day** to keep the water moving and improve water quality in your house.
2. **Keep a supply of bulk water for drinking and cooking until water is ready to drink.**
3. Never drink or cook with hot water from the tap. Always use cold water.
4. **Remove and clean the aerators regularly**, even if you are not drinking the water. This will help to clear sediment and biofilms from your plumbing.
5. **Use a water filter** that meets ANSI/NSF standard 53 for lead reduction when you are ready to use the water for drinking and cooking (DWSD should have provided a pitcher style certified filter like the one pictured on the front page). If you already had a filter installed on a faucet, replace the cartridge before using.
6. For pitcher and faucet mount filters, **change the filter cartridges** according to the manufacturer's instructions or they will not work.



Scan this QR code to watch a video that demonstrates how to remove your aerators and flush your service line



Sources: [Detroit Water and Sewerage Department](#) Flushing video; [Michigan Department of Environment, Great Lakes and Energy](#) Flushing your house plumbing system when water services are restored; [American Water Works Association](#) Notice on returning homes to service; Safe Water Engineering LLC (3/26/2020)