

Flushing Program Questions and Answers

What is hydrant flushing?

Hydrant Flushing refers to flowing water at high volume for maintenance purposes. Periodically you will see Environmental Utilities personnel flushing hydrants in your area. This is done to remove sediment from pipes in order to maintain clarity and quality in the distribution piping.

Why is it important to routinely flush the water system?

The City flushes the water distribution system to improve water quality by removing sediment and scale that builds up over time.

When does flushing normally occur?

Environmental Utilities personnel flush weekly throughout the year so that the water does not stagnate in less active parts of the water distribution system.

Is Environmental Utilities the only ones that flush the lines?

No, Fire Departments are required to flush hydrants when they are testing hydrants to make sure adequate flow and pressure is available.

Will I be told when the City is flushing my area?

The City will provide notification of the area in which flushing will occur in advance through posting signs, email notifications, online, and automated calls. We ask for everyone's patience during flushing and that you do what you can not to be adversely affected by the water quality that may result during this time. To find out when flushing is scheduled to happen in your area, please visit www.stcloud.org/water.

How will this affect my water?

During the flushing process, water customers may experience fluctuations in pressure and discolored water. Although the water does not pose a health risk, it is recommended to avoid drinking the water until it runs clear. It is ok to use the water for showering, bathing, and toilet flushing. Do not use for laundry.

What should I do if my water is discolored after flushing?

If you notice discolored water after flushing, turn on several cold water taps in your home to allow new water to work its way into your pipes. Let the water run for several minutes until the discoloration is gone and the water runs clear. In some infrequent cases, customers may experience slight discoloration for a few hours. This discoloration only affects the appearance of the water; it does not affect the water quality or taste. Do not do laundry until completely clear. If discoloration continues, please contact customer service at 407-957-7344.

What should I do if my water pressure is still low or I have no pressure?

If you are experiencing low pressure at only one or two taps, remove and make sure the aerator or screen is clean. If you have low water pressure in your entire house, the meter or service line could be plugged. Please call customer service at 407-957-7344.

Is water main flushing a waste of water?

No. Flushing is an essential part of water system maintenance. It is the most effective way to keep our drinking water safe, clean, and pleasant tasting. Our technicians keep very accurate records of the amount of water that is being flushed, so this water is accounted for and tracked.

Where can I find more information on the status of the City's water system?

For additional information on the City's water system, please visit www.stcloud.org/water.

What if I have other questions or concerns about my water?

If you have any additional questions or concerns, please contact our Customer Service department at 407-957-7344.