

WATER LINE FLUSHING – FREQUENTLY ASKED QUESTIONS

Why does Hendersonville Water & Sewer “flush” water lines and fire hydrants?

Periodically flushing water mains and fire hydrants is an important maintenance activity. Flushing the system removes sediment that has slowly built up in the lines, ultimately maintaining the integrity of the water system and allowing Hendersonville Water & Sewer to deliver high quality water to our customers.

How does this process work?

Flushing zones and routes are planned out by staff and valves are opened and closed to control the direction of the water flow. Fast moving water is forced through the water mains and released through hydrants. This process scours and cleans the mains.

How will I know when Hendersonville Water & Sewer is doing this work in my area?

Hendersonville Water & Sewer will notify customers of scheduled work using their notification system. The phone numbers and email addresses in the system are generated from the information customers provided when they enrolled in water service. It is important that customers provide current contact information to receive notifications. If you need to update your phone number or email address, please call Hendersonville Water & Sewer at (828) 697-3052 Monday-Friday from 8am-5pm.

What should I do if I see Water & Sewer crews flushing hydrants in my area?

Please drive carefully and watch for workers in and near the roadway. If you are in your home during the work, avoid turning on any faucets or fixtures while crews are flushing the hydrants. In particular, avoid washing clothes during the flushing operation.

How will this affect my water?

During the actual flushing process, customers in the immediate vicinity of the work may experience pressure fluctuations or discoloration of their water. The discoloration consists of minerals, sediments and fine air bubbles. Although the water does not pose a health risk, it is recommended to avoid drinking the water until it runs clear from the tap.

Water Line Flushing

FAQ



What should I do if my water is discolored after the water mains have been flushed?

In the event a customer experiences discoloration in their water after crews have completed work in their neighborhood, they should clear the pipes in their own home by running cold water for a few minutes. If the water coming from the tap does not clear in five minutes, wait 30 minutes and try again.

As a precaution, prior to using hot water, the cold-water tap should be run for a few minutes to ensure discolored water is not drawn into the hot water tank. Do not choose a tap that has a water filter connected to it as sediment may clog the filter.

What should I do if my water is still discolored after three to four hours?

Customers can contact Hendersonville Water & Sewer at (828) 697-3073. Issues occurring outside of regular business hours (Monday-Friday 8am-5pm) can be reported to the after-hours number at (828) 891-7779.

Is water main cleaning a waste of water?

While it may appear wasteful, flushing water lines is a normal and necessary part of maintaining the system and keeping drinking water safe, clean and pleasant tasting.

Questions may be directed to Hendersonville Water & Sewer at (828) 697-3073 Monday-Friday 8am-5pm. Issues occurring outside of regular business hours can be reported to the after-hours number at (828) 891-7779.

