

FREQUENTLY ASKED QUESTIONS AND ANSWERS

Question 1: What is flushing?

Answer 1: Flushing is a method to clean the water-main pipe by using high water velocity to “flush-out” sediment and minerals that may build up in the pipe system over time.

Question 2: How are the water lines flushed?

Answer 2: The high water velocity is created by opening fire-hydrants one at the time starting from the source and storage sites toward the far end of the main lines. In this way the whole water-main line gets cleaned systematically.

Question 3: What other benefits does this flushing have?

Answer 3: The other benefit is the testing of the fire-hydrants to make sure they operate properly.

Question 4: What does the City of Florence water customer have to do?

Answer 4: If your water looks discolored, let the cold water run for a few minutes to clear your water service line. It is also recommended that you do not do the laundry for about two hours to ensure that the water is clear.

Question 5: Is the discolored water a health risk?

Answer 5: No. The temporary discoloration of the water is an unavoidable effect from flushing the water lines and has no harmful health effects.

Customers are encouraged to call the City of Florence Public Works office with any concerns and questions at (541) 997-4106.