



Water Main Flushing

Water main flushing is one of the most important things we do. The 2023 Water Main Flushing Program begins October 9th 2023.

What is Water Main (Hydrant) Flushing?

Our water comes from an underground aquifer and contains naturally occurring minerals like iron and manganese. These minerals can build up over time as sediment in our water mains. To keep our mains clean, crews systematically open and close valves and hydrants to move water at high speed through sections of water main. This clears out naturally occurring mineral sediment that can build up in the water system and cause discolored water and other problems.

How could this affect my water?

Low pressure

When flushing crews are working in your area, you may have a temporary drop in water pressure.

Discolored (yellow, brown, or reddish) water

Water main flushing stirs up mineral sediment that can temporarily cause discolored water in that area. If you have discolored water:

1. Go to a faucet in the lowest level of your home or business, like a basement utility sink or first-floor bathtub.
2. Remove the screen or aerator from the faucet (if applicable) and temporarily bypass whole home water softeners or filters if you have them.
3. Run the **cold water only** at full force for a few minutes until the water clears. Once water is clear, replace the faucet screen/ aerator and put any bypassed filters or softeners back in service (if applicable).
4. If your water doesn't clear after a few minutes, call Public Works at 608-849-5425.
5. If you have lower pressure than usual at a faucet, remove the screen or aerator to check if it's clogged. If it's clogged and doesn't rinse easily, soak it in vinegar for at least 15 minutes and scrub it with an old toothbrush.

We also suggest waiting until evening to do laundry or run your dishwasher if we're flushing in your neighborhood—and make sure your water is clear first. Discolored water can stain clothes and porcelain.

We thank you for your patience and understanding as we work to keep your water clean and safe.