



## What happens before and after a waterline break?

Water main breaks occur for various reasons, including pressure fluctuations, sudden or drastic changes in groundwater temperature and the normal aging process of piping systems. The following information may be of assistance should a break occur in your neighborhood.

- We typically leave the break running for a short time while we attempt to notify residents and businesses that will be affected. During normal business hours, we make every effort to notify you through our Rapid Response System. At times, the break is causing damage to property, so the water has to be shut off prior to notifying all affected customers.
- Our crew isolates the area of the leak by shutting off valves and temporarily placing the water supply out-of-service for the time necessary to make the repairs.
- After repair or replacement of the broken pipe, it is thoroughly cleaned and flushed prior to being reconnected to the system.

What can happen when the water service has been disturbed?

- You may see discoloration in your water. Natural mineral scale is on the inside of the pipes, and disturbances in the flow of the water (such as air pockets) from the above mentioned activities, often cause mineral scale to slough off and discolor the water or produce particulate matter. These mineral compounds pose no health threat.
- You can clear the discoloration by running cold water for a few minutes through a tap without an aerator such as a bath tub or laundry sink. Letting the water sit for a few hours is also helpful.
- To get air out of your plumbing system, start at the top floor – if the home has multiple floors – or at the fixture closest to where the main water supply comes into the home. Work in a clockwise manner throughout the house. Open each cold water faucet a half turn to let air and water escape.
- If the discoloration lasts longer than 24 hours, please notify us.
- To report a potential water break or if you have questions, please contact us at 412-923-2411 or by phoning our water treatment plant at 412-264-9520 which is operated 24 hours a day, 7 days a week.