

Wintergreen Woods Water Utility

Procedures for Flushing Water Systems After a Drinking Water Advisory & Minor Maintenance

Please read these instructions carefully. The flushing and cleaning steps contained in this document should be completed by all users of the WWWU water system **AFTER** the Emergency Boil Water Order (EBWO) is lifted or specific maintenance procedure is complete. The steps described are to ensure that your water service and home plumbing has been adequately flushed. If these steps are not completed, unsafe water may remain in your plumbing system.

Read through this information and check off the things that apply to your home. Then follow the instructions for each item you check off. The instructions in this document are routine in nature and in most cases can be found in an owner's manual. If you find that you are unsure or require assistance, consider asking a knowledgeable individual such as your local plumber.

All users served by the WWWU need to complete the following:

Step 1: Flush the cold water plumbing in your building or home.

Step 2: Ensure that the water softeners, water filters and other water treatment or conditioning equipment are safe to use.

Step 3: Flush and clean other water using appliances.

Step 4: Discard potentially contaminated food and water.

Specific Instructions for All Users of the WWWU Water Supply

Before you begin, make sure you have the following items available:

- Owner's manual for any devices that will require flushing. If there is a difference between the advice in this document and the owner's manual, follow the owner's manual.

- Pliers and adjustable wrench.
- Garden hose.
- Wet-dry vacuum or sump pump.

NOTE: If in doubt seek the services of a trained professional such as a plumber.

Step 1: Flushing Cold Water System:

To ensure that each stage of the procedure is followed, please check off each action as it is finished.

- If applicable, disconnect your water supply from the water softener and all other treatment devices prior to the start of flushing.

Individually flush each cold water tap for 5 minutes.

- When weather permits, outdoor taps should be flushed.

While completing cold water flushing, try to refrain from using water at other fixtures (such as turning on other taps) during the flushing procedure, as you may introduce particles into your piping. If this occurs, sediments may plug aerators (screens) on faucets. Wash hands and remove aerators to remove any particles from screens. There may be high levels of chlorine in the water that can cause odours when you are flushing your water system. Levels of chlorine in the water delivered to you will be reduced after the Precautionary Drinking Water Advisory or Emergency Boil Water Order is removed.

Step 2: Water Filters, Softeners, Treatment Units or Conditioners:

To ensure that each stage of the procedure is followed, please check off each action as it is finished.

- Disposable-type filter cartridges should be discarded, including those in refrigerators and ice making units.
- If the unit is a media filter bed-type unit (e.g. sand filter): isolate unit from the household water system and consult manufacturer, supplier or qualified plumbing or water treatment professional on method to disinfect the unit.

Please see Appendix A (Sections A.2 to A.4, Page 2) for information for commercial ice makers, water softeners, reverse osmosis water treatment devices, and swimming pools.

Step 3: All Other Appliances

The following list of water-using appliances and devices is provided to assist in highlighting the post- EBWO actions that are required. Households and facilities that are using other water using appliances and devices not listed here should also be cleaned and disinfected, if possible. To ensure that each appliance or device is cleaned and disinfected, check off each item as it is finished.

Kitchen Coffee pots, coffee makers and machines	Other Medical devices that use water
Fridge filters	Hot water tanks
Fridge water dispenser (5 minute flush)	Hot tubs (empty and refill)
Water jug filters (Discard/Replace Media)	Pre-stored water (i.e. watering cans)
Ice makers (discard 1st 3 batches of ice)	Water feature (empty and refill)
Water softeners	Other appliances
Bathroom Water piks	

All appliances, large or small, that have been in contact with the drinking water supply should be flushed, disinfected with a mild bleach solution, and rinsed thoroughly. If applicable, all filters must be replaced prior to use.

A mild bleach solution can be made by mixing approximately 2 tablespoons of bleach per gallon of water or 10 ml of bleach per liter of water. Chlorine is a strong oxidant and the chlorine solution is higher than normal.

Seek advice from the manufacturer or supplier of the appliance for more information regarding disinfection.

Step 4: Food Safety – if in doubt throw it out

Discard ice, juice, or other food products which may have used or been mixed with contaminated water.

Minor Maintenance Repair / Water Supply Interruption

When WWWU Operations or Water Maintenance Team determines that water is to be turned off to repair a leak in the distribution system or other technical issue, members will receive notice and specific instructions in advance via email.

After the work is complete and water is turned back on residents may experience air pockets in water line along with bubbly, cloudy or milky water. This is normal and may last for a few days.

To re-establish normal flows and clear water, run each faucet individually for 5 minutes. There will be no requirement to purge entire system and appliances as described in the above EBWO.