

From: Water Resources
Sent: Sunday, June 7, 2020 6:48 PM
To: Water Resources
Subject: Burlington Water Resources: Annual Hydrant Flushing

Hello—

Our records indicate that you own, manage or lease a property in Burlington and may be interested in water quality disturbances. Burlington Water Resources will begin inspecting and flushing all fire hydrants on Monday 6/8/20. This annual event is a vital component of our preventative maintenance plan to ensure the distribution system is delivering the best possible water and all hydrants are in working order. A message was also included on your May 2020 water bill about this event. Please review the details below and share with anyone who lives or works at your property.

Process Description

Field Services will be conducting flushing exercises Monday-Friday between 7:30-2:30 and will be in a clearly marked DPW vehicle. We will visit each City owned fire hydrant, attach a diffuser to the outlet, open it fully and flow the water at a high velocity until it clears. A diffuser is attached to the hydrant so our sidewalks, roads and unpaved surfaces are not damaged by the velocity. The flushing route is optimized so each water main (major and minor) is completed along with the related side streets before advancing to another area. The condition of the hydrant and relevant flushing details are electronically recorded onsite and updated to GIS in real time. We will be exercising 708 hydrants and expect the process to take approximately three months. The Flushing Team will be adhering to all recommended social distancing and sanitization practices, and we ask that you refrain from approaching them any closer than 6' in support of our efforts to ensure the safety of residents and employees.

Customer Impacts

In light of the ongoing public health emergency, we anticipate an increased number of customers will be home and likely experiencing hydrant flushing for the first time. Residents should expect there to be fluctuating water pressure or discolored water when the hydrants closest to them are being operated. Properties located in the vicinity of several hydrants may be impacted to a greater extent. Discoloration happens when the naturally occurring minerals and sediments that accumulate in water mains are disturbed by the flushing process. If your water becomes discolored, we recommend waiting until water quality is restored before using it for drinking or laundry. We also recommend that you avoid using the hot water because sediment can be drawn into the water heater. In order to restore water clarity, residents are advised to run a cold water tap for several minutes or until the discoloration is gone. This is most effective when done after we have finished flushing the hydrant(s) on your street.

Resources

Please review our daily flushing schedule, the interactive hydrant map and other relevant information about hydrant flushing and maintenance by visiting www.burlingtonvt.gov/dpw/hydrants. If you have additional questions or concerns, please reach out to Water Resources Customer Care at 802-863-4501 or water-resources@burlingtonvt.gov.

Thank you.

Customer Care, Billing & Metering Services

Water Resources | Burlington Public Works

P (802) 863-4501 | F (802) 864-8233

W burlingtonvt.gov/dpw/water

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