

FLUSHING PROGRAM

An essential part of our maintenance program



KENTUCKY
AMERICAN WATER

In early spring, Kentucky American Water flushes the pipes in its water distribution system. This is an essential part of our system maintenance program, which helps us to continue to provide you with high-quality water service. We also flush our hydrants to make sure they are operational and to check fire flows in our system. Although we've been carrying out this essential maintenance program for decades, we still receive questions from time to time about why we flush. Because the program is an important benefit to our customers, we'd like to tell you about it.

How we flush

Flushing involves simultaneously opening fire hydrants in a specific area to create increased water flows. When crews are in your area, you may notice a drop in water pressure or discolored water. Discolored water may occur because the sediment in water mains get stirred up when the fire hydrants are used and when the flow of water in mains is changed. This is normal. If this happens, it is not harmful. Simply let your water run until it is clear.



Why flushing is important

The reason we flush our system is because it helps to clean out any buildup of mineral deposits and sediment inside the pipes. These harmless deposits can occur when there is a reduced water demand during the winter months.

What to do to prepare for flushing in your community

- Mark your calendar to be prepared when we begin flushing the water mains in your neighborhood. To find out when we are flushing in your community, visit us online at www.kentuckyamwater.com. Under the Customer Service drop down menu, select Customer Water Alerts.
- Check for discolored water before using the washing machine or dishwasher.

Note: If your laundry becomes stained, DO NOT USE BLEACH AND DO NOT PUT YOUR LAUNDRY IN THE DRYER. Rewash clothes immediately using more detergent or a heavy duty detergent and add a rust remover. Most rust removers can also be used on stained fixtures.

For more information

To find out when we are flushing in your community, visit us online.

Contact our Customer Service Center at 1-800-678-6301.

Our customer service representatives are available 24/7 to assist you.

Visit us online at kentuckyamwater.com.

WE CARE ABOUT WATER. IT'S WHAT WE DO.