



# Notice of Annual Fire Hydrant Flow Testing

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**See Chart Below for Listing of Tentative Areas & Dates !**

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During the month of December 2017, H2O Systems, Inc will be systematically flow testing and flushing fire hydrants within all of our water systems in St. Tammany Parish. For a more detailed list of scheduled flushing/flow testing dates please see below.

Fire hydrants are annually flow tested for the purpose of ratings from home insurance companies and state agencies. During the flow test, we flush hydrants as a preventative maintenance activity. Flushing of the hydrants maintains the integrity of the water system by allowing us to deliver the highest quality water possible to our customers.

The same preventative maintenance is one that you should use in your own home to ensure the highest quality of water inside your home. In our "Frequently Asked Questions" section on our website and below in this letter, you will find instructions on how to properly flush your house lines. Most water heater manufacturers also recommend draining and flushing your hot water heater on a regular basis to keep it working effectively and efficiently.

## **FREQUENTLY ASKED QUESTIONS ABOUT HYDRANT FLUSHING**

### *Why does the water system need to be flow tested?*

Local fire departments must maintain annual records of flow tests on all hydrants within their service areas to ensure compliance with regulatory authorities and to establish a "Fire Service Rating" for your area. The rating is used by home insurance companies and state agencies to set rates.

### *Why does the water system need to be flushed?*

Your water system is a complex network of pipes, valves and hydrants where *natural minerals* in the water will settle and form "scales" that accumulate over time. If not removed, these mineral "scales" will cause water quality deterioration, taste and odor problems, and discoloration.

### *When will the flushing occur?*

Our crews will flush hydrants from 9am to 4 pm. At least 24-hours prior to flushing, we will distribute yard signs in the area advising our customers of the upcoming flushing. Please see the estimated schedule at the end of this brochure to estimate when we may be in your service area. We will attempt to follow this schedule as much as possible, but **please remember that this is only an ESTIMATE and may be revised due to other maintenance situations and or repairs.** We will post a daily update on our Facebook page. Please "Like" our Facebook page to receive daily updates during the flushing schedule.

What should I do if I notice discoloration and or the appearance of sediment from my home faucets?

If your water is used during the time that the main lines are being flushed, you will notice discoloration in your water and/or the appearance of sediment in the water. This is the natural mineral accumulation that occurs in the water lines. You may also notice a slight discoloration for 3-4 hours after we have flushed the main lines in your area.

If you encounter only a *slight* discoloration, we suggest waiting 3-4 hours and checking your home faucets again. If the water coming from your faucets is darker than a "tea color" and/or you have the appearance of sediment in the water, we suggest shutting the water off and first confirming that crews have finished flushing in your area. It is best to wait at least 1-2 hours after the main lines have been flushed in your area before flushing your house lines. You will find the method to flush your house lines explained below. Please follow these instructions carefully to achieve the best results.

Please be assured that the discoloration and or sediment only affects the appearance of your water; it does not affect the water quality-**YOUR WATER IS STILL SAFE TO DRINK!**

How do I flush my house lines?

To effectively flush your house lines, you must follow a systematic approach to move the water throughout your house. **YOU MUST ONLY USE YOUR COLD WATER FAUCETS IN THIS PROCESS!** If you experience discoloration from your hot water faucets, please follow the manufacturer's recommendation for flushing your hot water heater.

1. Starting on the side of your home where the main line enters your home, begin turning your COLD water faucets on inside your home.
2. Once ALL of the COLD water faucets are on, at the same time throughout your home, allow the water to flow freely for approximately 3-5 minutes. Then return to your first faucet and begin turning the water back off.
3. After flushing allow your water to "settle" for 30-45 minutes for the best results. We recommend flushing your house lines prior to retiring for the night.

It is important to remember that only COLD water faucets are involved in this process. If you involve HOT water faucets, the system is compromised and WILL NOT RESULT IN CLEAR WATER. ALSO, do not try to flush for longer than the recommended 3-5 minutes. Extended flushing times will actually scour your service lines and produce more discoloration and or sediment problems.

If the flushing procedure is compromised, by either over flushing or using hot water, we suggest waiting a minimum of 4-6 hours before attempting to flush your house lines properly.

If you continue to experience discoloration in your water after properly flushing your house lines, please contact our office at (985) 626-5132.

**YOUR COOPERATION DURING THE FLUSHING OF YOUR AREA IS GREATLY APPRECIATED!**

**\*\*Please see the following for the flushing *ESTIMATED* schedule. \*\***

# PROJECTED FLUSHING SCHEDULE BY SERVICE AREA:

Autumn Haven Service Area - Friday, December 8th

Guste Island Service Areas (in order of testing ... Guste Island Pines, Guste Island Forest, Guste Island Village, Guste Island Oaks, Grand Oaks, Montgomery Terrace, Raiford Oaks, Belle Pointe, Coquille, Pontchartrain Oaks and Pine Creek) – **beginning Tuesday, December 26<sup>th</sup> through Friday, December 29<sup>th</sup>**

Money Hill Service Area – **beginning Thursday, December 28<sup>th</sup> through Friday, December 29<sup>th</sup>**

Grand Palms Apartments - Friday, December 8th

Monterey Service Areas (in order of testing ... Monterey, Marigny Trace, Castine Oaks, Timbers, Cherry Ridge, Old Mandeville Woods & Unincorporated squares of Mandeville) – **beginning Wednesday, December 20<sup>th</sup> through Friday, December 22<sup>nd</sup>**

Penn Mill Service Area – **beginning Thursday, December 14<sup>th</sup> - Friday, December 15<sup>th</sup>**

Greenleaves Service Areas (Week 1) (in order of testing ... Cornerstone, Wynntree, Highlands, Gardens, Estates, Chateau Loire, Pines, Village, Forest, Oaks, Trace, Manor, Plantation, Colony, Canaan Place & Park) – **beginning Tuesday, December 5<sup>th</sup> through Thursday, December 7<sup>th</sup>**

Greenleaves Service Areas (Week 2) (in order of testing ... Hunters Glen, Cherry Creek, Meadowbrook, Village Shopping Center, Comm. property along Hwy 190, Sunshine Plaza & Lakes) – **beginning Monday, December 11<sup>th</sup> through Wednesday, December 13<sup>th</sup>**

Greenleaves Service Areas (Week 4) (in order of testing.... Timbercreek, Laurelwood, Oak Island, Audubon Lakes, Fox Run, Lochmere, Winghaven, Seven Pines, Deerfield, Reserve, Estates of Reserve & Lonesome Rd Office Complex) – **beginning Monday, December 18<sup>th</sup> through Wednesday, December 20<sup>th</sup>**