



Unidirectional Flushing

Public Utilities

Unidirectional Flushing Program

FAQ Information Sheet

April 2018

The City of Portsmouth's Public Utilities Department is responsible for the production and distribution of drinking water to its customers in the City of Portsmouth and portions of the cities of Suffolk and Chesapeake. The Department of Public Utilities maintains approximately 400 miles of water lines ranging in size from 2-inches to 42-inches.

As part of routine maintenance of the distribution system, the Department of Public Utilities has engaged the services of Hydromax to perform unidirectional flushing of the water lines beginning in early May and continuing throughout the summer.

What is unidirectional flushing?

Unidirectional flushing is a method of cleaning the water mains through a network of flushing sequences with the water being discharged from a fire hydrant. Flushing pipes at higher velocities will dislodge and remove mineral deposits and sediment that accumulated in the water mains over time.

Will flushing interrupt my services?

Water service will not be interrupted when pipes are flushed. However, there may be periods of low water pressure. In some cases, customers may observe a slight discoloration or cloudiness in their water. This is a temporary condition and does not pose a health risk.

What should I do if my water is discolored?

If you experience cloudy or discolored water, run your **cold** water faucet for a few minutes and this condition should be resolved. The discolored water does not pose a health hazard; however, iron (red water) and manganese (black water) may be stirred up within the water system during the flushing process. If the discolored water does not clear up within 24 hours of the flushing activities please contact the Department of Public Utilities at (757) 393-8651.

When will water lines in my area be flushed?

Hydromax is scheduled to begin flushing water lines in early May. This work will continue throughout the summer until all lines have been flushed. 48-hours prior to work beginning in your area, Hydromax will place a door hanger at your property. A map of work zones is included on the back of this information sheet and will be updated on the Department of Public Utilities website.

Questions?

Visit us online at
www.portsmouthva.gov
or call the
Department of Public Utilities
at 757-393-8524

