



***Presque Isle Harbor Water Company
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NOTICE TO PRESQUE ISLE HARBOR WATER COMPANY CUSTOMERS

Fall flushing of the water distribution system

Hello and Happy Fall from all of us at the Presque Isle Harbor Water Company! We would like to provide you advance notice regarding our Annual Fall Flushing Program. We will be Limited flushing the water distribution system beginning on Monday, September 28th and continuing for approximately 3 weeks. Our goal is to be finished before November 1st. During this period customers may experience turbid water and/or low pressure. If you experience turbid water please run a cold water faucet until it clears up. If you experience low pressure you can expect the pressure to return to normal within the next couple hours. Running hot water during this period may deposit debris in your hot water heater.

You may see us out flushing hydrants or exercising valves, stop by and say hello.

We would like to provide a friendly reminder to flush your hot water heater after the flushing program has been completed. This will prolong the life of your hot water heater, make it more energy efficient, and provide cleaner hot water.

General Directions for Flushing a Hot Water Heater

Please note: Flushing your water heater is generally a simple task, but there is a significant risk of injury due to contact with excessively hot water and surfaces. Please take all necessary

precautions to protect yourself and others, or hire/consult with a plumbing professional before beginning.

Additionally, please note that these instructions are general and provided for our customers' convenience only. Presque Isle Harbor Water Company assumes no liability regarding your use of these directions. If you have or can get access to your water heater owner's manual, it is always recommended you follow the manufacturer's instructions specific to your product rather than rely on generalized information.

Step 1: If you have an electric water heater, turn the electrical power to the water heater off at the breaker box. If you have a gas water heater, turn the thermostat to the vacation mode setting or the lowest setting possible without actually turning off the pilot light.

Step 2: Allow the water heater to cool. This can be done by waiting for the heater to cool down for a few hours or someone could take a shower, do laundry, or wash some dishes at this time causing all the hot water to be used up (after, all you already paid to heat it!) and replaced by cold water.

Step 3: Turn the cold water supply to the water heater off - this valve is normally located at the top of the water heater on the INLET side.

Step 4: Connect a garden hose to the drain outlet valve at the bottom of the water heater but do not open the drain valve just yet. Place the other end of the garden hose in a convenient drain location or someplace outside like onto your lawn or garden area. Note that the hose outlet must remain lower than the water level in the tank in order for the water to drain completely out of the water heater.

If you choose to not wait for the water heater to cool, then make sure you use a hose that can withstand hot water. The other end of the hose should be placed where hot water will not harm anything, like children, pets, plants or shrubs, and remember the hose and hose outlet may be too hot to handle with your bare hands.

You can also use a water heater drain pump to speed up the process. Depending on which water heater drain pump you use you can empty a 50-gallon water heater tank within 2-1/2 to 10 minutes instead of waiting for the water heater to drain by gravity.

Step 5: Open the hot water side of your kitchen faucet (or the hot side of any faucet close to your water heater). This will allow air to flow back to the water heater stopping any vacuum in the water heater that will keep the water from flowing out of the drain.

Step 6: Now go back to the water heater drain valve and open it slowly until it is fully open. If you are using a water heater drain pump, turn the pump on after you have opened the drain

valve. As the water flows out of the water heater you can let it drain into a clean bucket to see how much sediment is being flushed out. This can help you determine how often you may (or may not) need to flush your system, and also whether or not you might want to consider installing a filtering system.

Step 7: Once the water heater is drained, turn the pump off if using a pump and close the drain valve. Open the cold water supply at the top of the water heater and let the water run for 5 to 10 minutes. This can help to dislodge more sediment that may still be in the bottom of the water heater.

Step 8: Turn off the cold water supply at the top of the water heater and again open the drain valve (turn the pump on again if pump is used) and let this water drain out of the tank. Examine the drain water to see if there is still sediment in the drain water or if it is clear. If the water still has some sediment in it then repeat Steps 7 and 8 until the drain water runs clear of any debris.

Turn off cold water supply.

Step 9: Once you are sure all of the sediment has been drained from the tank then turn off the pump, close the drain valve and remove the garden hose.

Step 10: Open the cold water supply at the top of the water heater and begin to fill the water heater tank. Check to make sure the drain is closed and is not leaking.

Step 11: As the water heater fills up, go back to the faucet used in Step 5 to let air out of the water heater and let the hot side run until water runs freely through the faucet without releasing air with the water. Turn on a few more faucets (hot side) in the house and let them run until water runs freely there too. If you have a two story house then be sure to open a faucet in an upstairs room as well.

Step 12: Once you are positive all the air has been purged from the water lines and the water heater, you can again start to heat up the water. If your water heater is electric, simply turn the electricity back on to the water heater. If your water heater is natural gas or propane, just turn the thermostat back up to your desired temperature setting.

Thank you for your patience and cooperation during the Limited Fall flushing program .