



**CITY OF DOVER
PUBLIC UTILITIES DEPARTMENT
WATER QUALITY IMPROVEMENTS PROGRAM**



In 2002, the City of Dover was mandated by the State of Delaware to begin chlorination of the water system. Following the implementation of this mandate, in December 2002, the City began receiving various water quality concerns and complaints, particularly regarding brown water. In order to resolve this problem, the City of Dover has established a Water Quality Improvements Program. The various components of this program include well upgrades and improved controls, aging pipeline replacement, operational controls, and the utilization of a water quality consultant to analyze the water system and design improvements. Projects included under this program began in 2003 and are planned to continue into the future. Although there is no one, quick and easy answer to the City's current water quality / brown water issues, the City is dedicated to moving forward with all suitable and appropriate improvements to aid in resolution of the problem.

FLUSHING PROGRAM

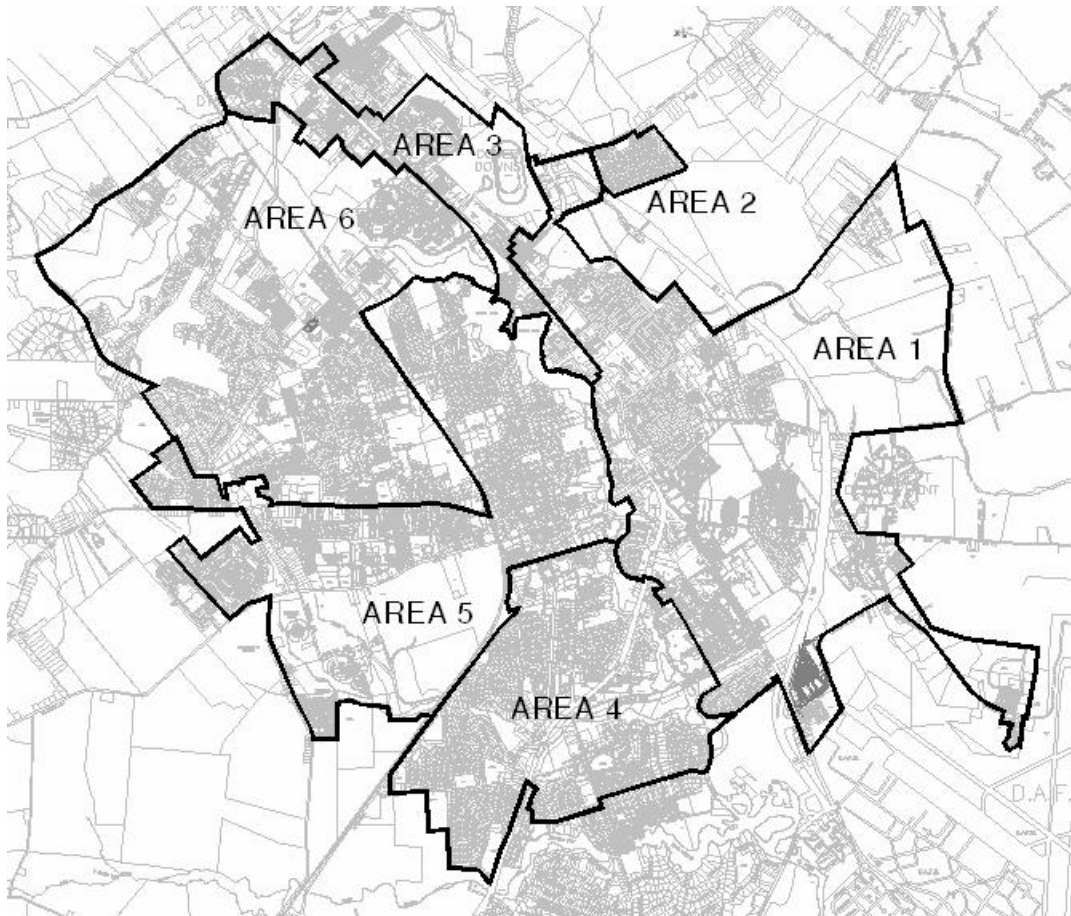
One of the key operational programs currently run by the Public Utilities Department is the Water Distribution System Flushing Program. The flushing program is part of normal system maintenance and is a practice followed by most water systems nationwide. Pipeline corrosion and stagnant water in pipes, due to low water consumption, can create water quality concerns within the City's water system, including brown water. It is necessary to periodically perform system flushing through fire hydrants and other outlets to remove settled particles such as iron from the system to help to reduce discolored water.

Because water system flushing stirs up sediment in water mains and the pipelines that can enter your home's plumbing, the Public Utilities Department anticipates increased amounts of brown water within the system until the flushing operation is complete. Customers are requested to refrain from washing laundry during this time. Due to the possibility of sediment remaining in the lines after flushing, it is recommended that you run your cold water for a short time after flushing, especially prior to consuming water or washing clothes. Any customers who experience discolored water should run one faucet to clear service lines, preferably an outside faucet. Residents are also encouraged to not park across from, or within fifteen (15) feet of, fire hydrants during the flushing period to ensure that all lines can be flushed. We apologize for any inconvenience the flushing operations may cause.

In an effort to more effectively notify customers as to when flushing may affect their area, the City has prepared a flushing schedule and corresponding flushing area map (provided on the following page). The information provided is valid through the end of 2007. The schedule provided below lists dates when the City anticipates flushing will be occurring in a particular area. Prior to and during each flushing event additional notification will be published in the Delaware State News, the Dover Post, and on the City's website (www.dover.de.us). Please note that the flushing schedule may be subject to change without prior notification due to inclement weather conditions or emergency situations beyond our control. If necessary, additional days may be added to the flushing schedule without additional public notice to ensure that the water system is flushed as effectively as possible, within the time frame allotted.

2006 - 2007 FLUSHING SCHEDULE				
AREA	OCT. - NOV. 2006	MARCH 2007	JULY 2007	OCT. - NOV. 2007
1	10/22 - 10/27	3/4 - 3/9	7/8 - 7/13	10/21 - 10/26
2, 3, 4	10/29 - 11/3	3/11 - 3/16	7/15 - 7/20	10/28 - 11/2
5	11/5 - 11/10	3/18 - 3/26	7/22 - 7/27	11/4 - 11/9
6	11/12 - 11/17	3/25 - 3/30	7/29 - 8/3	11/11 - 11/16

Flushing operations are performed, during each week noted, on Sunday, Monday, Tuesday, Wednesday and Thursday evenings from 9:00 pm - 6:00 am. *(Please refer to flushing map and descriptions on page 2 for more information.)*



FLUSHING AREA DESCRIPTIONS

WEEK 1 - AREA 1

- *Sunday* - Long Point Road, N. Little Creek Road, S. Little Creek Road and Horsepond Road areas.
- *Monday* - Long Point Road, White Oak Road, N. Little Creek Road and S. Little Creek Road areas.
- *Tuesday* - U.S. 113 corridor and areas along N. Little Creek Road and White Oak Road.
- *Wednesday* - U.S. 113 corridor and southern sections of the U.S. 13 corridor.
- *Thursday* - U.S. 13 corridor from Court Street to Leipsic Road.

WEEK 2 - AREAS 2, 3, AND 4

- *Sunday* - U.S. 13 corridor and Persimmon Tree Lane area.
- *Monday* - U.S. 13 corridor.
- *Tuesday* - The southern section of the U.S. 13 corridor, State Street Extended and New Burton Road.
- *Wednesday* - S. Governors Avenue and Webbs Lane areas.
- *Thursday* - S. State Street and Wyoming Avenue areas.

WEEK 3 - AREA 5

- *Sunday* - Legislative Mall, Water Street and State Street areas.
- *Monday* - The Downtown area from Division Street to Loockerman Street.
- *Tuesday* - The Downtown area from Walker Road to Division Street.
- *Wednesday* - Areas along North Street, Route 8 and the northeast side of Walker Road.
- *Thursday* - Route 8, North Street and Saulsbury Road areas.

WEEK 4 - AREA 6

- *Sunday* - Route 8, Hazletville Road and Wyoming Mill Road areas.
- *Monday* - Areas along Walker Road and the Route 8 corridor.
- *Tuesday* - McKee Road, College Road and Walker Road areas.
- *Wednesday* - College Road and McKee Road areas.
- *Thursday* - Denny's Road and Dover-Kenton Road areas.

FREQUENTLY ASKED QUESTIONS

SHOULD I REFRAIN FROM USING THE WATER?

We recommend that you limit water use at night while flushing operations are being performed. Large water systems often take several nights to flush. You may experience discolored water on any of the dates listed, but particularly when we are in your area. If the system is stirred up when you use water in your home, you could draw the discoloration into your internal plumbing causing discoloration at your faucets, etc. Our recommendations are: try not to use the water on the night we are flushing in your area and limit activities that cause the greatest discoloration concern, such as doing laundry on the dates that the system is flushed.

CAN I DRINK THE WATER DURING THE SYSTEM FLUSH?

Yes. The discoloration of the water is caused by iron particles and does not affect the City's ability to meet all state drinking water standards. Understandably, you may not want to drink discolored water even though it meets these standards. That's why we recommend that you store some water prior to the system flush for drinking and cooking purposes. It's also okay to use water for showering, etc. Just remember that any water use while the system is stirred up may bring the discoloration into your home plumbing.

I DID MY LAUNDRY DURING THE SYSTEM FLUSH AND NOW IT IS STAINED, WHAT DO I DO?

We do not recommend doing laundry when the water is discolored. If the clothes in your washer are stained, do not dry them. Rewash the load when the water is clear. Some customers have used iron removal products in their wash to remove staining. Iron stain removal products can be found in the detergent aisle at most grocery stores. If the stains cannot be removed from the clothing, dry the clothes and prepare a list of the items that were damaged along with their estimated value. Bring the stained clothes and the list to the Public Utilities office at 860 Buttner Place so a claim can be filed.

SHOULD I TAKE ANY SPECIAL PRECAUTIONS WITH MY WATER SOFTENER?

Yes. We suggest you bypass your softener during the period your system is being flushed. When the flush is complete, open an outside faucet closest to the point of entry to your home or start your sprinkler system to help clear any discolored water you may have. Then, put the water softener back on-line and manually start the regeneration cycle.

DO I NEED TO CHECK/RUN MY OUTSIDE FAUCET EACH DAY OF THE FLUSH?

It doesn't hurt to check the outside faucet in the morning. If the water is discolored after running the faucet for several minutes, limit indoor water use.

THE FLUSH IS COMPLETE: MY COLD WATER IS CLEAR BUT MY HOT WATER IS DISCOLORED, WHAT DO I DO?

During the flushing operation, our office recommends that cold water be run until water runs clear to avoid the deposition of deposits in hot water heaters. Should this occur, however, drain and refill the hot water tank. Please USE CAUTION to prevent burning!

WHAT SHOULD I DO IF MY WATER IS STILL DISCOLORED AFTER THE SYSTEM FLUSH IS COMPLETE AND I'VE DONE EVERYTHING YOU RECOMMEND?

Contact our Public Utilities office at **302-736-7060** so that a determination can be made as to whether a water serviceman should be sent to your location. There is no charge for this service, but an adult must be home when we arrive as access may be required to various parts of the service. Service calls are scheduled on a first come, first served basis. Please note that in addition to scheduled system flushing, there are other times when you might experience discolored water. This condition can be caused by water main breaks, unauthorized use of a fire hydrant, use of a fire hydrant by the fire department to extinguish a fire, and other times of unusual water flow.

WHO DO I CONTACT IF I HAVE ANY ADDITIONAL QUESTIONS OR WOULD LIKE TO REPORT AN OCCURRENCE OF DISCOLORED WATER?

Customer reporting of incidents of discolored water assists staff in tracking and monitoring the problem throughout the City. To report occurrences, or to ask additional questions please call the Public Utilities office at **302-736-7060** or e-mail us at waterquality@dover.de.us.

City of Dover
Public Utilities Department
860 Buttner Place
Dover, DE 19904

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Important Water Quality / Brown Water Information Inside!

THE CITY OF DOVER PUBLIC UTILITIES DEPARTMENT . . .

Dedicated to Serving our Customers

and Providing Solutions to Brown Water Concerns.

