



## BROWN WATER ISSUES

Dear Valued City of Dover Residents,

As mentioned in the February 2020 utility bill insert, due to operational improvements at the Water Treatment Plant, the City of Dover did not conduct water system flushing in the Spring of 2020. Additionally, due to the COVID-19 pandemic, there have been some delays in the project. These issues combined have contributed to an increased volume of brown water in the City's distribution system.

Unfortunately, the Water Treatment Plant must be fully operational to safely and effectively conduct a flushing operation and maintain a minimum safe capacity. The City apologizes for the inconvenience and will flush the distribution system as soon as it is feasible. (Our goal is in August). Any customer who experiences discolored water should run cold water to clear their service lines. It is recommended that one faucet be utilized to clear service lines, preferably an outside faucet.

While the water may be discolored, it is tested regularly and meets all local, state and federal requirements related to drinking water.

All questions regarding this issue should be directed to the City of Dover Department of Water & Wastewater at (302) 736-7025. During non-business hours, please call (302) 736-7060 24 hours, 7 days a week or via email at [waterquality@dover.de.us](mailto:waterquality@dover.de.us).

Sincerely,

A handwritten signature in black ink, appearing to read "Jason A. Lyon".

Jason A. Lyon, P.E.  
Director of Water & Wastewater  
Department of Water & Wastewater  
[jlyon@dover.de.us](mailto:jlyon@dover.de.us)  
(302) 736-7025