

Your service line is what delivers clean drinking water from our main distribution line to your home. Most water quality issues can be resolved by flushing your service line. Keep in mind, if there has been recent construction or use of a fire hydrant nearby, our main line will need a little time to settle before you conduct a service line flush.

In some businesses or apartment buildings, an outside spigot may not be available for flushing the service line. In that case, follow the inside flushing procedure.

Outside Flushing Procedure

1. Locate the outside spigot/faucet closest to the water meter.
2. Run water with the faucet completely open for 10 to 15 minutes.
A hose may be attached to redirect the water to avoid waste. However, make sure you allow the largest amount of water possible to flow. Remove attachments like nozzles or sprinklers to allow a higher water flow.
3. Wait 30 minutes to an hour without using any water, if possible, to allow water in the service line to settle.
4. Check water for clarity.
5. If needed, flush for another 10 to 15 minutes.
6. If the issue persists, please reach out to our Customer Service Center at 448-4800 or email us at waterquality@csu.org. If the issue resolves itself at the outside spigot after flushing the line, follow the inside flushing procedure to clear your internal plumbing.

Avoid using hot water until cold water runs clear. The water heater may need to be flushed as well. Refer to the manufacturer's manual for instructions.

Inside Flushing Procedure

1. Use a faucet on the lowest level of the home or business that is located as close to the water meter as possible.
2. (optional) Remove aerator (screen) from faucet.
3. Run the cold water for 3 to 5 minutes, or until water runs clear.
4. Move to the next faucet and repeat the procedure until all the faucets have been flushed (including the tub and shower).