



May 28, 2021

Dear WSSC Water Customer:

Re: Routine Unidirectional Flushing in the Quince Orchard Park Community

During the evolving coronavirus outbreak, WSSC Water remains committed to protecting public health and ensuring safe, clean water continues to flow to your homes. As a result, WSSC Water will be conducting **Unidirectional Flushing** in your neighborhood. Unidirectional flushing is a proactive method of cleaning water distribution pipes to improve water quality and restore capacity in your neighborhood. This flushing reduces sediment and loose deposits, scours/cleans pipelines and decreases water age in dead end lines.

Routine unidirectional flushing will occur weeknights between **Monday, June 7, 2021 and Monday August 9, 2021, between 10:00 p.m. and 6:00 a.m. Though not expected, work may extend beyond these hours if technical problems occur. In the event of inclement weather or other technical problems, the flushing will be extended for the week of August 16, 2021, from 10:00 p.m. to 6:00 a.m.**

When unidirectional flushing happens in your neighborhood WSSC Water crews will execute the following procedures:

- **The “Night of” in your neighborhood:** WSSC Water technicians will open and close valves and fire hydrants in a planned sequence. Customers could experience discoloration during and after the flushing has occurred. After the unidirectional flushing is completed in your area, flush the **cold-water** lines in your home or business via the following steps:
 - Run all **cold-water** taps for about five minutes or until the water runs clear.
 - Begin with the lowest faucet in your home or business and then open the other faucets one at a time, moving from your lowest floor to your highest.
 - Once the water runs clear, usually in fewer than five minutes, turn off your faucets in the same order, lowest to highest.
 - You should also flush your refrigerator's water lines.

HOW TO PREPARE

- WSSC Water suggests you store water for short-term use. Water for consumption can be stored in clean glass or plastic jars. Water for other purposes can be stored in sinks, bathtubs, laundry tubs, coolers or pots. Please make sure that large containers of water are not accessible to children.
- Discolored water may not be aesthetically pleasing, but it is safe. However, WSSC Water recommends not using discolored water to do laundry as clothes can become stained.
- **If the discolored water persists after running your cold-water lines for five minutes, please report it to our Emergency Call Center at 301-206-4002 or emergencycallcenter@wsscwater.com.**

WHAT TO EXPECT

- **AT NO TIME DURING THIS WORK WILL IT BE NECESSARY FOR A WSSC WATER EMPLOYEE TO ENTER YOUR HOME.**
- **Lane Closures:** Motorists are encouraged to plan ahead and expect lane closures, as crews work in the roadway. Safety cones will be in place to keep the work zone safe.
- **Additional Noise:** Generators, air compressors, road saws and large maintenance vehicles are needed to complete this work.
- **Home Access:** WSSC Water will ensure residents have access to their homes during work hours.

CONTACT INFORMATION/QUESTIONS

- WSSC Water Customer Advocate: Brandon Stewart, 301-642-1712, Brandon.Stewart@wsscwater.com
- **Sign-up at www.wsscwater.com/CNS, to receive emails and/or text alerts to keep you updated on work in your neighborhood.**

Water is essential to our daily lives and we understand the inconvenience these types of projects can cause. WSSC Water appreciates your patience as we work to provide safe, seamless and satisfying water services to your home.

