

WESTERN MUNICIPAL WATER DISTRICT

Water System Flushing FAQ

MURRIETA SERVICE AREA

1. How will I be affected?

A: Flushing will generally occur Monday through Thursday between 7 a.m. and 5 p.m. for most neighborhoods in Western's Murrieta service area. Western will begin flushing its water distribution system on Monday, Dec. 13, continuing through January 2022. Specific hydrants will be used to discharge water. During this time, your water will remain safe to drink and no impacts to your water services are expected. You may notice water in the street, and Western crews working in your neighborhood.

2. What is water main flushing?

A: Water main flushing is the process of cleaning the interior of water pipes (called mains) and removing any accumulated sediment by sending a rapid flow of water through the mains. The water is discharged through hydrants and travels into neighborhood gutters and storm drains, eventually making its way back into the groundwater basin or a nearby water reclamation facility.

3. Why does Western flush its water distribution system?

A: Natural sediments can accumulate in the large water mains located beneath the streets. While these sediments are completely safe, they may affect water color, taste and odor. Flushing also verifies that fire hydrants are functioning properly.

4. How will I know when Western is cleaning the water mains in my neighborhood?

A: Western is mailing a postcard notice to all customers who may be affected by flushing. Western crews will also have signage and electronic boards posted in the area they are working prior to the start of work.

5. How long does it take to clean the water mains on each street?

A: It takes about 15 to 30 minutes to flush the water mains on each street. Occasionally, some sections of pipe may require up to two hours of flushing as some water mains are lengthier.

6. Is water main cleaning a waste of water?

A: No. This is a normal and necessary part of maintaining a safe and reliable drinking water supply. If water is discharged into the environment, it will soak back into the groundwater basin or travel to a nearby water reclamation facility to be recycled.

7. Why can't Western clean the water mains at night?

A: In general, it's safer for staff to work on the streets in daylight. Also, daylight provides better visibility to see when all the sediment has been flushed out and the water is running clear. Due to the heavy traffic and the location of the hydrant, there is only one area in Murrieta where flushing will occur at night.

8. Will you be blocking my driveway?

A: Western crews will not block driveways. If Western crews need to block part of the street, "no parking" signs will be placed at least 72 hours before work begins in your neighborhood.

9. Will the discharged water cause flooding to the street or debris flow?

A: No. Although a large amount of water is discharged during flushing, we do not expect flooding to occur or impacts to nearby landscaping.

10. What should I do if my water is discolored after Western has flushed the water mains?

A: We do not expect this to occur during or after the flushing process. In the event you draw discolored water into your home, flush a cold tap for a few minutes, up to 15 minutes maximum. If you continue to experience any quality issues or concerns, contact Western's Customer Service team at 951.571.7104.

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