



CUSTOMER NOTICE

As our community begins to reopen and businesses welcome back employees and customers, it is important to know that the unused water in your pipes may be stagnant. As water sits unused for prolonged periods of time it may stagnate and develop unpleasant tastes and odors; depending on plumbing materials and configuration, stagnant water may leach metals from your building's pipes and allow harmful bacteria to grow.

If your building sat unused for a prolonged period, please consider following these steps to flush your plumbing:

1. Remove aerators or other filtering devices at every fixture and run COLD water through the faucet until the water feels cold. Depending on plumbing configuration and building size, this could be up to ten minutes. Fresh water from the main will feel colder than the water sitting in your pipes; once you feel the temperature change, close the cold water tap.
2. Flush all toilets.
3. Run HOT water through every fixture until the water feels hot. It is important to flush your cold water before flushing your hot water.

For more detailed guidance on flushing, please visit the CDC's Guidance for Reopening Buildings After Prolonged Shutdown or Reduced Operation Site at: <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>