

Dear Resident:

Delivering high quality drinking water to our customers means we need to carry out maintenance activities designed to optimize our water system. One of these activities is to periodically flush our water mains to remove natural sediments that may have built up inside of them. The Village of Suffern will flush water mains, weather permitting, between August 31, 2020 and September 25, 2020. The following Water System Flushing FAQ is provided to provide information for our customers to review.

If there are any questions or concerns, please contact the Village of Suffern Water Department at 845-357-0950.

Charles Sawicki

Water System Flushing FAQ

Why does the Village of Suffern “flush” the water mains?

Flushing the water mains improves water quality by removing sediment that slowly builds up at the bottom of the water main over time. The sediment comes from internal corrosion of the water mains over many years.

How does unidirectional flushing (UDF) work?

During the UDF process water is forced through the water mains at a high speed and discharged through hydrants. The fast moving water scours and cleans the mains. We leave the hydrants open until the water runs clear.

How will I know when the Village of Suffern is cleaning the water mains?

The Village of Suffern has flushing scheduled between the overnight hours during the following weeks (weather permitting):

Week of August 31, 2020

Week of September 7, 2020

Week of September 14, 2020

Week of September 21, 2020

What should I do if my water is discolored after the Village of Suffern has flushed the water mains?

Water is sometimes discolored after water main cleaning, but this should not last long. In the event customers draw discolored water into the home, flush a cold tap only a few minutes, up to 15 minutes maximum. As a precaution, prior to using hot water run the cold water tap for a few minutes to ensure discolored water is not drawn into the hot water tank.

What should I do if the water is still discolored after three to four hours?

Contact the Village of Suffern Water Department at 845-357-0950.

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

It takes about 30 minutes to 60 minutes to flush the water mains on each street.

Is water main cleaning a waste of water?

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 in the groundwater basins for reuse.

Are there other benefits to using the UDF technique?

Yes, in addition to removing more sediment and using less water than conventional flushing. UDF tests and exercises the water system valves and hydrants.

How will I be affected?

Flushing will generally occur between 12am and 7am. Specific hydrants will be used to discharge water. There may be a slight drop in pressure or noticeable discoloration of the water from the minerals and sediments that are being flushed out. Water service should not be disrupted during the flushing process.

Is my water safe to drink after hydrant flushing?

Your water is safe to drink. Occasionally, water becomes discolored after flushing. If this happens, run your cold water tap for a few minutes until the water clears. If it doesn't clear the first time, wait a few minutes and run the water again. You should avoid washing clothes until the water clears.

What about water pressure and safety?

Flushing may cause short-term pressure fluctuations along with sediments in the water reaching your home or business, try to not to use water during this time. Your water remains safe, meeting if not exceeding all water quality standards.

To clear your water:

- The Village of Suffern advises residents to flush a cold tap for a few minutes, for up to 15 minutes maximum. Do not choose a tap that has a water filter connected to it, or the sediment may clog your filter. Do not use a hot water tap because it could draw sediment in your hot water tank.
- Catch some water in a light colored cup or container, if it is clear, you can use your water.
- If the water coming from the tap doesn't clear in five minutes, wait 30 minutes and try again.