



# WE'RE FLUSHING IN YOUR NEIGHBORHOOD



NEW JERSEY  
AMERICAN WATER

WE KEEP LIFE FLOWING™



3215 Fire Road  
Egg Harbor Township, NJ 08234

## WE'RE FLUSHING IN YOUR AREA

Beginning on March 30, 2020, as part of the New Jersey American Water's annual cleaning of the water distribution piping network, we will begin flushing overnight in Northfield and Linwood. The annual cleaning and flushing efforts is an essential part of our system maintenance program. Customers are advised to **sign up for our non-urgent alerts** on MyWater at **[www.myaccount.amwater.com](http://www.myaccount.amwater.com)** to receive notification prior to the flushing in their neighborhood. You can choose to receive the alerts via phone, text and email.

### WHAT TO EXPECT

Flushing involves simultaneously opening fire hydrants in a specific area to create increased water flows. When crews are flushing in your area, it is common for customers to notice short periods of low water pressure or discolored water. These issues occur because the sediment in the water mains gets stirred up when the fire hydrants are utilized and the direction of flow in the water mains is changed. If customers experience temporary water discoloration, New Jersey American Water recommends running the cold water until it is clear.

### HOW TO PREPARE

- Draw water for cooking prior to the flushing period.
- Store a large bottle of water in the refrigerator for drinking.
- Check for discolored water before using the washing machine or dishwasher.
- If water pressure or water volume seems low after flushing has been completed, check faucet screens for trapped particles.

**QUESTIONS?** For questions about flushing, please call our local field operations office at 609-677-4641, M-F, 8 a.m. – 4 p.m. Customers can also contact Customer Service at 1-800-272-1325, M-F, 7 a.m. – 7 p.m. For emergencies, we're available at this number 24/7.

**Be sure to receive our alert prior to when we're flushing in your neighborhood.** Sign up to receive our non-urgent notifications on **MyWater** at [myaccount.amwater.com](http://myaccount.amwater.com).

03-2020

Local Postal Customer



**QUALITY. ONE MORE WAY WE KEEP LIFE FLOWING.**