

# TOWN OF IPSWICH UTILITIES DEPARTMENT



272 HIGH STREET, PO BOX 151 • IPSWICH, MA 01938 • (978) 356-6635 • FAX: (978) 356-6634

To: Outer Linebrook Area Water Customers

From: Ipswich Water Department

Date: March 20, 2017

RE: Trial Hydrant Flushing

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Hydrant flushing is conducted each spring by the Water Department. The flushing is required to purge aging water from the system and clear pipes of sediment and debris. The practice is critical to maintain proper water quality throughout the 93 mile water distribution system.

During 2015 flushing activities, the Water Department was contacted by a resident in your area expressing great concern over the impacts of flushing on their home. In response, the Department made several modifications to the water system and the flushing program in your area to minimize those impacts. Despite these modifications, issues were again reported during 2016 flushing activities.

In order to determine an effective means of flushing the fire hydrants to maintain proper water quality, while minimizing disruptions, a trial hydrant flushing exercise will be performed in your area on **Tuesday, April 4<sup>th</sup>**, weather permitting.

Flushing will be conducted between the hours of **6PM-10PM**. We understand flushing during these hours may be disruptive. However, we must flush during a period when most residents will be home to ensure adequate feedback is received.

Your cooperation with this effort will assist us in developing a flushing program to minimize system disruptions in your area. Please complete the attached questionnaire and return to the Water Department in the enclosed envelope by April 18<sup>th</sup>.

Annual town-wide flushing, including your area, will be conducted between April 24<sup>th</sup> and May 12<sup>th</sup>. Please contact Vicki Halmen at 978-356-6635 ext. 2108 or [vhalmen@ipswichutilities.org](mailto:vhalmen@ipswichutilities.org) with any questions.

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## Hydrant Flushing Questionnaire

What: Outer Linebrook Trial Hydrant Flushing  
When: Tuesday, April 4, 2017  
Time: 6PM – 10PM

Address: \_\_\_\_\_

I was at my home during the trial flushing hours:  Yes  No

I experienced the following at my home during the hours of flushing:

(Please Check All That Apply)

- Low Water Pressure
- No Water Pressure
- Dirty Water
- Air in Pipes
- Noise from Pipes
- Milky Water

Rate the impact flushing has on your home:

- Low Impact  Medium Impact  Severe Impact

Additional comments/observations following flushing completion:

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