



Cleveland Water

30-MINUTE FULL HOUSE FLUSH OF ALL COLD WATER PLUMBING

INSTRUCTIONS

WHEN TO FLUSH

Cold water flushing should occur immediately after water service is restored anytime lead has been removed or still remains in any portion of the service line, and when customers are being reconnected to a new water main.

DO NOT USE HOT WATER in your home until you flush your cold water lines. Using hot water first could pull lead particles into the hot water tank. Notices will be left on your door the day your water service is restored.



Customers who receive an orange and purple door notice still have a customer-owned lead service line and should flush immediately after water service has been restored. In addition these customers should:

- Use the lead-filtering water pitcher provided and take the required water sample.
- Perform a cold water flush daily for 5 minutes at the kitchen faucet after water has not been used for 6 or more hours.
- Perform a 30-minute cold water full house flush every 2 weeks for 3 months or until water quality test results indicate that unfiltered lead levels in your home's water are below the federal action level of 15 parts per billion.



Customers who receive a yellow and purple door notice either had no lead in their service line or had all visible lead removed from the service line. However, their home is located in a project area where at least one home will still have a customer-owned lead service line when work is complete. Customers should perform the initial 30-minute cold water full house flush. Then standard cold water flushing of 30 seconds to 3 minutes when water sits unused in pipes for 6 hours or more.



Customers who receive a two-tone all purple door notice have been reconnected to the new water main in a project area that had lead, and ALL visible lead has been removed from ALL city-owned and customer-owned service line connections. All customers should perform the initial 30-minute cold water full house flush. Then standard cold water flushing of 30 seconds to 3 minutes when water sits unused in pipes for 6 hours or more.

HOW TO FLUSH

1. Remove all aerator screens from every faucet and fixture in your home and leave each aerator in a container or bowl by the faucet from which it came.
 - If a tub includes a showerhead, use the tub faucet and not the shower head, to flush the plumbing.
 - If a showerhead is the only way to flush a line, and if the showerhead cannot easily be removed, do not use the shower for flushing.
2. Disconnect or bypass all faucet filters, under-counter treatment units, and full-house treatment systems.
3. Determine the faucet that is closest to where the service line enters your home. If this is an outdoor spigot, turn this on first as high as it goes. Otherwise start in the basement or lowest floor of your home. Turn the COLD WATER on as high as it goes.
4. Continue opening all faucets, including tubs, utility sinks and outdoor spigots, until all faucets are open on all floors. Every faucet in your home should be turned on at the same time.
5. After all faucets are open, let the water run for at least 30 minutes. Running the cold water should move lead particles, if they exist, out of your drinking (potable) water system.
6. After 30 minutes, turn off the first faucet you opened. Then turn off all other faucets in the same order you turned them on until all cold water faucets are closed.
7. Clean and reattach the aerators to each faucet. If an aerator cannot be cleaned, do not reattach it. Use your faucet without the aerator until you can buy a replacement at your local hardware store or online.
8. If you have an under-counter or whole-house treatment unit, reconnect and turn it back on at this time.

To watch a demonstration video on how to perform a 30-minute full house flush of your home's cold water plumbing, please go to clevelandwater.com/lead and click on the DOOR NOTICE link. If you have questions, please contact our Lead Inquiry Line at 216.664.2882 Monday through Friday from 8 a.m. to 5 p.m.

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WHY FLUSH

When lead service lines are replaced, small lead particles may dislodge due to vibrations and movement of service lines and plumbing. Flushing COLD WATER through all of your home's plumbing at the same time for 30 minutes moves any potential lead particles out of the potable water system and down the drain.

It is extremely important that you **DO NOT USE ANY HOT WATER** in your home until you flush your cold water lines. Using hot water first could pull lead particles into the hot water tank. Flushing is the American Water Works Association industry standard to reduce your risk of lead exposure after a lead service line replacement.

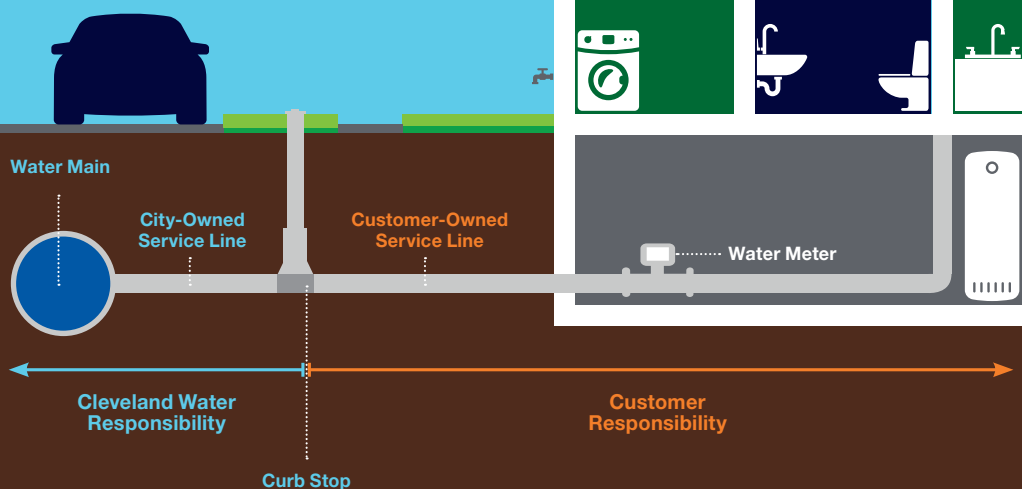
Where is lead and who's responsible?

Cleveland Water is lead free when it leaves our treatment plants. There is no lead in our water mains.

Places that may contain lead include the city-owned and customer-owned portions of the service line, and customer's plumbing, specifically copper plumbing joined with high-lead solder, and faucets. Faucets made after 2014 must have less than 0.25% lead. Those made between 1986 and 2014 may have up to 8% lead. Before 1986, there were no federal regulations on lead levels in plumbing components.

The corrosion control techniques we implemented in 1997, orthophosphate addition and pH control, are very successful. Orthophosphate creates a protective coating inside all metal pipes. For homes with lead, the coating prevents water from coming in contact with the metal, reducing the likelihood of lead leaching into water.

Even in homes with lead in the service line or plumbing, our system's test results show that lead levels have stayed well below the Federal Action Level since 1997.



Ensure the high quality water delivered to your home comes out of your tap.



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216.664.2882 | clevelandwater.com/lead

