



Water Service Line Flushing Instructions

Water Main Replacement Projects

Missoula Water has begun a water main replacement campaign that includes replacing the portion of the customer's galvanized water service lines that lie within the street right-of-way. Lines that have previously been replaced with plastic piping materials will not be replaced but will simply be reconnected to the new water main.

The customer owns and is responsible for maintenance of these service lines. When our Contractor cuts into the existing service line in order to tie it into the new water main, the potential exists for rust particles to become loosened in your piping system. While our Contractor will typically attempt to flush your house by running water from your outdoor hose bib, **we also recommend that each customer completely flushes out their plumbing using the procedures shown below.** A full-house flush should take about 30 minutes, which will cost you less than \$1 on your water bill.

Water Service Line Flushing Procedures

1. Find the lowest sewer drain in your house, whether it is a toilet, shower, or washing machine drain line. Be prepared to inspect it periodically while flushing your house to ensure that you aren't causing a backup in your sewer lines.
2. Shut off your ice maker until flushing is complete.
3. Do not turn on hot water to the faucets.
4. Remove faucet aerators from all faucets in the house, if possible.
5. Begin in the lowest level of the home and turn the cold faucets fully open. Bathtub faucets should be turned on first if possible. A high flow rate will improve the removal of debris from your plumbing. Continue to move up through the levels of the home until all faucets are on.
6. Once all faucets are fully open, let the water run for a minimum of 30 minutes.
7. Remember to inspect the lowest drain line in your house periodically for any sign of backup.
8. Once water has flowed for 30 minutes, all faucets can be closed and aerators replaced.

Missoula Water service personnel are also available to assist with flushing by calling 406-552-6700. Thanks for your patience as we work to improve Missoula's water infrastructure.