



Why does Austin Water Works “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.

What should I do if my water is discolored after Austin Water Works 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.

How does flushing work?

During the flushing 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 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.

Why can't Austin Water Works clean the water mains at night?

It's safer for staff to work on the streets in daylight. Also, daylight provides better visibility to see when all the sediment has been flushed out and the water is running clear.

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

Contact Austin Water Works (501) 941-2648