

# THE STEPS OF A WATERMAIN REPAIR

The entire repair process can take up to 21 days depending on outside factors like other watermain breaks, errors in the sampling, unknown underground conditions etc.

Typically less than 24 hours but can take up to 48 hours.

**1**

## REPAIR LOCATION IDENTIFIED

Call from residents or other party. Running surface water on the street, sinkhole, service disruption or pressure changes are signs of a watermain break. Once reported, the leak location is identified.

**2**

## DWA NOTICE HAND DELIVERED

Crews hand deliver Drinking Water Advisory (DWA) notices to affected residences advising that all water to be consumed be brought to a rolling boil for one minute.

**3**

## UTILITIES LOCATED

Underground utilities are located. Gas, sewer, electric and telecommunication utilities etc.

**4**

## PIPE EXCAVATED & REPAIRED

8-15ft of asphalt, dirt, gravel and other materials must be excavated and during winter up to 8ft of frost may be present.

**5**

## WATER TURNED ON

Once repaired, water is turned on to all affected properties (usually within 24 hours from the time the leak is identified).

**6**

## FLUSH, PRESSURIZE AND TEST PIPE

Fill pipe with chlorinated water to disinfect, pressurize the main to test repair and flush pipe through hydrant to the street. At this time low water pressure or discolored water can be experienced by properties in the area.

**7**

## WATER QUALITY TESTED

Two sets of water samples are sent to a certified lab for testing to confirm the safety of the water (Can take approximately 7-19 days).

**8**

## RESCIND NOTICE HAND DELIVERED

Crews hand deliver rescind notices to affected residences to inform them they can stop boiling their water.

Typically complete within 7 days but can take up to 19 days