

FOR MORE INFORMATION

For more information related to drinking water standards, customers can also call the EPA Hotline: 1-800-426-4791



QUESTIONS?

We can be reached at our Customer Service Center: 1-866-430-0820

Hours: 7 a.m.–7 p.m.

For emergencies, we're available 24/7.



PROVIDING QUALITY IN EVERY DROP

FLUSHING PROGRAM

An essential part of our maintenance program

ABOUT FLUSHING

Missouri American Water flushes the pipes in our water distribution system as an essential part of our system maintenance program. Flushing our system helps us continue to provide you with high-quality water service. We also flush our hydrants to make sure they are operational. Although we've been carrying out this essential maintenance program for decades, we still receive questions from time to time about why we flush.

HOW WE FLUSH

Flushing involves simultaneously opening fire hydrants in a specific area to create increased water flows. When crews are in your area, you may notice a drop in water pressure or discolored water. Discolored water may occur because the sediment in water mains get stirred up when the fire hydrants are used and when the flow of water in mains is changed. This is normal and not harmful. Simply let your water run until it is clear.

WHY FLUSHING IS IMPORTANT

We flush our system to help clean out any buildup of mineral deposits and sediment inside the pipes. These harmless deposits can occur when there is a reduced water demand during the winter months.

WHAT TO DO IF WE ARE FLUSHING IN YOUR COMMUNITY

- Mark your calendar. To find out when we are flushing in your community, visit us online at www.Missouriamwater.com.
- Open taps and let water run until it's clear before using if you notice discolored water.
- Check for discolored water before using the washing machine or dishwasher.

Note: If your laundry becomes stained, DO NOT USE BLEACH AND DO NOT PUT YOUR LAUNDRY IN THE DRYER. Rewash clothes immediately using more detergent or a heavy duty detergent and add a rust remover. Most rust removers can also be used on stained fixtures.



QUALITY. ONE MORE WAY WE KEEP LIFE FLOWING.