

## Illinois American Water to Conduct Annual Water System Maintenance Program in Orland Hills *Work includes flushing of water mains and fire hydrants*

**Woodridge, IL. (April 3, 2024)** – Beginning Monday, April 15, 2024, Illinois American Water will begin its annual maintenance of the fire hydrant system in Orland Hills, Fernway service area, work is expected to continue throughout the Spring\*. During this period, fire hydrants will be evaluated for functionality, repaired when necessary, and flushed. The process of periodically flushing hydrants is essential in identifying fire hydrants in need of repair and maintaining optimal water quality throughout the potable water distribution system.

Through the discharge of water from the fire hydrant(s), water flow rates are increased to provide a scouring effect that removes mineral deposits that may accumulate in the water main. While the majority of mineral deposits are removed from the hydrant discharge, it is not uncommon for customers to experience a temporary discoloration of water within their residence or dwelling. The removal of these deposits is critical in maintaining water quality.

Kevin Hillen, senior manager for the Northern Division, said *“Everything we do centers around our customers and providing quality service at a good value. The annual maintenance program is a part of our commitment to delivering safe, reliable water service to homes and businesses, as well as fire hydrants.”*

When fire hydrant flushing is occurring in your area, the following items should be considered:

- If possible, avoid using water while flushing is taking place. Use of water during the flushing event may result in discolored water entering the premise plumbing of the residence or dwelling.
- If you encounter discolored water during hydrant flushing, run water from the cold water tap only until discoloration subsides. Do not use hot water until discoloration is no longer present when flushing from the cold-water tap. This may require flushing of cold water from multiple taps.
- Do not do laundry during, or shortly after, the hydrant flushing event. Discolored water may stain fabrics.
- If, after flushing from the cold-water tap(s), water pressure appears lower than normal, clean the faucet aerator. Mineral deposits may obstruct flow through the aerator (screen), resulting in lower pressure.
- When water discoloration or pressure problems persist, contact Illinois American Water at 800-422-2782.
- For additional concerns, regarding potential water quality issues, contact the Illinois Environmental Protection Agency at 217-782-1020 or Illinois Emergency Management Agency at 800-782-7860.
- For more information, please visit <https://www.amwater.com/ilaw/resources/IL-Flushing-factSheet.pdf>.

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# Press Release



\*Note: Dates and times may fluctuate due to weather conditions. Illinois American Water will place hydrant flushing signs on the streets that they are flushing to notify the customers this is being done in their area.

**About American Water** – With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,500 dedicated professionals who provide regulated and regulated-like drinking water and wastewater services to more than 14 million people in 24 states. American Water provides safe, clean, affordable and reliable water services to our customers to help keep their lives flowing. For more information, visit [amwater.com](http://amwater.com) and [diversityataw.com](http://diversityataw.com). Follow American Water on [Twitter](#), [Facebook](#) and [LinkedIn](#).

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