



City of Marlborough
Department of Public Works

135 NEIL STREET
MARLBOROUGH, MASSACHUSETTS 01752
TEL. 508-624-6910
*TDD 508-460-3610

THEODORE L. SCOTT, P.E.
INTERIM COMMISSIONER

Hydrant Flushing Program Notice

Dear Residents of Marlborough,

We are writing to inform you that the City of Marlborough Water & Sewer Division will be commencing its annual hydrant flushing program starting the week of April 7, 2025. This essential program, running from April 7th through May (and potentially into June), is vital for maintaining high water quality and improving system efficiency. During this time, you may observe our staff working on fire hydrants, allowing water to flow from them.

The City of Marlborough's Water & Sewer Division conducts the hydrant flushing program for several important reasons:

- **Enhancing Water Quality:** Flushing removes sediments from water main pipes, ensuring better water quality for all residents.
- **Verifying Hydrant Operation:** It allows us to confirm the proper operation of fire hydrants and associated valves.
- **Identifying System Deficiencies:** Flushing helps in detecting any deficiencies within the water distribution system.
- **Checking Water Mains:** We use this process to identify closed valves and ensure proper flows in the water mains.
- **Ensuring Firefighting Capability:** The program also verifies water pressure and flow, crucial for firefighting purposes.

Notifications and What to Expect:

Hydrant Flushing: This process involves opening each fire hydrant to force water through the distribution system, dislodging small particles of rust and sediment. While this sediment does not pose a health risk, it can cause temporary water discoloration.

Discolored Water: If you notice discolored water, please do not be alarmed. This is a common and temporary occurrence as particles are cleaned from the pipes. To resolve this, run all cold-water faucets inside your home for 15 minutes, or until the water runs clear. If discoloration persists, please contact DPW dispatch at 508-624-6910. We advise against washing laundry while water is discolored, especially with chlorine bleach, as it may cause staining.

Common Questions:

Q: Why is my water pressure low?

A: Low water pressure may occur due to the flushing of fire hydrants. The pressure should return to normal once flushing is complete in your area.

Q: Why is my water discolored?

A: Water discoloration happens when sedimentation in the water main is stirred up during hydrant flushing.

Q: What should I do about the discolored water?

A: Run all cold-water faucets in your home for about 15 minutes or until the water clears.

Q: Is the discolored water safe to consume?

A: Yes, the water is safe to drink. However, it's best to run your faucets for 15 minutes or until the water clears before consumption.

Q: Can I wash laundry when the water is discolored?

A: We advise against washing clothes, especially with chlorine bleach, when water is discolored to prevent staining.

Q: Who should I contact if my water remains discolored?

A: Please contact DPW dispatch at 508-624-6910 for assistance.

Thank you for your cooperation and understanding as we work to ensure the continued quality and efficiency of our water system. Your patience during this period is greatly appreciated.

Sincerely,

City of Marlborough Water & Sewer Division