

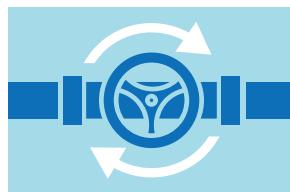
# SAFELY RETURN WATER SERVICE TO YOUR BUSINESS



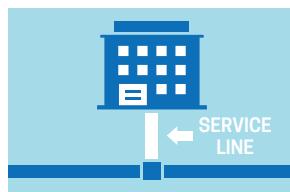
Many businesses and buildings have been unoccupied or had limited access during the COVID-19 pandemic. When water sits stagnant in your plumbing, it can lose disinfection protection and bacterial growth can occur. If your business was idle, we recommend flushing your entire water system to replace all stagnant water. Follow these steps to protect health when reopening your idle business:



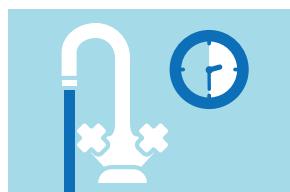
**1. Remove all faucet aerator screens. Set aside.**



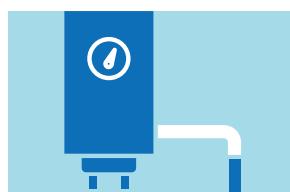
**2. Take steps to prevent backflow or the siphoning of contaminants into plumbing** (e.g., close valves separating irrigation systems from interior plumbing, disconnect hoses attached to faucets, etc.).



**3. Organize flushing to maximize the flow of water** (e.g., opening all outlets simultaneously to flush the service line and then flushing outlets individually starting near where the water enters the structure).



**4. Run enough water through all outlets** (e.g., hose bibs, faucets, showerheads, toilets, etc.). Typical durations in existing protocols range from 10 to 30 minutes for each outlet (duration varies based on outlet velocity).



**5. Flush the cold water lines first, and then the hot water lines.** Note: the hot water tank can be drained directly; it can require roughly 45 minutes to fully flush a typical 40-gallon hot water tank, and 75 minutes to fully flush a typical 80-gallon hot water tank.



**6. Replace all point-of-use filters, including the filter in refrigerators. Clean and re-install or replace aerator screens.**

Please share this information with maintenance staff, property managers and tenants.

For additional guidance about COVID-19 precautions, please call our Water Quality Hotline at **925-688-8156** or visit [ccwater.com](http://ccwater.com).