

RECOVERING FROM A WATER MAIN BREAK

WHAT SHOULD I EXPECT AFTER A WATER MAIN BREAK HAS BEEN REPAIRED?

- DWM crews will pressurize the water lines by opening hydrants to remove excess air from the system. If you see water flowing from the hydrant or down your street, there's no need to be alarmed.
- You might also notice air in the line or some discoloration in your water.

HOW CAN I PREPARE AFTER A WATER MAIN BREAK?

- Turn Off All Faucets and Fixtures: Before beginning, make sure all faucets, showers, and water-using appliances are turned off.
- Open the Main Water Valve: If your main water valve was turned off during the interruption, fully open it to allow water to flow back into your plumbing system.
- Starting with the Closest Faucet:
 - > Identify the faucet that is nearest to your main water valve.
 - > Open the cold water tap fully and allow the water to run until it flows smoothly without sputtering or spurting.
 - > Please make sure to follow these steps for the hot water tap as well.
- Systematically Open Additional Faucets:
 - > Move to the next closest faucet and repeat the process. Open the cold and hot water taps fully, allowing them to run until the water flows smoothly.
 - > Continue this process for all faucets and fixtures in your home or business, working to the furthest point from the main water valve.
- Flush Toilets: Flush each toilet in your home or business a few times to remove air from the lines supplying the toilet tanks.
- Run Appliances: Run water-based appliances, such as dishwashers and washing machines, on a short cycle to clear air from their water lines.
- Check Outdoor Fixtures: Remember to open and run any outdoor faucets or garden hoses to remove air from the lines.

If you are experiencing a life-threatening emergency, please call 911.
For non-emergency requests, call 311 within city limits and listen to prompts or visit <https://www.atl311.com/311>.



FACT SHEET



City of Atlanta
Mayor Andre Dickens

Commissioner Al Wiggins, Jr
Dept. of Watershed Management