



MEDIA RELEASE

For Immediate Release

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Some Burlington Water Customers Experiencing Temporary Discoloration

BURLINGTON, NC— Some Burlington water customers are currently experiencing discoloration of their tap water. This is a result of sediment in the water that has been scoured from water lines due to high water pressure.

In recent weeks water consumption in Burlington has increased, likely due to the sustained period of high temperatures. The J.D. Mackintosh water plant has been operating with two water pumps. As water demand continued to increase, a third pump was activated. This resulted in water line scouring and discolored water.

The Water Resources Department is currently flowing fire hydrants in order to flush the sediment in the system and restore clear water to its customers. The amount of time this process will take is still undetermined.

Water customers are encouraged to:

- Avoid doing laundry with discolored water
- Drink water from an alternate source (bottled water) until water begins to run clear
- Avoid cooking with discolored water
- Limit use of hot water to prevent build up in hot water heaters
- Customers may report water discoloration at <http://burlingtonnc.gov/FormCenter/Water-Quality-Report-8/Water-Discoloration-Report-42><http://burlingtonnc.gov/FormCenter/Water-Quality-Report-8/Water-Discoloration-Report-42>

Updates will be posted as they become available at <http://www.burlingtonnc.gov/waterdiscoloration>. With questions, customers may call 336.222.5133 between the hours of 8a-5p.

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Our Mission:

“The City of Burlington is dedicated to providing high quality municipal services within our diverse community in a friendly, professional and efficient manner in order to promote the safety, health, and quality of life of residents and employees.”

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