



## MEDIA RELEASE

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**For Immediate Release**

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### **Burlington Water Discoloration Significantly Improved**

BURLINGTON, NC— Water Resources crews worked late into the night on Wednesday, August 17 flushing discolored water from Burlington’s water lines. There have been significant improvements within the system and the majority of Burlington’s water customers should now have clear water.

However, some pockets of cloudy water may still remain. If Burlington water customers have cloudy or discolored water, they are encouraged to run cold water in a bathtub or outdoor spigot for a few minutes. If the water does not run clear within a few minutes, please report the discoloration to 336.222.5133 or use the online form located here:

<http://burlingtonnc.gov/FormCenter/Water-Quality-Report-8/Water-Discoloration-Report-42>

Some Burlington water customers experienced discoloration of their tap water on Wednesday, August 17. This was 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 subsequent water discoloration.

Updates regarding this issue 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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