

## **WATER SYSTEM LEAKS and SERVICE RESTORATION**

The Marlboro Township Water Utility Division (MTWUD) maintains a robust capital improvement program in order to ensure a high level of service and water quality that meets all Federal and State regulations. That being said, water main breaks and other leaks can occur within any water distribution system from time to time. The MTWUD takes all necessary steps to minimize the inconvenience to our customers during these events.

We will attempt to notify customers of the leak and potential for a service interruption by phone and/or a physical house-to-house notification depending upon number of customers and location affected. The duration of time that the water service will be affected is often difficult to determine until the leak is fully excavated and evaluated by our field crew. Customers should always feel free to call at any time to get an updated time for restoration of service.

Once normal water service resumes, it is suggested that customers run the cold water for 5 to 10 minutes from one bathtub faucet at a moderate rate to thoroughly flush the service line if you experience discolored water or air in your lines for an extended period of time. If your home is located on a dead-end line, it may take longer to clear up and a crew may need to be dispatched to flush the water main. A few additional tips:

- Avoid running hot water if the cold water is still discolored. This will minimize filling the hot water tank with discolored water.
- If you are washing clothes at the time of a water service disruption, it is better to stop the cycle while it is full and wait until clean water is available to finish in order to avoid staining to the laundry items.

Once water is fully restored, you may want to take the following additional measures:

- Empty and clean your automatic ice makers and water chillers.
- Drain and refill your hot water heater
- Service connections with a water softener/cartridge filters should be run through a regeneration cycle or other procedures recommended by the manufacturer

If the leak is severe and it is determined that a boil water advisory needs to be issued, you will receive a notice from our office detailing what steps you must take prior to using the water.

**During normal business hours, if there is a water service issue or you have any questions, please contact the MTWUD at (732) 536-0200, ext. 1816. After business hours, please contact the Marlboro Township Police at (732) 536-0100 to report a possible water leak emergency.**

We apologize in advance for any inconvenience and thank you for your patience.