

Cleveland County Water Hydrant Flushing in Fallston-Waco-Moss Lake Area

Between the days of November 11-12, 2024

What causes discolored water?

Discolored water can occur when the water is disturbed in the water main. Disturbances include opening/shutting fire hydrants too fast, opening/closing valves in the water mains, loss of water pressure, construction near a water main supply line, or a water main repair.

What should I do if I experience discolored water?

When discolored water occurs, please do the following: Wait 2-3 hours and then flush only cold-water lines for 10-15 minutes. This means kitchen and bathroom lines. If this does not resolve the issue, then please call Customer Service at 704-466-3696. We suggest you do not drink the water until it is visibly clear, even though it is chlorinated and has been tested as safe. The easiest way to observe this is to collect water in a white container and look to see if the water is clear. Once the water is clear you can start using hot water again. When discolored water is reported, Cleveland County Water employees use fire hydrants and other flushing points to clear the system in strategic areas to remove the discolored water as quickly as possible. This may mean flushing past the reported address or even on another street/road.