



CLARKSBURG WATER BOARD

A Municipal Corporation Serving Clarksburg Since 1887

GENERAL MANAGER
JASON L. MYERS

MEMBERS OF THE BOARD
ALBERT N. COX II, PRESIDENT
PAUL J. HOWE III
CHAD E. SIGMON

Dear Water Customer,

We are writing to inform you that contractors working on behalf of the Clarksburg Water Board will soon be replacing the customer service connection to your property. In preparation for this work, we have enclosed several important informational handouts for your review.

Please find enclosed the following documents:

1. Customer Participation Form

This form is required by the Environmental Protection Agency (EPA) and must be signed and returned by all customers. If our inspection determines that the water service line on your side of the meter is constructed of galvanized pipe, you may be eligible to have this line replaced at no cost to you. Your signature on this form indicates your willingness to participate in this free replacement program. Kindly complete and return the form using the enclosed pre-addressed envelope.

2. Risk of Thermal Expansion

This handout provides information about thermal expansion and the importance of installing an expansion tank on your plumbing system. When new service lines are installed, changes in water pressure may occur, increasing the risk of thermal expansion. An expansion tank helps to protect your plumbing and appliances by absorbing excess pressure. Please review the handout to determine if installing an expansion tank is necessary for your home.

3. High Velocity Flushing Instructions

After your new service connection is installed, it is important to flush your home's water lines to remove any debris or contaminants that may have entered during construction. The enclosed instructions explain the recommended procedure for performing a "High Velocity Flush" to ensure the continued safety and quality of your water supply.

If you have any questions about these materials or the upcoming service connection replacement, please contact our Construction Manager at (304) 288-8142. Thank you for your attention and cooperation.

Sincerely,

Clarksburg Water Board



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CUSTOMER PARTICIPATION FORM

PROPERTY OWNER'S NAME: _____

ADDRESS: _____

This form is used for documentation to qualify for Drinking Water Treatment Revolving Fund (DWTRF) Lead Service Line Replacement Loan and Grant. Program requirements require confirmation whether the property owner would agree to participate in a Customer Service Line Replacement (CSLR) if their service line is/was downstream of a Utility Lead Service Line (ULSL) and their service line is a lead or galvanized service line. This CSLR will be at little or no cost to the property owner. Copper, PVC, and PEX Customer Service Lines (CSL) are not associated with any adverse health effects and do not require a CSLR nor meet the DWTRF requirements of a total Lead Service Line Replacement. CSL material will be confirmed when the contractor reconnects the new Utility Service Line (USL) to the existing CSL. Property Owner will be notified of the confirmed CSL material and the next steps.

Property Owner likely **TO** participate in a CSLR.

Property Owner likely **NOT** to participate in a CSLR.

Signature: _____

Printed Name: _____

Date: _____

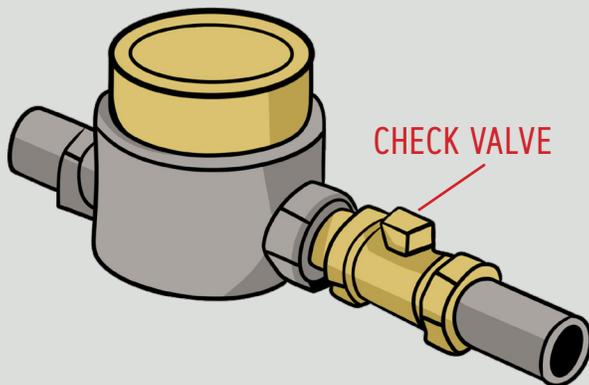
Received: _____

Date: _____



RISKS OF THERMAL EXPANSION

PART OF ONGOING WATER SYSTEM IMPROVEMENTS



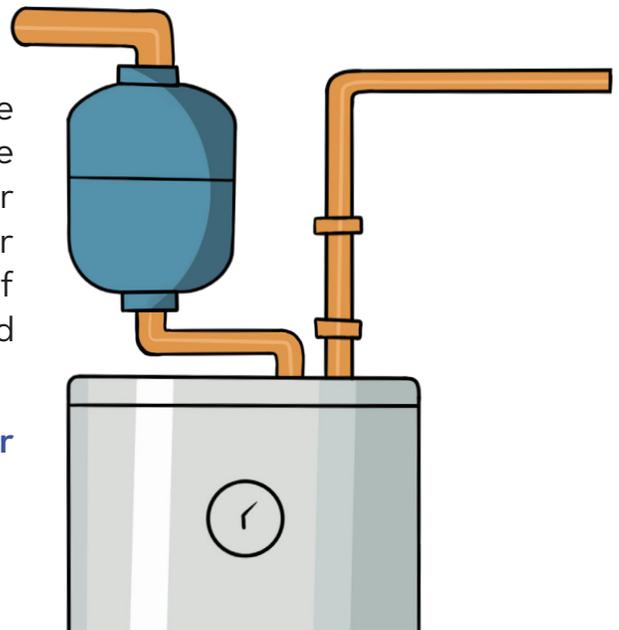
WHY INSTALL CHECK VALVES?

The federal Clean Water Act requires the use of check valves to prevent water from flowing back into the public water system.

THERMAL EXPANSION

When the water heater raises the temperature of the water, the water expands and pressure increases in the plumbing system. Since the check valve blocks the water from flowing back into the main, this expanded water will have nowhere to go. Depending on the condition of the plumbing, the increase in water pressure may lead to negative effects, such as:

- Intermittent discharge of water through the water heaters safety relief valve
- Leakage from other plumbing fixtures or piping
- Noisy operation of the plumbing system
- Damage to water heater or other appliances



These negative effects can be mitigated by reducing the water heater's temperature and/or installing a thermal expansion tank to accommodate the increased pressure. **Any plumbing modification required due to the installation of the check valve is the responsibility of the property owner.**

WHOLE-HOUSE, HIGH VELOCITY FLUSHING TO REMOVE LEAD PARTICLES

WHERE DOES LEAD COME FROM?

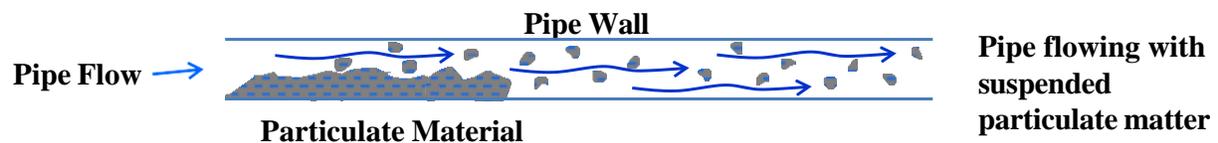
Lead in water can be dissolved or in particles

The lead in your tap water comes from the lead pipes that may be present from the street to your house or from faucets or indoor plumbing with lead.

When the street is disturbed by construction lead particles can come loose from the pipes. Some particles may still be present from the corrosion events and these need to be removed from your home plumbing.

WHY SHOULD YOU CONDUCT A FLUSH?

Lead particles can be released at random if they are in your pipes, but more particles can be released during construction that disturbs the lead lines



WHEN SHOULD "HIGH VELOCITY FLUSHING" BE DONE?

- When the Clarksburg Water Board informs you about a disturbance, or
- If you have had high lead results.

This type of flushing can dislodge (break loose) lead containing particles in pipes inside the house as well as in the service line between the house and the street.

CAUTION – SHORT TERM CONSEQUENCES

Research has shown flushing can produce long-term benefits, typically after 2 months, but prior to this the lead may actually be higher – see precautions described in "follow up."

WHICH FAUCETS IN YOUR HOUSE TO FLUSH?

All faucets inside your house that can flow to a drain without overflowing in your house should be flushed.

HOW OFTEN?

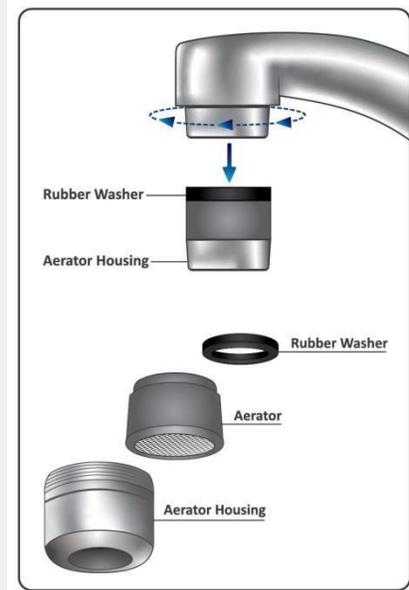
After a disturbance from construction, you should perform a flush as soon as possible.
If you have a lead or galvanized waterline, a second flush should occur after your customer service line has been replaced.

PROCEDURE

ALL FILTERS IN THE HOME MUST BE REMOVED OR BY-PASSED

When possible, it is best to flush at times of the day when neighbors don't use a lot of water – so best to flush from mid-morning to dinner time or late at night

1. Find all the faucets that have good drains, including those in the basement and on all floors in your house.
2. Remove all in-home filters or bypass them. You cannot flush through a filter.
3. Remove aerators and screens from all faucets or shower heads.
4. Be sure to include the laundry tub, the bathtub, or shower (shower head removed) as flushing points.
5. After all the aerators are removed, open the faucets in the basement or lowest floor in the house. Leave all faucets running at the highest rate possible –using **COLD** water only.
6. After faucets are all open on the lowest floor, open faucets on the next highest floor of the house. Continue until faucets are open on all floors, including tubs and showers (shower head removed).
7. After all faucets are opened, leave them ALL running for at least 30 minutes.
8. After 30 minutes, turn off the 1st faucet you opened (lowest floor), and continue to turn off other faucets in the same order you turned them on.
9. Re-install aerators/screens at each faucet – you may need to discard old screens/aerators and replace with new ones if too old or worn.



CAUTION – MESS FROM WATER SPRAY

Make sure the drain is open and clear so water can flow freely to drain

Make sure water can drain as fast as water is flowing from tap during flushing

When faucet is open at high rate, especially since aerators/screens are removed, it can create a mess due to water spray. Take precautions to either contain or monitor the spray.

FOLLOW UP

(WHAT SHOULD I DO ON DAYS AFTER THE FLUSH?)

- Run tap water each morning for at least 5 min to displace water that has been sitting in pipes inside the house and in the service line. This could include taking a shower, running dishwasher, or running the faucet. Do this **BEFORE** using any water for drinking, cooking, infant formula, etc.
- Clean debris from aerators and screens, once a month for 6 months.
- After 6 months, clean debris from aerators/screens twice a year (for example, in April/October when daylight savings time changes).