



How to Prepare for a Planned Water Shutdown

What is a shutdown

Planned water shutdowns are a necessary part of many pipeline projects meant to keep Crescenta Valley Water Districts' (CVWD) distribution system flowing with safe and reliable water to the 33,000 thousand people CVWD serves. These shutdowns are scheduled in advance, except for unexpected main breaks, and allow CVWD staff to perform regular maintenance and make repairs as well as replace aging infrastructure for future reliability.

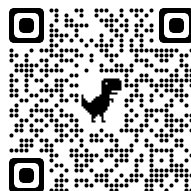
Construction projects require temporary water shutdowns so utility improvements, such as water main replacement projects, booster pump replacements and reservoir rehabilitation can be performed. These types of projects often require two to three water shutdowns for up to 8 hours each while the project is in construction.

While we work to ensure that planned water shutdowns are as short as possible, we know they are still an inconvenience to customers. Below we have outlined what you can expect from CVWD for planned water shutdowns:

1. A letter will be delivered to your home by mail at least two days before the scheduled water shutdown. The letter will contain the date, time, and duration of the shutdown as well as a number to call if you have questions.
2. If you live in a multi-family building or apartment, CVWD will notify the building manager about the shutdown. If access is available, CVWD will place door hangers in the building's lobby for tenants to see. Please note that CVWD is not able to deliver door hangers to individual units in buildings.
3. In the event of unexpected schedule changes, a door hanger will be delivered to your home at least one day before the scheduled water shutdown. The door hanger will contain the new date, time, and duration of the shutdown and a number to call if you have questions. CVWD will work with businesses and schools to help determine the best time to shut off water.
4. Everbridge notifications by text, phone, email will be sent out at least one day before the scheduled water shutdown. This is the most convenient way to get water shutdown notifications. Also, it's the best way to get the latest CVWD news and alerts. If you have not yet subscribed. Please see link and subscribe today.

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Preparing for a Planned Water Shutdown

Before the water shutdown:

- ☐ Fill pots on the stove with water for cooking.
- ☐ Fill a couple of buckets with water for washing.
- ☐ Fill potable water containers for drinking. Assume about one gallon of drinking water per person per day.
- ☐ Fill bathtubs with water and use buckets to flush toilets. A toilet will flush when approximately a gallon of water is dumped into the bowl.

During the water shutdown:

Try not to operate the water faucets. This will prevent air from entering your plumbing.

Rusty Water After a Shutdown

Water shutdowns can sometimes disturb the direction or flow of water in the districts drinking water system. When this happens, customers in or near the shutdown area may experience temporary rusty water. Rusty water comes from internal pipe rust and sediment getting stirred up when the water is turned on after a shutdown.

The water should clear on its own. Try running the cold water for a few minutes to see if it is clearing or still rusty. If the water does not clear, let the water sit for one to two hours. Then, run cold water for a few minutes in your bathtub or shower. If your home is located on a dead-end line, it may take longer to clear up. If the water remains rusty, please contact CVWDs Customer Service at (818) 248-3925.

Avoid running hot water if the cold water is rusty. This will minimize filling the hot water tank with rusty water. If you are washing clothes at the time, it is better to stop the cycle while it is full and wait until clean water is available to finish to avoid causing permanent staining to the laundry items.

Additional construction related information that is updated periodically can be found at Crescenta Valley Water District's website at www.cvwd.com. or scan the QR code below.

