



NEWS RELEASE

April 22, 2020

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CHARLOTTE WATER ADVISES CLEARING WATER LINES IN UNOCCUPIED BUILDINGS

(Charlotte, NC) Many buildings and places of business have been unoccupied since the NC Executive Order to shelter in place started on March 30, 2020. Stagnant water in building pipes can become unhealthy as chlorine, a disinfectant added in the treatment process, dissipates over time.

Fortunately, clearing the water lines, known as flushing, can be done by running the tap water for an extended period in the building. This process will clear the stagnant water when reactivating dormant plumbing systems.

Buildings that are most likely to be affected by this include, but are not limited to:

- Schools
- Daycare Facilities
- Healthcare facilities such as Dentist Offices, Optometrist Offices, etc.
- Commercial buildings
- Hotels
- Malls
- Office buildings
- Movie theaters
- Entertainment facilities
- Gyms

In alignment with State regulators, Charlotte Water advises building managers or owners to consider clearing the water lines to ensure the water in the building is safe as well as taste and odor free before resumption of normal water use. Different points of use should be reviewed starting with the fixtures closest to the water source. These could include:

- Toilets
- Sinks
- Showerheads
- Water fountains
- Water heaters
- Water features
- Hot tubs

Charlotte Water recommends that individual entities research guidelines that pertain to their respective industries and buildings. Additional, in depth, resources on reactivating plumbing systems after dormant conditions can be found at charlottewater.org.

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For more than a century, Charlotte Water has been the largest water and wastewater service provider in the Carolinas. Operated by the City of Charlotte, the utility treats more than 106 million gallons of water daily for approximately one million residents and visitors from Davidson to Pineville. Charlotte Water works 24 hours a day to provide clean water, maintain more than 8,600 miles of pipe, and treat the community's wastewater.

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