



Water Supply District of Acton

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Important Information for Commercial Customers

If your building has been unoccupied or has seen a decline in occupancy during the COVID-19 Stay at Home Order, you are encouraged to flush the building water prior to resuming occupancy. It is important for facility managers and others who maintain water systems in buildings and office/industrial parks to take actions to safeguard water quality before buildings are re-occupied. The Massachusetts Department of Environmental Protection has produced a document summarizing building flushing and providing resources for flushing various size facilities. This can be accessed at <https://www.mass.gov/doc/massdep-building-flushing-information/download>

It is important to note that the drinking water does not contain the coronavirus and this notice is to address issues related to aging and stagnation of water within building plumbing systems that have not been used due to the COVID-19 related shut downs.

When water remains in contact with plumbing materials, lead, copper, and other metals can leach into the drinking water. The levels will continue to increase over time, and it is important to flush this accumulated material out of the plumbing.

In addition, over time the residual liquid chlorine added to the water, which is intended to maintain the sanitary integrity of the water, will degrade. Once this chlorine residual is gone, bacteria growth may occur within the plumbing system. It is important that such water be flushed out of the plumbing system, and that new fresh water with a chlorine residual be introduced.

Please share this information with tenants in your building and with other building managers that you know. Although the water was safe when it entered the building, many accounts have had minimal and reduced water use and for the safety of employees should be flushed.

Thanks for helping to maintain a healthy water system,

Acton Water District