

WATER SYSTEM LEAKS and SERVICE RESTORATION

Water main breaks and other leaks occur within our distribution system from time to time. Shorelands Water Co. takes all necessary steps to minimize the inconvenience to our customers during these events. During normal business hours, we will attempt to notify customers of the leak and the pending service interruption through either a reverse 911call or house-to-house notification. The duration of time that the water will be off is often difficult to determine until the leak is fully excavated and evaluated by our field crew. Customers should always feel free to call at any time to get an updated time for restoration of service. The number to call during an outage is (732) 264-5510 Option 1.

Once water service is restored, we suggest that you run the cold water for 5 to 10 minutes from one bathtub faucet at a moderate rate to thoroughly flush you service line. If you experience discolored water or air in your lines for an extended period of time, please contact our Customer Service Department at (732) 264-5510 Option 5 (Option 1 After Business Hours). If your home is located on a dead-end line, it may take longer to clear up and our crew may need to come out and flush the main. Avoid running hot water if the cold water is still discolored. This will minimize filling the hot water tank with discolored 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. If you allow the water to empty from the washing machine and go into the spin cycle it is more likely to cause permanent staining to the laundry items.

Once water is restored, you may want to take the following additional voluntary measures:

- Empty and clean your automatic ice makers and water chillers.
- Drain and refill your hot water heater if the temperature is set below 113 degrees Fahrenheit.
- Service connections with a water softener/cartridge filters should be run through a regeneration cycle or other procedures recommended by the manufacturer.
- Water reservoirs in tall buildings should be drained and refilled. (as applicable)

If the leak is severe and it is determined that a boil water advisory needs to be issued, you will receive a notice from our office detailing what steps you must take prior to using the water.

We apologize for any inconvenience and thank you for your patience. If you have any questions or comments, please contact our Customer Service Department at (732) 264-5510 Option 7.