



## CONCORD PUBLIC WORKS

### Water/Sewer Division

135 Keyes Road  
Concord, Massachusetts, 01742

TEL: 978-318- 3250 FAX: 978-318- 3204

### **Water Service Restored - February 21, 2017 Route 62 - Bedford St**

**Water Service has been restored to the Route 62/Bedford Street area as of approximately 3:45pm.**

**As crews complete temporary road stabilization and cleanup activities Route 62/Bedford Street is now open in both directions, expect minor delays.**

Some customers may experience a temporary reduction in water pressure, air in pipes, brown water or white water.

**Air** - If you turn on your tap and no water comes out or it comes out in spurts. Close your water tap and then open the cold water tap a small amount until the water flows in a steady stream. You may need to repeat this process at each tap in your home.

**Brown Water** - If you are seeing brown water, we recommend running the cold water for 5 minutes to clear the line into your home. If the water doesn't become clear after 5 minutes, shut it off and wait one hour for the disturbance to settle or pass, and then try again.

**White Water** - If you are seeing white water, it is just air that is been entrained in the water as the water main was re-pressurized. This condition will clear up as the water is used normally, this may take 1-5 days (or longer in the winter when the water is cold). The water is safe to use as you would normally use your water, you can fill up a cup and watch the tiny bubbles slowly dissipate.

If you have questions or concerns, please call CPW's Water and Sewer Division at 978-318-3250. CPW's Water & Sewer Division's normal operating hours are Monday through Friday between 7:00 a.m. and 3:30 p.m. If you reach our voicemail please leave a message with your name, address and telephone number and we will return your call as soon as possible.

If this is an emergency situation, please phone the Police Department at 318-3400 and they will get in touch with us directly.

Concord Public Works Appreciates your patience.