



Environmental
Protection

WATER SHUT OFF NOTICE

ATTENTION:
THE WATER IN THIS BUILDING HAS BEEN SHUT OFF DUE TO A
WATER MAIN BREAK



WHEN WILL MY WATER BE RESTORED?

Water will be restored as soon as possible after repairs have been completed.

QUESTIONS?

Call 311.

SPECIAL INSTRUCTIONS (HOMEOWNERS / SUPERINTENDENTS)

- Shut off the main house valve. Shutting off the main water valve in your house/building will help avoid problems that may occur if sediment enters or releases from your plumbing.
- Open one hot water faucet above the hot water heater.
- Shut off all appliances that require cooled water, such as some air conditioners.
- Check to make sure there is a sufficient amount of water in the steam boiler.

POSSIBLE WATER SHUT OFF IMPACTS (RESIDENTS)

Discolored Water

If your water looks brown or yellow, this discoloration is a temporary condition and does not indicate the presence of harmful contaminants. However, don't drink or cook with discolored water and run the faucet until clear and cold.

Chlorine Odor

Water may have the odor of chlorine due to the pipe cleaning process used during water main work. This will dissipate over time.

Low Pressure

You may experience low pressure once water is turned back on. You may need to clean your aerator of sediment, or replace the water filter in your refrigerator.

Open Fire Hydrants

You may notice fire hydrants open and running. This is done to flush the system. They may occasionally be left running overnight. Unless there is a flooding condition, there is no need to report it.

If your water service does not come back on:

- Make sure the water main valve for your house/building has been turned back on. If you live in a multi-family home or apartment building, check with your building superintendent.
- There may be a delay in returning water service. Check if neighbors have water. If not, crews may still be working in the neighborhood.
- Turn on a faucet and listen for rushing air. If you hear rushing air, leave the faucet on and water should start running soon.
- Call 311.

New York City's water is virtually lead-free when it is delivered from our reservoir system to customers. However, water can absorb lead from service lines and internal plumbing in some buildings and homes. While NYC takes the appropriate steps to reduce the amount of lead that can dissolve from a homeowner's plumbing/service line into their tap water, turning off water service or routine disturbance to the service line during water or sewer main construction may cause temporary increases of lead levels in your water if there is lead in your internal plumbing. As a precaution, we recommend flushing your water if it is discolored for 15 minutes, or until clear.

If you have any questions about NYC's water quality or would like to request a free residential lead test kit, call 311 or visit nyc.gov/dep/leadindrinkingwater. More information on the health impacts of lead can be found at www.cdc.gov/nceh/lead/leadinwater/default.htm.

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