

# MAIN BREAKS HAPPEN AND HWSA IS READY



**A water main break can occur at any time, day or night. HWSA is prepared to dispatch crews at all times to handle a main break.**

**If you see something... say something. If you suspect a leak or running water to be a water main break please contact HWSA immediately.**

**Monday – Friday 9AM to 4PM 215-672-8011**

**After Hours 4PM to 9AM or weekends 215-781-7454**

*Locating a leak is often dependent on the depth and size of the leak. This is another reason why it is crucial to speak up and say something if you suspect an issue – time can make a big difference in correcting a potential problem!*

- **What causes a main break?** – changes in temperature or changes in the ground
- **Will water service to my home need to be shut off?** – Yes, shut off is typically required for residents within the impacted area, in rare cases service is not interrupted
- **How does a main break impact water quality?** – Once crews have made all necessary repairs and water service is restored, customers may experience discolored or cloudy water. Discolored or cloudy water is not harmful, but can be a nuisance. To alleviate discolored or cloudy water, allow the *cold* water to run from the lowest fixture in the home for a few moments. On a very rare occasion, if there is a potential that water quality has been impacted as a result of the main break, a boil water advisory may be required. HWSA would take immediate steps to notify our customers using our emergency call system. Boil water advisories remain in place until the water quality has been verified via laboratory testing. As soon as all test are confirmed negative the boil water advisory would be lifted and another emergency notification would be made to impacted residents.
- **How long does a main break take to repair?** – this will depend on response time from all utility services to mark the location through the PA1Call. Once all services have been marked, crews work to identify the exact location and source of the leak. This can take anywhere from 4 to 12 hours total.