



# Flushing Your Service Line



## How to Flush Your Service Line

Follow the steps below for instructions on how to flush your service line.

Flushing a service line can last for over 30 minutes, plan accordingly.

1. Beginning in the lowest level of the building, locate the closest cold water tap to where the service line enters the building.
  - a. This could be an outdoor spigot (hose bib) on the front of the building or an indoor faucet in a basement, utility area, or laundry room.
2. Remove any attachments (aerators, screens, filters, etc.) that could reduce flow.
3. Working upward, fully open all COLD water faucets (sinks, tubs, showers, etc.) for 3 to 5 minutes or until the water runs clear.
  - a. Confirm open faucets all have drainage points to prevent overflowing.
4. Keep all faucets open and run for 30 minutes.
5. Turn off water in reverse order (Top floor to lowest floor).
6. Run water again to check water for clarity, repeat process as needed.
7. Reattach any removed aerators/screens when complete.

### Additional Information

1. Do not consume tap water, use your icemaker, or filtered water dispenser until flushing steps above are complete.
2. If your refrigerator produces ice, remove ice made prior to flushing.
3. Clean aerators/screens if debris is noted, per manufacturer's instructions.
4. If quality concerns persist, contact the Hotline number provided at the bottom of the page.

## When to Flush Your Service Line

Flushing is recommended following any work on or near your service line, including potholing or utility repairs. This helps reduce the chance of:

- Dislodged particles in water
- Temporary changes in water pressure, flow, or color
- Clogged faucet aerators or fixtures

## Program Information

As part of a national effort to identify and replace lead service lines, KC Water is developing an inventory of the materials that make up service lines throughout Kansas City. Service lines connect homes and buildings to the city's water mains.

Over the next decade, KC Water crews will pothole properties across the city to identify unknown service line materials. "Unknown" simply means KC Water does not currently have a record of the pipe material. It does not mean the line is lead. Property owners will be notified well in advance of any work taking place.

**To view your property's current service line classification, visit *KC Water's Service Line Inventory Map.***

Scan the QR code to the right.



**If you have questions or concerns about your water following potholing work, contact the project team at 816-513-0150 or [water.servicelineinventory@kcmo.org](mailto:water.servicelineinventory@kcmo.org).**