



*City of Marlborough*  
**Department of Public Works**  
135 NEIL STREET  
MARLBOROUGH, MASSACHUSETTS 01752  
TEL. 508-624-6910  
\*TDD 508-460-3610

## **Frequently Asked Questions about Water Main Breaks and Repairs**

### **Why does the City have to shut-off the water to make repairs?**

Often, the flow of water through a water main must be stopped to perform repairs. While making repairs, the City makes every effort to minimize the number of customers impacted by a shut-down. It will perform repairs as quickly as possible to restore service to the City's affected customers.

### **There is a water main break in my area, and I still have water, what should I do?**

Whenever you are notified of a water main break in your area, customers are encouraged to minimize their water use. It is not uncommon to experience water discoloration or air bubbles/pockets in your home. These experiences generally are not cause for concern, but they may seem troubling. Minimizing your water use during a water main break will not only limit discolored water and air bubbles/pockets from entering your plumbing, but it will also ensure water is available to those who truly need it.

### **Why is my water discolored during or following a water main repair?**

Water discoloration experienced during a water main break often results from mineral deposits on the inside of a water main or water service becoming freed from the pipe wall and traveling with the drinking water into your home or business. Generally, these particles are naturally occurring in drinking water and are a nuisance but not harmful. To minimize inconveniences to you such as laundry discoloration, stained or clogged plumbing fixtures, or worries about your residence and those that reside there, please reduce your water usage until the water main repair is complete.

## **I am experiencing a problem I believe is due to a water main break. Who can I contact?**

Please call the Water Division at (508) 624-6910 EXT:33400 for assistance. If you are unable to reach a live person by calling the above number, please call the Marlborough Police Dispatcher at (508) 485-1212 to report the issue.

## **What should I do once water service is restored?**

When a water main is placed back into service after repairs are made, residents/businesses will sometimes experience water discoloration or spitting water from their fixtures. Discolored water **is not harmful** and will clear by running your faucet **on cold water only** at the lowest easily accessible point in your home until the water runs clear.

**If you experience further issues, please call Marlborough's Water Division at (508) 624-6910 EXT:33400 for assistance and thank you for your patience during these events!**