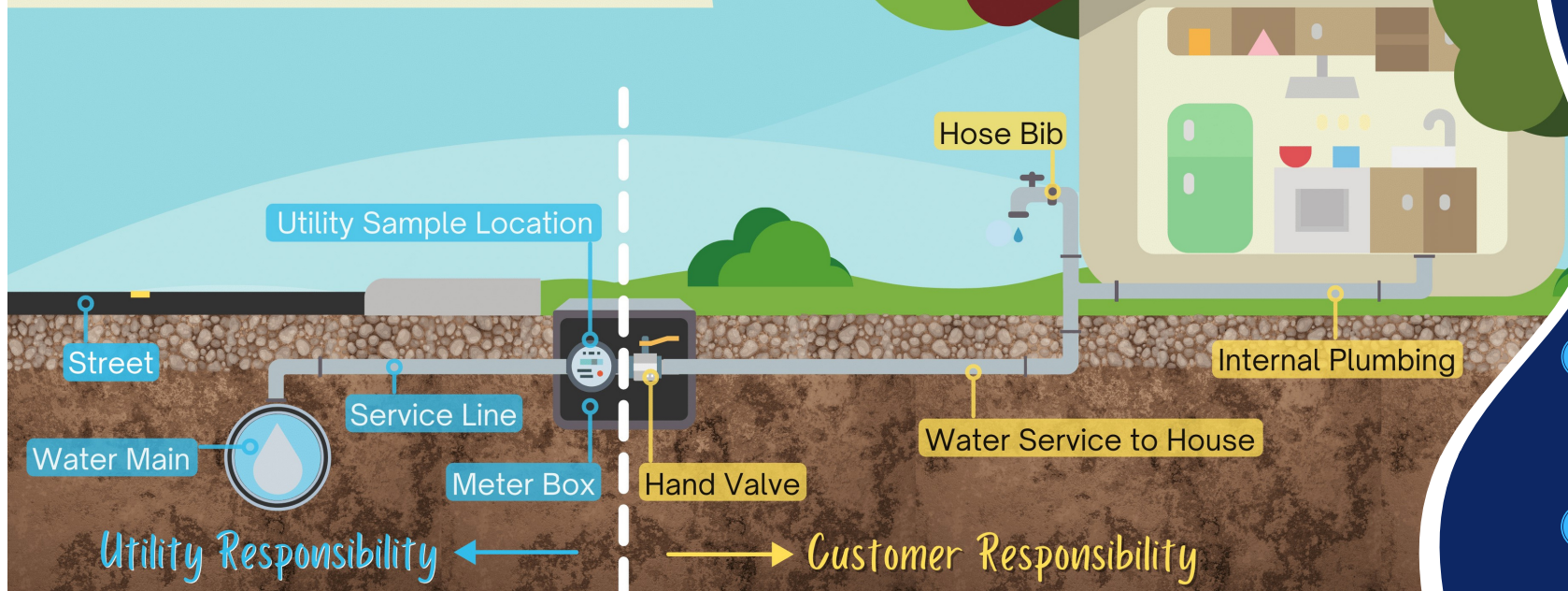


# What's my responsibility?

## A QUICK-REFERENCE GUIDE



The illustration above shows the piping typical of how drinking water is delivered to your home or business. When a wildfire occurs such as the Alameda Drive Fire in September 2020, some of the pipes can become damaged or contaminated with volatile organic compounds.

The water utility is required to test the water at the meter connection prior to re-establishing water service; this would indicate if there is any contamination or damage likely on the utility side of the meter.



It is the customer's responsibility to determine if there is damage or contamination of the piping on the house side of the meter. This can be done by either replacing the pipes from the meter to the house or conducting sampling inside of the home. Residents who are concerned about possible benzene or other contamination should thoroughly flush all their pipes and in-building components (water heater, ice maker, etc.); see the column at the right for details. Additional information and customer sampling guidance can be found on the MWC website at <https://bit.ly/37x4qrJ>

Flushing is accomplished by undertaking the following:

- ❶ Cold water: allow each water tap (sinks, showers, outside hose-bibs, etc.) to run for about 5 minutes (multiple taps can be run at the same time but maintain vigorous flow).
- ❷ Hot water: allow each hot water tap to run until the water turns cold.
- ❸ Refrigerators and other water dispensers (such as under-sink filtration systems): run the water for several minutes, and then replace the filter if present.
- ❹ Ice makers: follow the manufacturer's instructions for cleaning ice maker water lines, dispose of any existing ice, and dispose the ice from three refills.