

## Important Notice to Water Customers

Enhanced water main cleaning to begin the week of October 3<sup>rd</sup>.

A contractor for the Water Department will be conducting some necessary improvements to your drinking water supply starting the week of October 3<sup>rd</sup>, until the week of October 24<sup>th</sup>. Work will take place primarily during daytime hours with some nighttime portions and will progress over this period of time. Work will begin primarily in the North Quinsigamond Ave corridor and West Main St. between North Quinsigamond Ave and Monadnock Dr. Continuation of this work will then move to the Old Mill Rd. - Harrington Ave -Audubon Dr. Corridors and if time allows, a portion of Boston Turnpike from North Quinsigamond Ave to Oak St. This procedure is an alternative to flushing mains, especially mains that might be causing issues with discolored water. Ice Pigging is a technique that is more effective than flushing in removing particles and sediments from pipe walls. An ice slurry is pumped through a section of main to “clean” it.

All water customers may experience water discoloration and particles resulting from valves being opened and closed to facilitate this cleaning.

For those customers that are serviced directly by a water main that is being cleaned, during the flushing process, a small amount of sodium chloride (table salt) may enter your service line. Customers should avoid using water during the time of the main cleaning and should run their taps for 2 to 3 minutes prior to using the water for drinking or cooking, after the completion of the procedure. If a salty taste is detected, run your tap for a longer period of time. Generally, if you detected a cooler temperature of the water from your tap, you have sufficiently flushed out your service line. If the water becomes very cold, continue to run your tap for an additional 2 to 3 minutes.

Prior to a section of pipe being cleaned, customers in the immediate area will have a door hanger left a day or two ahead advising that work is about to take place.

For Healthy individuals, the sodium intake from water is not important, because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit of 50 milligrams per liter may be a concern to individuals on sodium restricted diets, or those on dialysis.

If there are any further questions or concerns, please contact Shrewsbury Water Department at (508) 841-8506.



Advanced pipe cleaning technology for water mains

# What is Ice Pigging?

Ice Pigging is an award winning, innovative, low risk, advanced pipe cleaning technology to clean drinking water, raw water, sewer force mains and siphons.

Developed by the University of Bristol, England, Utility Service Group (USG) is the sole rights holder in North America.

Ice Pigging has been proven to be between 100 and 1000 times more effective at removing sediment and debris than water flushing alone. The ice slurry can be inserted and removed through hydrants, line taps, air valves, and other existing fittings so expensive excavations are not required. Ice Pigging harnesses the characteristics of a semi-solid material that can be pumped like a liquid but behaves like a solid once the pig is formed in the pipe. Because Ice Pigging relies on the natural glacial effect of ice to pick up unwanted sediment it uses approximately 50% less water than standard water flushing and takes significantly less time, typically, the section of main being cleaned is out of service for no more than 30 minutes. Traditional cleaning methods do have operational limitations that Ice Pigging can overcome. A main feature of Ice Pigging is that it cannot get stuck, if for some reason the pig would get stuck, we would allow the ice to melt and flush it from the main. Pipe bends, changes in diameter or butterfly valves can all pose problems for swabbing or pigging, yet ice pigs can easily negotiate these obstacles. To launch and receive traditional pigs, excavations have to be made to allow the installation of launch and reception stations. This can mean costly, extensive interruptions to water networks or force mains and siphons and require the installation of temporary bypass pumping or overland rider main.

