

Kentucky American Water Recommends Large Building Operators to Flush Pipes to Maintain Water Quality

Company Remains Committed to Delivering Clean, Safe, Reliable Water & Wastewater Services

LEXINGTON, KY., April 30, 2020 – Kentucky American Water remains committed to keeping our customers informed as we continue to deliver, clean, safe and reliable water and wastewater services to you during the COVID-19 public health emergency.

Extended periods of inactivity in buildings can cause lead leaching or legionella growth in water pipes and taking proper steps can help minimize potential exposure to both these contaminants. As buildings reopen, businesses, school districts and property management teams will begin the process of restarting building systems that have been dormant for a significant amount of time. These reopening procedures will help in making sure water systems and equipment are in working order.

Kentucky American Water encourages large building owners and operators to adopt a proactive approach that includes proper flushing procedures, assuring the presence of disinfectant residuals, adjustment of hot water temperature, and proper maintenance of building plumbing and heating/cooling systems. Proper flushing of plumbing before reoccupying these buildings is essential to maintain water quality and should be performed biweekly while the building is closed and, if possible, again the weekend before opening.

Consistent with EPA and industry guidance, Kentucky American Water recommends the flushing of pipes to maintain water quality, including:

- Toilets: At least twice (this will help to move fresh water through the plumbing)
- Faucets: Run at full flow for at least 2 minutes
- Showers: Run at full flow for at least 2 minutes
- Other Appliances/Apparatus: We recommend flushing other appliances and

more

- apparatus thoroughly, at full flow, bringing fresh water into the system. Preferably run the water until you are able to smell the chlorine in the water. If you have an appliance such as a refrigerator or ice maker that has a filter, upon completion of flushing, follow manufacturer's instructions for replacing water filters.

For additional information on flushing you can go to American Water's [fact sheet](#); the Environmental Protection Agency's [Flushing Best Practices](#); the Center for Disease Control [web page](#); or the [American Water Works Association](#).

About Kentucky American Water

Kentucky American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately half a million people. Visit www.kentuckyamwater.com and follow Kentucky American Water on Twitter, Facebook, and Instagram.

About American Water

With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,800 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing. For more information, visit amwater.com and follow American Water on [Twitter](#), [Facebook](#) and [LinkedIn](#).

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