



Hydrant Flushing Test

Frequently Asked Questions

Q: Why does the City conduct hydrant flow testing?

A: This testing is a requirement to be in compliance with SC Department of Health and Environmental Control's water quality monitoring regulations. Additionally, the testing ensures the hydrants have adequate flow and pressure when needed by first responders. The flushing also helps to remove sediment from pipes to maintain water clarity and quality.

Q: If I see a hydrant open for an extended period of time, should I close it?

A: No. The hydrants are intentionally left open for up to 48 hours to minimize impact to customers and expedite a regular flow of water back into the system. Please do not tamper with the hydrants and allow them to be closed by professionals.

Q: My neighborhood hydrant is being flushed and now my water looks discolored and the water pressure seems weaker than usual, what should I do?

A: The City of Aiken's Engineering and Utilities Department recommends running exterior faucets, baths/showers, and/or utility sinks for 15-20 minutes to help clear the lines on the customer side of the meter. It is also recommended to avoid washing clothes until the water clears. The City has a helpful resource available at <https://coa.page/p8pf>.

Q: Who should I call with questions?

A: Please call the City Water Treatment Plant at 803-642-7629; this line is monitored 24 hours a day, every day. Also monitor the City website, social media pages, and/or Explorer App for updates.



City Water Treatment Plant
(803) 642-7629



Water Quality
Questions Answered



Hydrant Flow
Test Updates