

DWSD MEDIA ADVISORY



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DWSD preps for water main breaks

So far, the number of water main breaks is about average for this time of year. However, we are currently experiencing an arctic blast, one of the most common causes of main breaks. Add aging infrastructure (old pipes) to fluctuating temperatures and the number of reported water main breaks can substantially increase and create an urgent situation.

That's why the Detroit Water and Sewerage Department (DWSD) is urging our customers to be vigilant in reporting such incidents using the 24-hour emergency Maintenance and Repair Center hotline (313-267-7401).

That call will cause our customer relations staff to create a work order that starts the process of dispatching DWSD work crews to the scene to determine the severity of the leak/break. The most acute – transmission lines – receive priority attention.

Contractors quickly identify and mark all underground utilities. Repair crews locate the break using special tools like an aquaphone, which zeroes in on the sound of running water. The flow of water to the afflicted section is shut off.

The amount of time it takes to repair a break depends on whether there is a “crack-around” the circumference of the pipe or whether water pressure has caused an older pipe to burst.

If necessary, residents or businesses in the area are notified if water service will be restricted while the work is being performed. More than an inconvenience, a lack of water could result in a safety hazard, especially in homes where there are children and the elderly. But those are rare instances.

A quick call to the hotline (313-267-7401) significantly lessens the potential for water emergencies.