STEP SUMMARY

TRAINED PERSONNEL WILL COME TO YOUR HOME AND COMPLETE THE FOLLOWING STEPS LISTED IN THIS PAMPHLET. THE PROCESS WILL TAKE APPROXIMATELY 2 HOURS.

STEP 1: Home entry procedures (COVID-19, minors and pets).
STEP 2: Prepare for home flushing.
STEP 3: Perform service line and cold water system flush.
STEP 4: Drain water heater and expansion tank.
STEP 5: Perform hot water system flush.
STEP 6: Perform spigot flush.
STEP 7: Address major appliances.
STEP 8: Clean up.

ALL STEPS WILL BE PERFORMED BY TRAINED PERSONNEL. HOME RESIDENTS ARE NOT TO PERFORM ANY OF THE STEPS.

STEP 1: HOME ENTRY PROCEDURES (COVID-19)
All house flushing teams will adhere to current CDC, State of Hawaii, JBPHH and Army COVID-19 safety protocols.

- Technician will read off COVID-19 questionnaire (if yes is answered to any question, technician will not enter the home. Prior to technicians arriving, residents are asked to call the TF Ohana hotline number 808-620-7938/7931 or Navy hotline 808-449-1979 if someone in the residence has COVID-19).

STEP 2: PREPARE FOR HOME FLUSHING

- Turn off breakers in home.
- Open windows and doors so that any petroleum/chemicals in the air exit the buildings (do not open windows or doors in rooms that contain secured pets.)
- Identify all fixtures and appliances with filters within the home, mark on in home appliance and fixture checklist.
- Remove all aerators. Place aerator near fixture within sight.

STEP 3: PERFORM SERVICE LINE AND COLD WATER SYSTEM FLUSH

- Locate where the water line enters the building (likely near the water heater or utility sink).
- Locate the fixture closest to the point of entry in the home.
- Confirm aerator was removed in Step 2.
- Open each fixture to include sink fixtures, shower heads and tub fixtures, and utility fixtures for 15 minutes.
- Remove reservoir cover for each toilet prior to flushing. Flush all toilets 3 times, flush bidet for 3 minutes. Replace reservoir cover after flushing.

STEP 4: DRAIN WATER HEATER, EXPANSION TANK
Home water systems may vary per neighborhood, confirm system and use applicable checklist.

- Draining the water heater tank
- Open the hot water line.
- Once tank is drained, close drain and remove hose.
- Refill the water heater tank.
- Wipe up any spilled water.

STEP 5: PERFORM HOT WATER SYSTEM FLUSH

- Open each fixture for 15 minutes (do not open more than 4 fixtures at a time).

STEP 6: PERFORM SPIGOT FLUSH

- Flush all spigots for 15 minutes (typically located outside).

STEP 7: ADDRESS MAJOR APPLIANCES

- Refrigerators
  - Empty ice from freezer.
  - Flush refrigerators with filters.
- Dishwashers
  - Turn on rinse cycle 1 time.

STEP 8: CLEAN UP

- Reinstall aerators.
- Clean up any additional water that may have spilled throughout the home.
- Confirm removal of hose and other supplies from home.
- Turn on breakers in home.
- Close all windows and doors that were opened. Turn off all ceiling and exhaust fans that were turned on in Step 1.
- Do final walkthrough of home to ensure all water is secured. Trash is removed.