



WHEN MAIN BREAKS OCCUR

WE ARE ON IT

When main breaks happen Rockaway Municipal Utility works 24/7 regardless of the weather to repair and restore service as quickly as possible. If you suspect a main break in your area, please call the police at 973-625-4000.

Please do not call 911 to report a Main Break

WHAT DOES THE UTILITY DO TO PREVENT MAIN BREAKS?

Rockaway Township continues to invest in upgrades to our system, from Water Main Replacement Projects to valve replacements, hydrant replacements and maintenance. In addition, we monitor our system 24 hours a day, checking all wells, booster stations and tanks to make sure all components is functioning correctly.

WHAT CAUSES WATER MAIN BREAKS?



Main breaks rear their ugly head when there is movement in the ground or there is a change in water temperature. While all water mains are installed below the frost line, the constant freezing and thawing of the ground creates movement below ground, putting tension on the pipes causing a break. This tension is increased as we move into the winter months, typically starting in October and continuing through winter.

HOW LONG WILL THE REPAIR TAKE?

The time it takes for the Utility to make the needed repairs depends on a few factors including:

1. **811 – By law, we must call 811 to request an emergency mark out to be done by professional locators. They mark the pavement for any underground utilities such as, gas, electric, telephone, and cable. We cannot excavate or start repairs until these mark outs are completed and a confirmation sent to us.**
2. **How quickly we can identify the location of the break. The utility has several electronic devices to help with this task. Water can travel far underground before surfacing. Therefore, some breaks are more challenging to locate than others.**
3. **The nature of the break. When the leak is pinpointed, we can determine the best and most efficient way to fix the problem. Sometimes it is as easy as repairing with a full circle repair clamp. Other times we might have to replace a valve or entire length of pipe. While if other utilities are in close vicinity, it makes the tasks of excavation much more difficult.**

General rule of thumb is between 4 to 8 hours for repair.

WILL MY WATER BE SHUT OFF?

Water in our system flows under great pressure, but when possible we will make repairs without shutting the water completely off. Nonetheless, you might see a slight drop in pressure at this time. However, when the break is too severe or the pressure is too great we will have to temporarily shut the water off while the repair is being made.

THE UTILITY APOLOGIZES FOR ANY INCONVENIENCE AND THANKS YOU IN ADVANCE FOR YOUR COOPERATION.

WILL MY WATER QUALITY BE AFFECTED?

Water quality is NOT always affected by main breaks or leaks.....

When water service is restored, it is not unusual to experience air in your pipes and some discoloration. The discoloration isn't dangerous but might stain. During restoration, the Municipal Utility goes to great lengths to guarantee water quality to our customers. Each repair part is washed with a chlorine solution before being put into service. We flush water from multiple hydrants to get as much air and discoloration out of the water as possible. If you have discolored water, please run your COLD water for several minutes in your tub to eliminate any air and color.

IF WE SUSPECT A WATER QUALITY ISSUE, WE WILL ISSUE A PRECAUTIONARY BOIL WATER NOTICE. THIS WILL STAY IN EFFECT UNTIL WATER QUALITY CAN BE VERIFIED FROM A CERTIFIED LABORATORY. AT WHICH TIME THE BOIL WATER ADVISORY WOULD BE LIFTED.



WHEN WILL PERMANENT PAVEMENT RESTORATION OF THE AREA OCCUR?

If it is available the utility will repave the excavation site within a few days, we understand that it might still settle a bit. We check the integrity of our restoration often, if you see settling or a problem in the area of a restoration you can reach us at the Municipal Office Monday – Friday 8:30 am - 4:30 pm 973-983-2825.

From all of us at the Rockaway Township Municipal Utility we would like to thank all of you for your cooperation and understanding during these unpredictable and unplanned events. We will continue to serve you to the best of our ability.

Rockaway Township Utility