

Flushing Your Home's Plumbing and Maintaining Your POET System

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The New York State Department of Environmental Conservation (DEC) recently installed a Point of Entry Treatment (POET) water filtration system at your residence or business. These systems treat groundwater wells impacted by contaminants, and typically consist of two granular activated carbon (GAC) tanks that are connected to the plumbing system of a home.

You must flush your system following the protocols below. The DEC will sample your water and have it analyzed to ensure that the GAC system is working properly. Approximately two weeks after your installation, the DEC will provide you with a phone call and letter verifying that your water is now acceptable for all uses.

Do not drink or use your water for cooking until you receive a verification from the DEC that it is acceptable for all uses.

Flushing Your Home's Plumbing

Follow these steps to ensure your water pipes are adequately flushed after the GAC system is installed.

Step 1. Flush cold-water system

- Open all indoor cold-water faucets, including every sink, shower, and bathtub; Run the cold water for 5 minutes; Shut off all cold-water faucets.

Step 2. Flush hot-water system

- Open all hot-water faucets, including every sink, shower, and bathtub; Run hot water for 15 minutes. This will replace the water in your hot water tank with filtered water; Shut off all hot-water faucets.

Step 3. Flush fixtures and appliances

- Flush refrigerator water dispensers for 5 minutes; consider replacing any refrigerator water filters; Discard ice from your freezer. If you have an automatic ice maker, make/discard 5 batches of ice.
- Discard existing water from appliances; clean your coffee makers, humidifiers, oral, medical, or health care devices.
- Take steps to clean other water filtration units, consider replacing filters, and backwash (regenerate) water softeners.

Maintaining Your System

Your POET system will require periodic maintenance to replace the GAC and maintain other components of your filtration system. Future maintenance of your filtration system will be performed free of charge until sampling data indicates treatment is no longer necessary, or an alternate drinking water source is available. DEC will contact you to arrange for POET system maintenance and the collection of water samples for periodic evaluation.

Homeowner's Responsibilities

1. Monitor the POET System and surrounding plumbing for moisture/condensation

- Install a dehumidifier or fan, if necessary, to control moisture and help prevent mold; Empty dehumidifier buckets frequently or set the unit up to continuously drain.
- **Moisture and mold damage occurring to the home from failing to maintain the space around the POET system will not be the responsibility of the DEC.**

2. Change the sediment pre-filter as needed

- DEC will provide a free supply of pre-filters, but homeowners are encouraged to replace pre-filters themselves; Consult the How-to Tag for step-by-step guidance.

3. Monitor the POET System for leaks and report any problems by calling **1-888-459-8667**

To contact DEC about your POET system (questions, scheduling appointments, repairs, etc.), please call: 1-888-459-8667

