



Tips to Safely Reopen Your Business

If your business has experienced reduced (or stopped) water use over the past few weeks, you may notice that your water is discolored or stale. Here are a few guidelines for safely opening your doors again, including some important instructions regarding your water lines.

- Post social distancing guidelines on your front window for customers to see before they enter your establishment.
- Have guidelines in place to monitor the number of customers that enter your business.
- Take charge of cleanliness. Implement additional measures to ensure your establishment is sanitized, including offering hand sanitizer and soap for customers.
- Prepare the physical space for reopening. Move desks around to meet distancing requirements. If needed, install clear plastic sneeze guards to protect your employees.
- Reactivate your water system to prevent stagnant water issues. See side 2 of this PDF to learn how to avoid possible water stagnation issues.

Tips to Reactivate Your Building's Water System

If your business has experienced reduced (or stopped) water use over the past few weeks, you may notice that your water is discolored, stale or has an odor. If not properly flushed, stale water can cause elevated lead and copper levels depending on internal plumbing, and can also create conditions that can increase the growth of harmful bacteria.



That's why it's important to reactivate your water system before reopening. Follow the instructions below to safely restore water operations:

Make sure your water heater is properly maintained and the temperature is correctly set according to manufacturer's specifications. Confirm whether your manufacturer recommends draining the water heater.

Flush hot and cold water through all points of use (e.g. sink faucets and hose bibs) for a sufficient amount of time (until the hot water reaches its maximum temperature).

Depending on the facility's size and water pressure, flushing may need to occur in segments (e.g. per floor or individual rooms). The goal is for all water to be replaced inside building piping with fresh water.

Ensure cooling towers are clean and well-maintained (including start-up and shutdown procedures) per manufacturer's guidelines and industry best practices.

Ensure safety equipment (including fire sprinkler systems, eyewash stations and safety showers) are clean and well-maintained. Regularly flush, clean and disinfect these systems according to manufacturer's specifications.

Before refilling or turning on again, make sure the following items are free of visible slime or biofilm:

- Cooling towers and basins
- Decorative water features such as fountains
- Pools, hot tubs and spas

For more information about reactivating your water system, call 3-1-1 or visit [Fresno.gov/water](https://www.fresno.gov/water)

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