

Union Street Water Main Break Update

Friday, April 26, 2024

The Duxbury Water Department experienced a large water main break on Union Street on Wednesday (4/24) morning around 6:30 AM. Crews isolated the break within a half hour and immediately undertook repair efforts. The 12" diameter PVC water main cracked along the entire 20' long pipe length, resulting in a loss of approximately 300,000 gallons of water. The break was repaired and the main was put back in service around 5:00 PM on Wednesday evening. Since then, the Water Department has been slowly running fire hydrants to clear the water. The restoration of water clarity has been a lengthy effort due to system hydraulics and sediment buildup in the water mains. The Water Department is continuing to flush hydrants in the affected area, and has scheduled staff through the weekend to monitor progress.



Residents experiencing brown water related to the Union Street main break are encouraged to reach out via email at water@duxbury-ma.gov to report their location. The Water Department will be monitoring email throughout the weekend. We would like to thank the residents of Duxbury for their extended patience as we continue to flush hydrants and clear sediment from the mains.

An alert to notify residents of the water main break was posted on the DPW and Water Department websites early Wednesday morning, followed by updated messaging on Thursday and Friday. Additionally, a reverse 911 call was sent out at 8:25 AM on Wednesday notifying residents of brown water. The DPW and Water Department recognize that these communication efforts fell short in reaching many of the affected residents. As a result, we are exploring alternate means of public messaging in an effort to improve future resident communication. As always, the Water Department can be reached during Town Hall hours at (781)-934-1100 ext. 5521. For after-hours emergencies, please call (781)-934-1553.