



RUSTY COLORED WATER FREQUENTLY ASKED QUESTIONS

WHY DO I HAVE RUSTY COLORED, BROWN, YELLOW OR (DISCOLORED) OR CLOUDY WATER?

Most customers experience discolored or rusty colored water on occasion due to the following common causes:

- water main repair or replacements;
- valve maintenance;
- corroded household plumbing;
- hydrant activity.

When a water utility crew performs routine maintenance or performs repairs on water mains, sections of the main must be isolated from the portion of water mains still in use to protect your drinking water.

Valves like the ones in your home (only larger) are opened or closed to isolate a portion of the water main that needs work.

Opening and closing of valves may cause pressure changes or flow reversals in a water main dislodging or stirring up rust debris that can build up over time and float freely during maintenance activities.

When this happens, it may cause your cold water to become discolored, rusty colored, yellow or cloudy.

WHAT SHOULD I DO IF MY WATER IS RUSTY COLORED, BROWN, YELLOW OR DISCOLORED?

If you are experiencing discolored water due to water main work activity, it is recommended that you do not use your water for cooking or drinking; use an alternative source of water during the time your water is rusty colored or discolored.

Also, it is recommended that you do not use your dishwasher, wash clothes, take a shower or a bath (anything that uses hot water) until your cold water runs clear, as this will help prevent the rusty colored, discolored water from entering your hot water tank requiring you to flush your tank to rid it of the rusty colored water.

IMPORTANT TIPS TO REMEMBER DURING A RUSTY COLORED WATER OCCURRENCE:

- Do not use your hot water to prevent the rusty colored or discolored water from entering your hot water tank;
- At least once every hour, check your cold water for discoloration by turning on a cold water tap for a few minutes;
 - Next, fill a white cup with water and look to see if it is still discolored
 - If it is still discolored repeat this process every hour until it runs clear. It may take between one and eight for your water returns to normal
- Once your water is clear, turn on all the cold water taps in your home for at least five minutes;
- **Once your cold water runs clear, you can then use your hot and cold water for cooking, drinking, washing clothes, etc.;**
- **Contact your local water department if the rusty colored water persists.**
- If you should happen to use your hot water during the time your cold water was discolored, you will need to flush your hot water tank. Instructions are provided on our website.
 - https://www.glwater.org/wp-content/uploads/2018/06/Water-Heater-Flushing_080316.pdf
 - If your laundry is stained from rusty colored or discolored water, a rust remover product can be used if the laundry was not dried using heat from a dryer.