

NOTICE TO RESIDENTS



RE: WATER QUALITY COMPLAINTS

The Water Department has received numerous complaints over the last week regarding the yellowish-brown color of the Water. In an effort to make everybody aware and ensure everybody that the water is safe, the City's Public Works Director is offering the following information along with the course of actions that the City is taking to eliminate the problem.

Brown, red, orange, or yellow water is usually caused by rust. The different colors can be attributed to varying chemical oxidation states of the iron (rust) and by varying concentrations of the rust in the water. There are two major sources that can cause water to be rusty:

- The water mains, or
- The water pipes in your house.

Rusty water occurs from sediment in the pipes or rust from the inside walls of the water mains. The rust can be disturbed and temporarily suspended in water with unusual water flows from water main breaks or maintenance or by flushing of a hydrant or increase in water demand that the hot summer days in August bring. **This discolored water is not a health threat.**

Even though the city has replaced over 80% of the old water mains to PVC, there still remains approximately 20% of the system that is cast iron piping. Iron is also naturally occurring in water and iron by itself when the levels are maintained does not pose any kind of a health risk. What you are seeing now is that due to the heat and increase of water demand, iron sediments has come out of solution and has become visible to the naked eye. The City Water Department has flushed the system from the water plant to the farthest reach of the system, but flushing water mains is only a temporary solution, it does not completely eliminate the yellowish-brown color of the water.

The other major cause of brown, red, orange or yellow water is rusty water pipes in your house. If old, rusty, galvanized pipes are discoloring your water, you might want to consider replacing piping that is subject to corrosion and can eventually leak. When the water is discolored it is recommended to either not wash laundry or to use a rust stain remover or regular detergent but not chlorine bleach as it will react with the iron to form a permanent stain. **Water that is being discolored by rusty pipes is not a health hazard; however, it is an indication that the pipes are corroding.**

WHAT IS THE CITY DOING? Since flushing of fire hydrants and service lines is only a temporary solution, the City has expanded its treatment process to include treating the water to form a protective coating in the pipes and also by adjusting the water PH. PH is the measurement of the corrosiveness of the water and by reducing the water PH it will reduce the corrosiveness of water, which will also reduce rust sediments. Please keep in mind that treatment changes can take up to 5 days or even longer in order to be noticeable.

In the meantime, you can help by making sure your hot water heater has been flushed. Sometimes when you mix both hot and cold water you will notice a discoloring of the water regardless of whether there is a problem coming from the city main. The same principal can occur on the customer's side as in the city main and that is rust can be disturbed and temporarily suspended in water creating a discoloring effect. Try to run the water for a few minutes and it should clear up.

Please feel free to contact the office of the Public Works Director at 817-626-5421, extension 324 if you have any concerns or questions regarding water appearance and rest assured this is only a temporary problem that will soon be gone, but in the meantime we will continue monitoring the water pursuant to state requirements to insure that the water remains safe and you will be notified immediately if there ever is any reason for us to believe that the water is unsafe.