

# WHAT IMPACTS WATER QUALITY AND WHY.



**As water comes into your home and out of your faucets, your plumbing and water heater may impact its quality.** If you spot a problem, you can often solve it by performing basic plumbing or water heater maintenance. At times, however, the problem with the water may come from the water distribution system. Read on to find out how to diagnose the source of a water issue and how to handle it.

## DIRTY OR CLOUDY WATER MIGHT MEAN...

**One faucet only** indicates the plumbing. Consult a plumber.

**Hot water only** implicates the water heater. Consult the manufacturer.

**Multiple faucets, hot and cold,** indicates corrosion in the plumbing or the water supply. To clear the lines, run the cold water for a few minutes until clear and then run the hot water (always use cold water so you don't draw dirty or rusty water into the hot water tank). If the water does not clear, call our Customer Care team.

## GRAY OR WHITE PARTICLES IN YOUR WATER MIGHT MEAN...

If you see gray or white particles in your water, periodically remove and clean the faucet screens.

**Floating particles** indicate a disintegrating dip tube in your water heater. Consult a plumber.

**Sinking particles** are likely calcium carbonate. Your water heater probably needs routine maintenance—consult the manufacturer. If the problem continues, call our Customer Care team.

## BLACK PARTICLES IN YOUR WATER MIGHT MEAN...

**One faucet only** indicates a disintegrating washer or corrosion in the plumbing. Run the water for a few minutes to clear the particles. If the faucet has a screen, remove and clean all faucet screens and aerators. If the problem continues, call a plumber.

**Toilet water** indicates a disintegrating float in the toilet tank. Replace the float (hire a plumber if necessary).

**Hot water only** implicates your hot water system. Consult the manufacturer or a plumber.

**Cold water only** implicates the main water line. (This may happen due to hydrant usage or construction in the area.) Call our Customer Care team as it may require flushing the main line leading to your house. If main line flushing was conducted, run the cold water from all taps until the water runs clear. Then, remove and clean all faucet screens and aerators.

## RUST-COLORED WATER MIGHT MEAN...

**One faucet** indicates a corrosion of iron pipes. Consult a plumber.

**All faucets** indicates the water main feeding the house. Run all your cold water taps for five minutes or until the water runs clear. If this doesn't solve the problem, call our Customer Care team.

## HOUSEHOLD WATER TIPS

- **Hot water:** You probably learned not to drink or cook with hot water from the faucet, but you may not know why. The reason is that hot water systems (heaters, boilers) contain metallic parts that corrode over time and the metals can dissolve in the hot water. Hot water can leach lead/copper from hot water lines and faucets.
- **Laundry:** If your water is rusty, don't do laundry until the water clears. Rust-colored water can cause stains, especially to white items. If you see rust stains on your laundry, look for an "iron-out" product in your store's laundry detergent section. Do not use bleach. If the problem continues, call our Customer Care team.
- **Pink growth:** If you spot a pink growth or stain on your bathroom fixtures, it is usually a mold or a bacterium. Try regular cleanings with bleach or mildew removers.

## STEPS TO TAKE

If the problem is...	Consult...
The tap or plumbing	→ A licensed plumber
Hot water heater	→ The manufacturer
Water system	→ Our Customer Care team

**QUESTIONS?** Contact our Customer Care team at 1-800-383-0834 or visit [epcor.com](http://epcor.com).

EPCOR. Safe, reliable, high-quality water. 24 hours a day. 365 days a year.