

# City of Aiken Water Quality Questions Answered



## Discolored Water

If you just moved into your house or have been away for a few weeks, then your water quality may have deteriorated while the water sat in the pipes. To fix this, simply run your faucets for 10-15 minutes to purge the stagnant water from your plumbing and pull in fresh water from the main water supply.

### Red, Brown, or Rusty

Red, brown, or rusty water usually comes from rusty pipes. The rusty pipes could belong to the City of Aiken Water distribution system or could be your household plumbing. Older homes and older developments often have pipes and plumbing that are prone to rust. Galvanized pipe is often used in household plumbing and is prone to rust or corrosion. Running water for a few minutes usually clears up discoloration. If the discoloration is present in the hot water only, then your water heater may need to be flushed.

Sometimes activity in the water system stirs up sediment, which can cause discoloration throughout a home, not just one faucet. Hydrant testing, firefighting, water line construction, and water shut offs are the kinds of activities that change flow patterns. Check here for information on known water outages.

If running your facet or a hose bib for 10-15 minutes does not clear up the water, please let us know by calling 803.642.7629. If your white laundry is discolored by red/brown/yellow/rusty water, please contact us.

### Cloudy

Cloudy or milky water may be caused by harmless tiny air bubbles in the water. Let the water sit for 5-10 minutes, and the bubbles will gradually rise to the top, and the water clears up on its own.

These tiny bubbles are more common in winter because air is more soluble in colder water. If your water does not clear up on its own, or white particles settle to the bottom, please call customer service at 803.642.7629.