

**We understand that some citizens may be experiencing occasional discolored water.
Please see the explanation below, and let us know at City Hall.**

The discolored water is usually caused by old piping in the system and/or old piping from the meter to the house, oftentimes including old water heaters. We have also seen it come from faulty water softeners. It can also be caused by a leak on one of the City water mains. The leak on the City water main can cause some of the tuberculation (basically iron breakdown of the pipe) inside of the water main during the repair of the water main. We try to flush that out after the repair is made, but some of it might remain. That which does not get flushed out immediately will travel throughout the system until it finds an exit, which usually is the water service that is opened as it is passing by. This process may take a while. The best thing for the customers to do when experiencing this is to call City Hall immediately and report it so we can have someone go flush the water main in that area. We had one of these calls last week. City crews flushed the water main and cleared the problem. After flushing the main, we check with the customer to ensure that it was taken care of. If not, we suggest that they flush their house lines and then we re-flush the main if necessary. Again, we reiterate, that if a customer is having this problem, call City Hall at 840-2806.