

AESTHETICS

Causes of discolored water



ILLINOIS
AMERICAN WATER

Cloudy or Milky White

Cloudy or milky water is typically caused by air bubbles in the water. This condition is not a public health concern. Cloudy water occurs more often in the winter months when drinking water is cold. This is because colder water holds more air. When the water warms within the house, the air escapes. The cloudiness is temporary and clears quickly after water is drawn from the tap. Cloudy water could also be an indication that construction work is being performed on Illinois American Water's pipelines within its distribution system. Air can enter the pipeline in the system, causing bubbles to show in your tap water. Air in water is temporary and should be present for only a short period of time.

Recommendations

- Let the water stand until it clears. If the water clears from the bottom of the glass toward the top, the condition is caused by air.
- Go to the farthest or highest tap from the point where the water enters the home and let the cold water run for a few minutes to help the air bubbles escape.
- If the water remains cloudy or milky after taking these steps, please contact our Customer Service Center.

Yellow, red or brown water on the FIRST DRAW

Discolored water can be the result of controlled and uncontrolled events in the distribution system. Causes include main breaks, use of hydrants for fire-fighting activity and water main flushing procedures. Though these events are temporary and in most cases harmless, they can stain your laundry.

Please avoid using your washing machine or automatic icemaker during this time. You can be assured the Illinois American Water crews work to restore service as quickly as possible.

The internal plumbing of your house might be the culprit if discolored water appears for only a minute or two after your tap is turned on. When the zinc coating on the inside of galvanized iron pipe begins to wear thin, water becomes discolored as it comes in contact with bare iron. The longer the water sits in the pipes, the worse the discoloration will be. That's why you are most likely to notice the problem first thing in the morning or when you have just returned from school or work. After running your tap for a few minutes, clean water from your water heater or water main will replace the discolored water. Since iron is an essential nutrient, this condition poses no health hazard.

Recommendations

- Flush the tap until the water becomes clear, saving the water for plants.
- If discoloration persists, please contact Illinois American Water at (800) 422-2782.



WE CARE ABOUT WATER. IT'S WHAT WE DO.



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If you try the provided recommendations and the discoloration persists in your water, please contact Illinois American Water Customer Service:

(800) 422-2782

Yellow, red or brown water CONSTANTLY

Sediments in water mains sometimes get stirred up when fire hydrants are used and when the flow of water in mains is changed. These sediments might cause your water to turn brown, yellow or red.

Recommendations

- Flush the tap until the water becomes clear, saving the water for plants. Please check the water to make sure that it is clear prior to doing laundry, using your dishwasher or making ice cubes.
- If discoloration persists, please contact Illinois American Water at (800) 422-2782

Brown or yellow water from hot tap only

If the discoloration is detected only in your hot water supply, it is likely an indication of an issue with your hot water heater.

Recommendations

- Turn off your hot water heater and allow it to cool. Once cool, safely drain and flush your unit. Fill and turn your unit on to determine if the problem persists. You should consult your owner's manual for instructions and warnings regarding this task.
- If discoloration persists, please contact Illinois American Water at (800) 422-2782

For more information

Illinois American Water
Customer Service Center:
(800) 422-2782

Our customer service representatives are available 24/7 to assist you.

For more information related to drinking water standards, customers can also call the EPA Hotline: (800) 426-4791

Visit us online at
www.illinoisamwater.com.

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