

What to do if your laundry or fixtures become stained

If your laundry becomes stained:

- DO NOT** put your laundry in the dryer.
- DO** rewash clothes immediately using more detergent or a heavy duty detergent.
- DO NOT** use bleach. It will intensify the stains.
- DO** add a rust remover to the load.

Most rust removers can also be used on stained fixtures. Be sure to follow the manufacturer's instructions closely.

What if the cold water is discolored

The water is treated before it is delivered to your home to minimize discoloration. If the cold water is discolored, there could be several temporary causes:

- fire hydrant use
- water main repairs or disruptions in the area
- sediment in the home plumbing, especially if water sits in pipes overnight or after a vacation

When this happens, simply run the cold water for a minute or two at each faucet until it is clear. If it persists, contact us at 1-877-426-6999.

Inside: The project team proudly stands before the construction site of the new iron removal treatment plant.



LONG ISLAND
AMERICAN WATER

www.longislandamwater.com

Follow us on Twitter at [Twitter.com/amwaterli](https://twitter.com/amwaterli)

Iron and Your Drinking Water



LONG ISLAND
AMERICAN WATER



See inside for tips on
how to reduce discolored
water in your home.



Providing high-quality water is our business and we have an exceptional track record. While it's not required — we're tackling the levels of iron naturally present in the water.

Last year, Long Island American Water's compliance record for meeting primary state and federal drinking water standards was 100 percent. That beats the national average. While our water quality track record is exceptional, we continue to work on lowering the amount of iron that is naturally present in the groundwater on Long Island.

Overview of the issue

The drinking water source for our customers on Long Island is entirely groundwater. Iron is a naturally present mineral in the groundwater aquifers that we utilize. While the US Environmental Protection Agency (EPA) does not consider the levels of iron in your water to be a health concern, it can cause discoloration, resulting in stained fixtures or stained laundry.

What we're doing about it.

We're taking steps to reduce iron levels in your water. Over the years, Long Island American Water has built five iron removal treatment plants, and we're in the process of building a sixth facility. The new 4 MGD (million gallons per day) iron removal treatment facility will be located on the border of Lynbrook and Malverne. The plant is scheduled to be completed and serving customers this year. Planning is also underway to add a seventh iron removal facility in North Lynbrook. In addition to removing iron in the water treatment process, we also flush our system each spring to remove sediment that may have settled in the pipes over the winter, when water demand is lower.

What you can do to reduce discolored water in your home.

- **Lower your temperature setting on your hot water heater.** High water temperatures can reduce the effectiveness of iron treatment, causing the iron to become more visible and settle to the bottom of the heater. The water temperature should be no higher than 120°F. Reducing the temperature can also reduce the stress on the heater and prevent it from burning out prematurely.
- **Flush your water heater on a regular basis.** It is important to flush the heater on a regular basis according to the manufacturer's recommendation.
- **Check for discolored water before using the washing machine or dishwasher.** Iron treatment loses its effectiveness within 48 to 72 hours. If there are long periods where the hot water is not used, the iron can settle to the bottom of your hot water tank. Before use, run the water for two to three minutes until clear. If it takes longer, it may be a sign that your hot water tank needs to be flushed.

