

## Taylorsville-Bennion Improvement District Discolored Water Information



### ***What causes a discolored water event?***

Discolored water is not unique to TBID's water system. Water distribution systems across the country also experience this temporary issue. Any event that impacts the flow of water within mains can stir up naturally occurring sediments in the pipe. These minerals cause the discolored water as they are heavier than water and settle to the bottom of water mainlines until they are stirred up. Common causes include hydrant use, hydrant replacement, valve turning, well start-ups and shut-downs, routine maintenance and main breaks. TBID works very hard to keep water discoloration to a minimum by flushing water mainlines on a regular basis.

### ***Is the water safe to drink?***

The mineral deposits are always in our system but are only visible when a change in flow is enough to disturb them. Discolored water may not be aesthetically pleasing, but it does not generally pose a significant health concern. Some people may be more vulnerable to substances in drinking water than the general population. People who are immunocompromised, elderly or infants can be particularly at risk. These people should seek advice from their health care providers about drinking water that is discolored. Customers may choose to drink bottled water while they wait for the discoloration to clear.

### ***What should customers do if they experience discolored water?***

In most cases, the water will clear on its own within two hours or less. During a discolored water occurrence, consider the following:

- Use the discolored water to flush toilets, but avoid running the water through filters, hot water heaters, and washing machines.
- TBID does not recommend using discolored water to do laundry as it can possibly stain clothing.
- Wait an hour for the water to settle, then run COLD water at one tap for up to 15 minutes to see if it clears. If it does not clear, wait one hour and try again. If the water runs clear, run water throughout the house to flush any sediment that may have been drawn into your pipes. Using cold water helps prevent discolored water and sediment from flowing through your water heater. Running irrigational sprinklers for 15 minutes is a very effective way to flush your system.
- If the water does not clear within a few hours, call the District customer service number at 801-968-9081.

### ***What does TBID do when we hear reports of discolored water?***

If water is discolored due to a water main break, once the break has been repaired by our staff, we will open fire hydrants in the area to flush discolored water from our water mains.

If the discolored water is not caused by a main break, TBID will first check if any other customers in your area have reported discolored water. If more than one customer calls us about discolored water in an area, we will dispatch a service technician to proceed directly to your area and diagnose the situation. If the discolored water is deemed to be in our main lines, our service technician will open a hydrant to flush any discolored water from our water mains.

### ***What is TBID doing to address incidents of discolored water?***

The best way to minimize the potential for discolored water is to periodically use controlled hydrant flushing to remove sediments from our mainlines. This is done by opening fire hydrants to intentionally create a controlled flow disruption and then keeping the hydrants open and flowing to discharge the discolored water and sediments from the hydrants.

### ***Need assistance?***

If further assistance is needed, our customer service department is available to help at 801-968-9081. Office hours are Monday through Friday, from 7:30 a.m. to 4:30 p.m. (excluding holidays). Emergency assistance is also available at the same number 24 hours a day.