



Did you know? A fact sheet for our customers

Discolored Water

WHAT CAUSES WATER TO BE DISCOLORED?

Natural minerals such as iron, calcium and silica, flowing with the water, are typically to blame for water discoloration. These minerals, which are heavier than water, settle in water pipelines when water usage is low — especially during winter months. When the water flow and pressure through the water pipes increases again (due to irrigation, construction, etc.) minerals are stirred up and flow out of your faucets when you turn on the tap. BJWSA frequently attempts to minimize water discoloration by “flushing out” our systems on a regular basis.

WHAT SHOULD I DO IF MY WATER IS DISCOLORED?

If discoloration occurs, run the COLD water at one faucet for about 5 minutes, and you should see the water clear. (Running the hot water pulls from the water heater, which could make the problem worse.) If the water fails to clear after 5 minutes, wait for a few hours and again try running only the cold water. If the water is still discolored, contact BJWSA, and we will look at the issue more closely. Even if you are in an apartment or don't pay your water bill directly, it's important to notify us of any potential problem.

FASTFACTS

IS THE WATER SAFE TO DRINK IF IT'S NOT CLEAR?

As long as the discoloration is due to minerals such as iron, calcium and silica, the water remains safe to drink. Aesthetically we realize that the water does not look great. Customers may not feel comfortable drinking discolored water, which is perfectly understandable; however there are no adverse health effects if this discolored water is consumed. It is possible, though, that the discoloration is a symptom of another issue, which is why it is important to contact BJWSA if running cold water for 5 minutes doesn't resolve the issue.