

Water FAQs

Why is my water green or yellow?

All the water from the source water wells that supply the HC WW treatment facilities contains trace amounts of organic material that occurs naturally and tends to impart a yellow/green to green color when rainfall percolates through the ground into the water table. Our treatment process only removes some of the organic color from the water. The color is most noticeable in large volume with a light colored background such as a toilet, tub or pool. The color issue is purely aesthetic and the level is below the maximum standard set by the United States Environmental Protection Agency and the Florida Department of Environmental Protection of 15 color units.

Is the water safe to drink?

Yes the water meets all of the standards set by the United States Environmental Protection Agency and the Florida Department of Environmental Protection.

Is the water safe for pets and fish?

Our water is safe for all pets to drink except for fish, reptiles and amphibians that live in water. Animals that live in water take water directly into their bloodstream through their gills. For this reason, the disinfectant must be removed before adding water to fish bowls and aquariums. Consult your local pet store for the appropriate neutralizing chemical. Ensure that the product says that it will neutralize "Chloramines" and "Chlorine"

Disinfection: Why do we use Monochloramine? (Not Chlorine)

Monochloramine is a compound that uses both chlorine and ammonia. This disinfectant is used so that the chlorine does not react with certain organic material that occurs naturally in almost all ground water. A compound called Trihalomethane is formed as a result of these organic materials reacting with free chlorine. The ammonia is added to react with the chlorine so the chlorine does not react with the organic material. The city also temporarily changes the disinfection treatment procedure to free chlorine three times a year. This conversion to chlorine (which is a stronger disinfectant) from chloramines (which is a longer lasting disinfectant) allows us to perform a water distribution system purge as recommended by the Department of Environmental Protection for water utilities using chloramines as their primary disinfectant. After this process is completed, we will revert to disinfection by the chloramines method. During this period, customers may experience a slight increase in the taste and odor of chlorine.

What can I do if my water smells and tastes like chlorine?

HC WW disinfects the drinking water with chloramines to ensure protection against contaminants throughout the distribution system. The company routinely collects bacteriologic samples throughout the city to ensure the water is safe and chlorine and pH levels are at our target level. However, at times customers may notice an increase in chlorine taste and odor. A chlorine odor is often an indicator that the disinfectant is effectively working to remove bacteria.

Why does my water from the tap smell like rotten eggs?

An odor from your tap is commonly from the sink drain and not the water. The plumbing beneath your sink, typically the u-shape pipe, can collect debris over time and create an odor at your tap. If you smell an odor, fill a clean glass halfway with tap water and smell the water in a separate room or outdoors. If the odor is no longer present, the odor is likely from the plumbing beneath your sink. If the smell is still present it may be your hot water heater.

Single handle water faucets are typically being used in these situations and are not being fully turned on the cold position. This can occur when a water heater is too large for amount of hot water typically used or may be stale water. This happens in homes that are left vacant for a long period of time. Flush lines to bring in fresh water and total chlorine residual. Heating the water can liberate hydrogen. If there are any sulfur compounds available, the result would be the formation of Hydrogen Sulfide, a rotten egg odor causing gas.

In addition, sulfur reducing bacteria can liberate hydrogen sulfide and cause black water. A solution is to increase the temperature of the hot water heater temporarily to above 160 degrees. This will destroy the sulfur bacteria. The normal temperature for hot water heaters is 120 °-125°

What causes the water to stain my clothes?

Stains can be caused by corrosion products from the distribution system or household plumbing, old hot water heaters or washing machines or the type of detergent or bleach used. This condition can often be solved by simply flushing the water lines or water heater, or changing the type of detergent or bleach used.

Hot water heaters work hard for you, providing warm baths, clean clothes, and sparkling pots and pans.

By following a routine maintenance schedule that will keep it running for its 15-year expected lifetime, and perhaps beyond.

Here's what you need to do:

Adjust the thermostat to 120 degrees. You'll save up to 5% in energy costs for every 10 degrees you lower the temperature, plus you'll reduce the risk of scalding.

Always maintain 2 feet of clearance around the appliance unless the manual specifically states otherwise.

Drain about a quarter of the tank a few times a year to remove sediment and debris. Turn off the cold water supply, hook up a garden hose to the drain valve, then run into a bucket until the water is clear. If the water remains cloudy, briefly open the water supply valve to stir up remaining sediment, and drain the tank again. This also makes the unit operate more quietly.

Annually test the temperature-pressure relief valve by quickly discharging it two or three times. Following the testing, keep an eye out for small leaks from the valve.

Examine the sacrificial anode rod every three years by loosening the hex head screw and removing it. Replace the rod if:

- More than 6 inches of the core steel wire is exposed.
- The rod is less than 1/2 inch thick.
- The rod is coated with calcium.

You can buy a 13-inch zinc-aluminum anode rod for about \$16.

Insulate older units with a fiberglass jacket to improve efficiency, being careful to avoid contact with the flue (newer units already are insulated — check your owner's manual to make sure). Also, insulate the hot and cold water pipes.

When leaving town, adjust the thermostat on gas heaters to "vacation" setting, which maintains the pilot light without heating the water.

Read more: <http://www.houselogic.com/home-advice/water-heaters/water-heater-maintenance/#ixzz43jsxYB70>