

Discolored water is not unique to Star Sewer & Water District's water system. Water distribution systems across the U.S. also experience this issue. Water main breaks, firefighting activities, construction, unusually high demand or flows and changes in the operations of a distribution system can increase the speed or change the direction of water traveling through water mains, resulting in temporarily discolored water.

What causes water to be discolored?

Naturally occurring minerals (primarily iron and manganese) 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 high flows, construction, etc.) the minerals are stirred up and flow out of your faucets when you turn on the tap.

What should I do if my water is discolored?

Run the cold-water faucets in your bathtubs or outside spigots at full stream until the water runs clear again. This process could take several hours. You will not be charged extra for the usage.

To avoid any unwanted sediment build-up in your hot water heater, always clear your lines using cold-water taps.

During this flushing time, check your clothes washers and icemakers for any sediment before using. When laundering clothes, wait until the water runs clear at the tap, then wash a load of dark clothes first. If you develop a problem with rust on laundry items, rust remover is available at the District office free-of-charge

If your faucets seem to be clogged or running slowly, simply remove the screens and rinse out.

What is Star Sewer & Water District doing to address discolored water

The District takes these types of issues very seriously. The District's water distribution system has over 70 miles of water mains, 1000 water valves and 600 fire hydrants. The District flushes water lines through fire hydrants to remove sediment that collects in the water mains. Although the current temperatures make hydrant flushing more difficult when possible we will flush hydrants in areas that are experiencing discolored water. Running hydrants will increase water flow through the system. This increase in flow stirs up any minerals and deposits in the pipes and clears them out.

We will begin injecting a product called AQUA MAG® into wells this week. This blended phosphate is the premier corrosion inhibitor and sequestrant for use in potable and industrial water systems. This product is Kosher approved and Conforms to 21 CFR, Section 182 and 184 (USDA). Several benefits of this product include

- Controls iron and manganese minimizing rusty and dirty water in the system
- Reduces discoloration, staining, and mineral build-up

We sincerely apologize for any inconvenience and appreciate your patience and understanding as we work to resolve the issue.

Thank you,

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