CITY OF DUPONT – PUBLIC WORKS DEPARTMENT

Water Quality FAQ

Taste and Odor Issues

Chlorine Taste & Odor
We add small amounts of chlorine to our water supply to kill bacteria and other microbes. While most users are unable to detect any residual chlorine, some chlorine taste and odor may be detected by more sensitive individuals. We monitor chlorine residual levels in our system to ensure that our water meets all water quality and water safety standards. For some more sensitive individuals, you may find drinking water more appealing if you fill a pitcher of water and let it stand in the refrigerator overnight. This should minimize any chlorine taste and odor problems you may detect.

Aesthetics of Water
Other taste and odor concerns (stale taste, etc.) can occur when water is allowed to remain stagnant in plumbing piping for an extended period of time. Older homes may experience higher instances than newer homes. If the cold water smells or tastes odd, especially in morning hours or after extended periods away from your home, and running your water for 3 to 5 minutes doesn't remedy the problem, feel free to contact a our water quality specialist to look further into the issue. Water mains in your neighborhood may require flushing.

Discolored Water

My water appears light brown…

Light brown water is often caused by disturbances to the water main, like main breaks or fire hydrant uses that stir up the sediment that has settled at the bottom of the main. While it may look unsafe, the sediment is harmless fine silt particles that may have accumulated in our water supply. If you experience this problem, avoid using any water for one or two hours or until repairs are completed. If the water does not clear, call us. If there has not been a break or brown or yellow water persists, it may be caused by corrosion or other factors in your home plumbing.

If you experience water quality problems and would like to speak with a water quality specialist, call (253) 912-5381.

There is rust or rust color in my water…

Rust particles in water (orange-brown water color) and spurts of air are caused most frequently when we shut down water mains to make repairs. On galvanized steel pipe plumbing systems (typically found in older homes), air trapped in the system can expand rapidly when a valve is opened. Then, large quantities of rust may break loose from the plumbing system and orange-brown water appears when the plumbing system is next used.

Running the cold water for about three minutes should provide clear water. Sometimes in older homes this problem may go on for several days before it clears rust sediment out of the plumbing system. Aerators on spigots should also be cleaned periodically to remove any accumulated rust particles.

A reminder from the country kitchen *- use only clear water from the cold water tap for drinking and cooking. Let the water run a bit in the morning to allow cold clear water to flow from the tap before use.*

Most newer homes have at least part of their plumbing systems constructed with materials that are less susceptible to corrosion than steel piping (such as copper or plastics) reducing potential build up of rust.

White Chips

Why are there are white chips in my water?

According to plumbing industry sources, up to 90 percent of residential water heaters built between 1993 and 1996 have a defective polypropylene "dip tube" inside the unit. Dip tubes are designed to deliver cold water to the bottom of the water heater tank so it does not mix with the already heated water in the upper portion of the unit. These defective dip tubes may break down inside the water heater and cause plastic chips to flow through water faucets. These chips do not pose a health risk, but they can decrease water flow from household faucets and appliances and diminish water heater efficiency and effectiveness. If you experience this problem, contact your water heater manufacturer for replacement information.

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