

## Frequently Asked Questions About What to Do After a Drinking Water Advisory

### **When I turn on the faucet, the water sputters. Why?**

You have air in your lines. Turn on your tap slowly and run the water until the sputtering stops.

### **The water is discolored. What should I do?**

Flush water pipes by running the water until it is clear.

Do not wash clothes if the water is discolored. Wait until the water runs clear at the tap. Wash a load of dark clothes first.

### **Why does my water have a strong smell?**

The smell is probably chlorine. Often, water systems will increase chlorine levels to disinfect the pipes.

### **What should I do if my water pressure is low?**

Check the faucet screens for trapped particles. Remove the screens and clean out any particles. Put the screens back on the faucet.

### **Do I need to clean out my faucets?**

Yes. Flush faucets you did not use during the drinking water advisory.

- Turn the water on.
- Turn on the cold water tap at all faucets used for drinking water in the home and run the water until you feel a change in temperature (i.e. the water gets noticeably colder). This may take a few minutes.

**Read the owner's manual for directions to clean appliances such as water softeners and filter units.**



## Frequently Asked Questions About What to Do After a Drinking Water Advisory, continued

### **My refrigerator has a water dispenser/ice maker. Do I need to clean them?**

Yes. Water dispensers and ice makers are connected to your water line. You need to sanitize them.

Follow the directions in the owner's manual or:

- Change the filter cartridges.
- Throw out ice.
- Flush the water dispenser for 3 to 5 minutes.
- Run the ice maker for 1 hour.
- Throw out ice.
- Wash and sanitize bin areas.

### **Do I need to do something for the water softener?**

Yes. You may need to run through a regeneration cycle. Read the owner's manual.

### **I have a water treatment unit for the house. Does it need special care?**

Yes. Change the filter cartridges. Some units need disinfecting. Check the unit's owner's manual.

### **What about my water softener?**

Yes. Refer to the owner's manual.

