



DISCOLORED WATER DURING CONSTRUCTION PROJECTS

What's Happening?

Construction Projects may lead to discolored water at your residence. This is a common occurrence caused by iron particles that naturally settle at the bottom of the water mains.

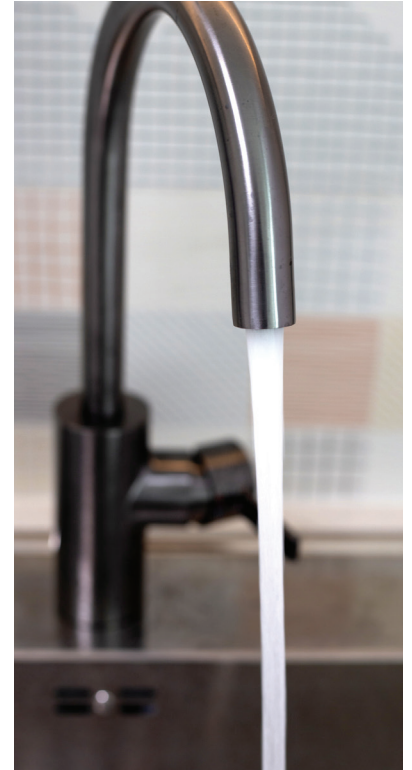
Disturbance to the water main can stir up the particles and cause discolored water.

Common causes include:

- Construction Work
- Shutting valves for repairs and changes in water flow
- Water main breaks
- Hydrants being used

This is Not a Health Concern!

- The Environmental Protection Agency (EPA) does not consider discolored water to be a health risk.
- However, individuals with immune-compromised systems or other health concerns may wish to seek advice from their healthcare providers.
- If there were any suspected or confirmed contamination, the BWL would notify customers immediately with door-to-door notices and/or a media alert to ensure everyone is informed.



If You Notice Discolored Water:

- Each occurrence of discolored water is typically temporary and may happen several times over the course of the construction project.
- Let the water sit for 30 minutes to allow sediment to settle.
- Flush the cold water for 10-15 minutes using a pencil-thin stream to clear the discoloration.
- Avoid using hot water during this time. If hot water has been used, allow the water heater to sit for about one hour to allow the sediment to settle.
- Avoid doing laundry during this time. If your laundry becomes discolored due to the disruption, please contact us at water@lowl.com. We can provide a product to help remove the stains.

In the Meantime:

Keep a pitcher of cold water in the fridge to ensure you have clean drinking water if discoloration occurs.

We apologize for the inconvenience and appreciate your patience as we work to upgrade the system for better service.