



WATER QUALITY & HOME MAINTENANCE



Our mission is CLEAR!

Chlorine smells or tastes

Chlorine is used to disinfect drinking water at our treatment plant and guards against bacteria, viruses and parasites. Typically chlorine levels throughout our system should not produce a heavy chlorine smell; however, sensitivity to the odor of chlorine varies among consumers. If you are sensitive to the smell or taste of chlorine there are some simple tips to reduce this.

Fill a pitcher of water and set it aside for several hours while chlorine dissipates. It's recommended this be in a clean, covered container made for drinking water and placed in the refrigerator. Also transferring water rapidly between two pitchers can accelerate chlorine dissipation as well.

If you use a water treatment device or filter to alter the taste or condition of your water, these should be used, cleaned, and changed according to the manufacturer's instructions or they may contribute to other problems.

Cloudy or milky colored water

If your water looks cloudy or milky, this is typically due to tiny air bubbles; and these should rise to the top of the water and exit into the air within a few seconds. This is harmless and usually happens when it is very cold outside because the solubility of air in water increases as water temperature decreases.

Plus, the water in the pipes is pressurized to help deliver it to your home. This pressurized water holds more air than water that is not pressurized. Once it exits your tap, it is no longer under pressure and the air comes out in the form of bubbles (similar to a carbonated soft drink). Again, the solution is to let it sit in an open container until these naturally disappear.

Other smells or odors

If tap water has a smell, taste or color other than these previously mentioned, you or a licensed plumber should inspect your home to ensure proper water quality.

Sinks, faucets and fixtures

Make certain sinks remain clean and free from stains on fixtures. Discolored water, sink stains, a buildup of particles, unusual odors or tastes, or a reduced flow of water are common signs of potential problems.



It is especially important to keep sinks and faucets used for drinking water or food prep clean and properly maintained. Avoid the use of chemicals and unsanitary materials near sinks and faucets as these can splash on and contaminate their surfaces. Handling raw meats and vegetables, as well as simply washing one's hands, can also cause contamination. Therefore, it is important they be cleaned, disinfected, and flushed regularly.



Clogged drains can lead to backed up water which also leads to bacteria growth and contamination. Plus, drains that are clogged or have dried out can create unpleasant odors similar to sewage or sulfur (like that of rotten eggs); and some may mistake these smells as coming from the tap water.

Be sure to disinfect and flush drains regularly to guard against these problems; and be aware that pink and black colored slime around drains is a sign of biological growth. Also replace any faucet gaskets that show black, oily slime or particles as well.

Low flowing faucets are an indicator that the aerator located on the end of faucets has collected particles such as those from plumbing materials, sediment or minerals. These should be removed and cleaned on a regular basis. Also flush cold water taps after any household plumbing work or if water has not been used for several days. When installing new faucets and fixtures, be sure these are certified "lead-free" or have no lead.

Again, pink or black slime in the showerhead could be biological; therefore these should also be cleaned regularly. In addition, you might see white scaling or hard deposits on faucets and showerheads. This may be caused by water with high levels of calcium carbonate or hard water. These can be cleaned with vinegar or use a water softener to reduce the calcium carbonate levels in your hot water system.



Water heaters can be a source of numerous and potentially serious problems affecting water quality. If you notice popping noises coming from your water heater, or if you see particles, discoloration (such as black or rusty colored water), or if the water itself has a bad smell, have a licensed plumber check your water heater and all related plumbing.

Water systems and ice makers

Water treatment systems, installed at the tap or on the water line under the counter, must be installed and maintained as recommended by the manufacturer. Unpleasant smells (such as the odor of rotten eggs) can be from bacteria in the filter or system and may need replacing or cleaning.

Refrigerators with built-in ice makers usually have a small filter on the water supply line, and these also should be maintained as recommended by the manufacturer.

Only connect water filters and other devices intended for drinking water to household faucets. Do not connect hoses or other devices to faucets for non-drinking water purposes.

Safe water storage and emergency preparedness

If you store tap water, it is also important to use proper, clean covered containers that are designed for drinking water which are BPA Free or glass. Do not reuse bottles from bottled-water companies (#1 PETE bottles) as these can leach carcinogens and many already contain bacteria or chemical contaminants.

Stored tap water should also be kept in the refrigerator, and only use water from the cold tap for drinking and preparing food.

Many emergency preparedness agencies recommend keeping enough water on hand in the event of an emergency. At the very minimum citizens should keep a 3-day supply of water (at least one gallon per person, per day). For additional tips on emergency preparedness visit ReadyRowan.com.

Concerns or questions

If at any time you experience a situation with your tap water beyond those mentioned in this brochure, please contact Salisbury-Rowan Utilities immediately at 704-638-5205 or 704-638-4484.

For more information visit

US Environmental Protection Agency's (EPA's) Water Health Series and Water on Tap (www.epa.gov/safewater).

American Water Works Associations (AWWA's) consumer website, DrinkTap.org (drinktap.org).

Salisbury-Rowan Utilities information on Backflow and Cross Connection at (www.salisburync.gov/utilities).

Our annual drinking water report

Salisbury-Rowan Utilities produces a detailed Drinking Water Quality Report annually which outlines our water source, treatment processes, and water quality which can be found on our website at www.salisburync.gov/utilities. A copy can also be obtained by calling 704-638-5205.

Our mission

Salisbury-Rowan Utilities' mission is to provide our customers with high quality water and wastewater services in addition to

- Promoting public health,
- Protecting the environment,
- Improving the quality of life and
- Maintaining the public trust.



Revised: 6-10-16