

Troubleshooting - Water Quality

Occasionally you may experience an odor or a change in the appearance of your tap water. The following items are typical complaints and explanations as to the causes:

- **Milky White or Cloudy Water** – This is almost always caused by tiny air bubbles. If the water appears white, fill a clear glass with water and set it down. If the water begins to clear at the bottom of the glass first, this indicates presence of bubbles and should clear in less than five minutes. Although this is not a health threat, contact the Vineland Water Utility if it does not clear up.
- **Brown, Yellow, Orange or Red Water** – This is usually caused by iron rust which can be found in residential plumbing equipped with galvanized steel pipe and unlined cast iron pipe within the distribution system. Any occurrence that causes a change in water pressure or direction of flow within our distribution system may dislodge rust. Emergency shut downs for water main breaks and the use of fire hydrants are the most common occurrences. Avoid doing laundry if rusty water is evident. If rusty water occurs during a wash cycle, please come to our service building and you will be provided with a product to remove the discoloration from your clothing. Although there are no known health hazards associated with rusty water, it is recommended that water users wait until it has cleared up before drinking to avoid the unpleasant taste. If you encounter rusty water the following items can help to alleviate the problem:
 - Run several cold water taps, including the bathtub faucet at full force.
 - If the water does not clear up, wait another half hour and repeat the process again.
 - If the water still has not cleared, contact the Vineland Water Utility.
- **Chlorine Odor** – Chlorine is added to the water to protect the public health by keeping the water supply free of harmful bacteria and viruses. Careful monitoring of the disinfection process and of residual chlorine levels in the distribution system ensure that customer complaints are minimized. Filling a pitcher with water and refrigerating overnight will minimize any chlorine odor or taste.