

# How to Clear Up Discolored Water

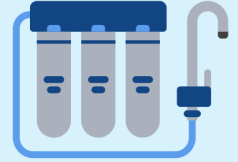
You may see discolored water after a main break or after Aquarion completes maintenance on the pipes supplying water to your home. Discolored water is usually caused by trapped air or naturally occurring sediment and mineral deposits that settle in the pipes. **This discoloration is temporary.**

**Follow these steps to clear up discolored water and release trapped air from your service line and plumbing.**

## 1. Isolate or Bypass Filters

Before you run the cold water, isolate or bypass any filters or treatment for individual faucets or your whole home. This will prolong the life of the filters and prevent the particles causing the discoloration from building up in the treatment unit(s).

Some examples of treatment are water softeners, under-sink cartridges, and faucet filters.



**STOP**

**Before running the cold water, make sure all drains work properly.**

## 2. Run the Cold Water

Find the faucet at the lowest point in your home. Turn on the **COLD** water faucet and let it run. If the weather allows, turn on an exterior spigot and let it run.

**Allow the water to run for at least 10 minutes or until the water runs clear.**



## 3. Turn Off the Cold Water

After running the cold water for 10 minutes or until it runs clear, turn off all faucets and spigots.

If the cold water does not become clear after 10 minutes, run the faucets for an additional 10 minutes.

**STOP**

**If the cold water is still discolored after 20 minutes, do not proceed with Step 4 or Step 5. Notify Customer Service at 1-800-732-9678.**

## 4. Run Other Taps

After the water runs clear at the lowest faucet, go to other indoor faucets and run the cold water until the water runs clear. If you have a bathtub, run the cold water at full force. If the bathtub faucet has a single handle, be careful to only run the cold water. Running warm or hot water may pull sediment into the hot water heater and damage it.

Trapped air, which makes the water look cloudy, may be released with sediment and rises through the plumbing. Run a faucet on an upper floor in your home to release trapped air.

## 5. Rinse Appliances

Discard all ice made with discolored water. If you use ice trays, refill them after completing the previous steps. If you use an ice maker, run it and discard two additional batches of ice.

Run a rinse cycle on your dishwasher and/or washing machine.

Consider replacing all filters at faucets and in appliances (faucet filters, refrigerator filter, etc.) if you suspect they were used with discolored water.



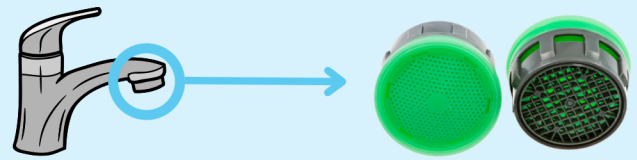
**These instructions are not intended to address discoloration in the hot water.** Improperly draining your hot water tank or running the hot water while it's discolored can cause damage to your water heater. Please consult the water heater manufacturer or a licensed plumber.

**If you still see discolored water after running the cold water for 20 minutes, notify Customer Service at 1-800-732-9678**

## Other Suggestions

### 1. Clean Sink Aerators

Aquarion recommends cleaning your faucet aerators during this process and at least once every six (6) months. The aerator is the attachment that screws onto the end of the sink faucet. Aerators use small screens to help control the flow of water. Sediment can build up on this screen and decrease water pressure.



### 2. Drain and Service Hot Water Heaters

In general, hot water heaters should be serviced once a year. Consult the manufacturer or a licensed plumber for specific instructions on how to drain your hot water heater and for service/maintenance requirements.

## Completion Checklist

- Have you run the water at the cold water taps?
- Have you discarded all ice made with discolored water?
- Have you cleaned the following devices?
  - Aerators
  - Faucet filters
  - Fridge filters
  - Fridge dispensers
  - Medical devices that use water
  - Water softeners
  - Washing machine

## Frequently Asked Questions

### Why should I run my taps?

Running the water is the only way to clear trapped air and discolored water from your pipes.

### Can I use my water when it's discolored?

Discolored water may have an unpleasant taste because its quality has changed since it left our treatment facility. Some people - such as the immunocompromised, elderly, or infants - may be more vulnerable to substances in drinking water, so these people should speak to their health care provider about drinking discolored water.

### How does this affect my water softener?

Sediment can build up in your water softener and decrease its effectiveness. We recommend bypassing it before running your taps.

### Do I need to change all my filters?

If you suspect your filters were affected by discolored water, we recommend changing them because the high amount of sediment in discolored water can clog them and reduce the water pressure in your home and appliances.

### Do I need to drain my water heater completely?

If your hot water is discolored you may need to drain your water heater. If you choose to do so, follow the manufacturer's instructions or consult a licensed plumber.

### Do I need to clean every appliance in my home that uses water?

We recommend cleaning every appliance connected to your home's cold-water plumbing. This includes appliances like refrigerators, dishwashers, and washing machines. Sediment can build up in these appliances and cause clogs or staining.

## Sign up for Aquarion Alerts

Get notified of events that may affect your water service! Aquarion uses this system to quickly provide you with critical information. You can choose how to receive notifications, including voice message, text message, and email.



To sign up, scan the QR code with your smartphone's camera or visit [www.aquarionwater.com/alerts](http://www.aquarionwater.com/alerts)

**For more information, visit our website at:**  
[www.aquarionwater.com/discoloredwater](http://www.aquarionwater.com/discoloredwater)