

FAQ – Frequently Asked Questions from the Water Utility

To serve you better, we've assembled a list of our customers' most frequently asked questions. If you don't find your answer here, feel free to contact us at 765-567-2603.

How could I have used this much water?

You may not have – there may have been an error reading your meter. Here are some common water loss areas to consider as well:

- *A leak in the toilet:* the flapper valve in the bottom of the tank may need to be cleaned or replaced. Pour some food coloring in the tank; if some of the color leaks into the bowl it is time to replace the flap.
- *Older water softener:* if you have a softener that regenerates on a daily or weekly schedule, consider replacing it with an efficient model that uses less water and only regenerates as needed.
- *Water-driven sump pump:* Some backup sump pumps use water instead of a battery, and can use a tremendous amount of water that you never see.

Call the office and we'll work with you to solve the problem.

What do I do if I am experiencing low pressure?

Check your plumbing and the surrounding area for possible leaks. Next, please call our office and report low pressure for your area.

Why is my water discolored?

A repair could have been completed recently allowing air to enter the line, causing the milky look. Hydrant flushing or construction in the area may have stirred up some sediment causing a rusty color. The Conservancy has been using a product called ORA-CLE to help clean scale from the pipes in the distribution system. The same product has been used in Lafayette with favorable results. It can, however, cause occasional discoloration as the pipes are cleaned. The Conservancy strongly recommends a whole-house filter to prevent any rusty discoloration at the tap. A filtration product for coarse sediment products, like rust, will serve nicely. Remember to change the filter as recommended; when the filter is full, particles will get into your supply lines where you can see them, or you might notice a drop in water pressure. If you are experiencing discoloration frequently and have a water softener it is also possible that the resin in your softener needs to be recharged. You will also want to make sure that your water softener regenerates during the night and is set for a hardness level of 17 gpg. If you use water during the regeneration cycle, sediment from the resin tank could be flushed into your supply lines. You can always reach out to the office and have your water tested; we are happy to work with you to find a resolution.

What chemicals does our utility district add to the water?

Only chemicals that are approved by the National Safety Foundation for treatment of drinking water including, but not limited to chlorine, fluoride, and phosphate. Refer to this year's Consumer Confidence Report to know what elements are found in the water supply as it comes from the ground, and what is added during treatment for your health and safety.

My water tastes, looks, and smells funny. Is it safe to drink?

Our treatment chemical levels and disinfectant residuals are tested daily to ensure safety. A strong sulfur odor may indicate that your water heater needs some maintenance. The water is safe to drink, but if you are experiencing an aesthetic issue, such as discoloration, please call the office and report the issue for your area as soon as possible.

Why does debris come out of the faucet when running hot water?

Most likely your water heater needs to be flushed. CAUTION: Most manufacturers recommend hiring a professional to flush your water heater and that it should be flushed yearly. If you plan on doing this yourself, read the owner's manual to avoid injury or damaging the water heater. It's also possible that you need to clean the aerator on your faucet(s).

Why do I have a previous balance when I know I sent in my payment?

We may have received it after the due date or we may not have received it at all. Call our office and we will help you solve the problem.