

### **Is my water safe to drink?**

Yes. Dominion Water & Sanitation District's (Dominion) water is safe to drink. Dominion delivers water that meets or exceeds standards set by the U.S. Environmental Protection Agency (US EPA) and Colorado Department of Public Health and Environment (CDPHE). Our water sources are routinely tested to ensure public health and safety. We invite you to review our most recent Water Quality Report at [dominionwsd.org/water-quality](http://dominionwsd.org/water-quality).

Occasionally, seasonal temperature changes and naturally occurring organic matter in the South Platte River or the blend of source water can affect the taste, odor and appearance of tap water.

### **Why does my water look discolored?**

Dominion is aware that at times customers have experienced discolored water. The discolored water is associated with manganese, a naturally occurring mineral found in many Colorado water supplies. Manganese does not impact human health but can impact the aesthetic of the water to include taste, odor, and color.

If water in your home is light yellow to orange to dark brown in color, it may be due to a disturbance in the water distribution system or pipeline repair work in the area. Please take the following actions:

1. Flush your home's water system by running your tap for 15 minutes, and then
2. Call Dominion to see if maintenance is being carried out in the area.

If the discoloration does not clear up after running the tap for about 15 minutes, notifying Dominion staff of your issue will allow for greater communication as the work is completed. If your tap water does clear within 15 minutes, the issue is likely within your household plumbing. To address this issue, you may wish to enlist the expertise of a plumber.

### **Why does my water taste or smell different?**

#### **If your water tastes or smells like chlorine:**

A slight chlorine taste or smell in your water may be caused by disinfectant added to the water during the treatment process. This solution is not harmful. Chlorine levels are carefully maintained to prevent bacterial growth within the system and meet safety standards. If you find the taste or smell unpleasant, try chilling tap water in the refrigerator or allowing the water to sit out for an hour before drinking. Taking these actions will allow the chlorine taste and smell to dissipate.

#### **If your water tastes or smells like sulfur or rotten egg:**

If your tap water smells or tastes like sulfur or rotten eggs it is most likely due to the presence of hydrogen sulfide gas. Hydrogen sulfide can be found in groundwater and in oxygen-poor environments, like hot water heaters. If you detect this issue in your home, you may first wish to identify if the issue is isolated to your hot water or cold water. If you determine that the issue is isolated to your hot water there may be a strong indication that the issue is in your water heater, likely from the anode rod or bacteria growth within the tank. If you find it is isolated to your cold water, it may be due to stagnant water within the system. Flushing the system can be done by running the cold water for 5-10 minutes.

#### **If your drain smells like sulfur or rotten egg:**

Soap and food waste can build up in your drain and produce bacteria that results in an unpleasant odor. An effective way to eliminate these odors is by pouring one cup of bleach down the drain, allowing it to sit for about an hour, then flushing it with hot water. Ensure that your drains are clean, as waste buildup can create an unpleasant sulfur or sewage-like smell.

### **Why does the water coming from my faucet appear cloudy?**

Cloudy or white water coming out of a tap is not harmful and typically occurs when tiny air bubbles become trapped in water. These air bubbles may occur for a couple of reasons:

1. **Water pressure:** The cloudy appearance of tap water can be caused by air bubbles forming as pressurized water from the distribution system enters the lower-pressure environment of your home. Under pressure, water holds more dissolved air, but when it flows out of the tap, the pressure drops and the air escapes in the form of bubbles, like a soda fizzing when opened. This is harmless and the cloudiness will clear up if the water is left to sit for a short time.
2. **Cold Weather:** Cold water can hold more dissolved air, and as it travels to your home, it begins to warm up. When you turn on the tap, the pressure drops and the air comes out of the water as bubbles, causing a cloudy appearance. This is harmless and will clear up on its own as the bubbles rise and escape.

### **Why are there black particles in my water?**

Black particles in your tap water are usually caused by aging rubber components in your home's plumbing. Over time, these materials can break down and release small black fragments into the water. To resolve the issue, it's best to have a professional plumber inspect your system and replace the worn rubber parts.

### **Why is there hard water coming from my faucet?**

Dominion Water & Sanitation District's water source, the South Platte River, naturally contains calcium and magnesium—minerals commonly found in hard water. Water hardness is measured in milligrams per liter (mg/L) as calcium carbonate and is generally classified into one of four levels:

- **Soft water:** 0–4 grains per gallon
- **Moderately hard water:** 4–9 grains per gallon
- **Hard water:** 9–18 grains per gallon
- **Very hard water:** Over 18 grains per gallon

Water supplied by Dominion is regularly tested to ensure it meets or exceeds all regulations and is safe to drink. It meets the standards set by the U.S. Environmental Protection Agency (EPA) and Colorado Department of Public Health and Environment (CDPHE) and is not harmful to public health.

### **Should I use a water softener?**

A water softener can address the aesthetic quality of your water if you would like to reduce hardness. While some customers enjoy the benefits of softer skin and hair that a softener can provide, these systems also strip away natural minerals, which can make the water more corrosive to plumbing.

### **Should I use a water filter?**

The water that Dominion delivers to customers is safe and meets or exceeds all regulatory requirements. It is understood that some may prefer filtered water. A water filter can address the aesthetic quality of your water including the removal of hardness. However, it is advisable when considering the installation of permanent household water filters to consider the flow of water through the home. Without adequate water flow the addition of a filter may result in water stagnation and increased bacteria. In these instances, a water filter can be counterproductive in that it can increase the likelihood of water exhibiting unusual taste, odor, and color.

### **Does Dominion Water and Sanitation District monitor water quality?**

Dominion Water & Sanitation District conducts thorough and regular water quality testing to ensure our drinking water is safe and meets all regulatory standards. You can view the latest water quality results on our website.

### **Who can I contact with more questions about water quality?**

If you have additional questions or concerns about the quality of your water, contact Dominion at (720) 531-4210 or [Info@DominionWSD.com](mailto:Info@DominionWSD.com), or by visiting [dominionwsd.org/contact-us](http://dominionwsd.org/contact-us).