



We work hard to ensure high-quality drinking water from source to tap. But sometimes the plumbing and fixtures in your home can affect the taste, odor or color of your water.

## Funny color, taste or smell?

## Try these troubleshooting solutions:

**Q** Is the issue in the cold water, hot water, or both?



Cold only, or both hot and cold



**Q** Is the issue at all faucets inside and outside your home, or only some?



All faucets



**Q** Is the issue regarding high chlorine taste or odor?



Yes



**A**

Your water heater may need to be flushed or serviced. Most manufacturers recommend flushing or maintaining water heaters annually or every few years. Hiring a plumber may be required.



**A**

Clean the aerator screen at the troublesome faucets and then flush by running cold water for two minutes. If the issue is taste/odor, check it by filling a glass and then stepping away from the sink before you test it in order to ensure you are not observing odors that are from the drain.



**A**

Try our household flushing procedure (over). If the issue persists contact EWEB's water quality team.

**A**

EWEB is required to use chlorine in our water to control microbiological growth. Some people are more sensitive to chlorine taste/odor than others. Chlorine levels can fluctuate due to water age, water temperature, and other factors. You can filter your water, set a pitcher of water in your refrigerator overnight or add slices of lemon to help reduce chlorine taste/odor. Try our household flushing procedure (over) and/or call us for more information about chlorine in your area.

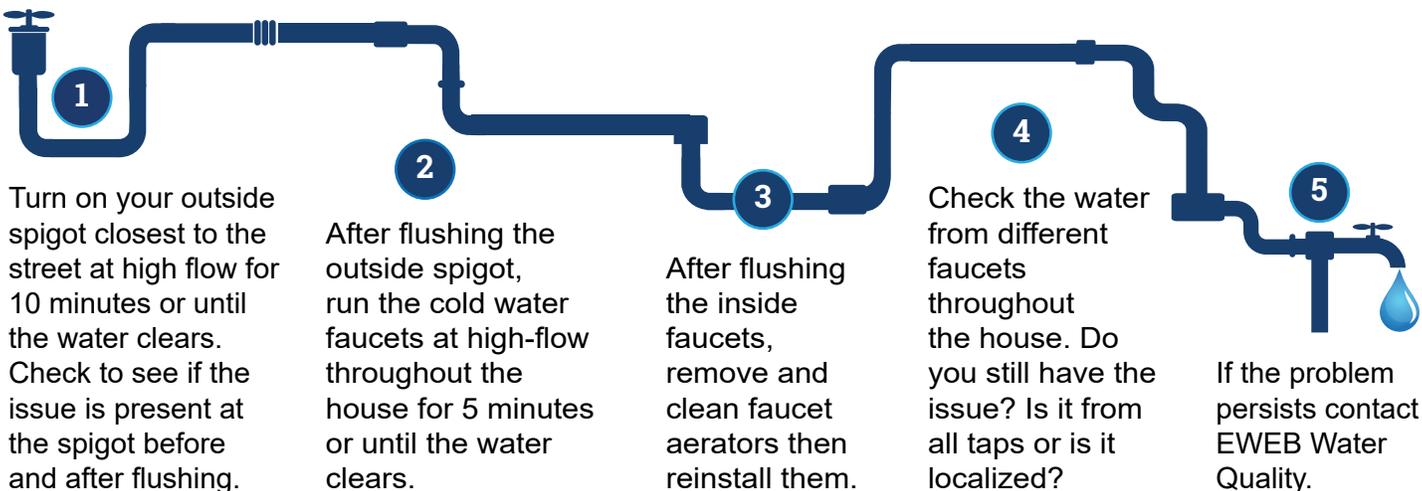
## Questions about water quality?

In a water emergency please call 541-685-7595.

For water quality questions, please call 541-685-7861 or email [water.quality@eweb.org](mailto:water.quality@eweb.org).

For general EWEB questions, call 541-685-7000 or visit [eweb.org](http://eweb.org).

## Household flushing procedure



## Steps you can take to maintain high-quality drinking water in your home

### Flush cold water faucets before using for cooking, drinking, or making baby formula.

If a faucet has not been used for several hours or longer, run the water for 30 seconds to 2 minutes (or until the water feels cooler) before using the water for cooking or drinking. This will improve water quality by bringing in fresh water, and reduce lead levels if present in your home's plumbing.

### Clean faucet screens.

At the tip of most faucets you will find an aerator screen which blends air into the water, reducing water use. But it can also trap sediments and metals from your pipes and hot water tank. This can impact water quality and may block water flow. Routinely clean screens and replace them as needed. Twist off to remove. You may need a wrench to loosen the aerator.

### Maintain household water filtration devices.

The water delivered to your home meets and exceeds all federal and state drinking water requirements. Installing a home water device is a personal decision. Always maintain filters according to the manufacturer's guidelines. Unmaintained water filters, including those found in your refrigerator, can harbor bacteria and/or release contaminants.



### Do not use hot tap water for cooking, drinking, or making baby formula.

Hot water can help dissolve metals such as lead into your drinking water. Always start with cold water and heat as necessary.

### Maintain your hot water heater.

Hot water heaters can cause discoloration, particulates and odor at the faucet. Most manufacturers recommend flushing or maintaining of water heaters annually or every few years. The typical life span of a tank-style water heater is 10 years.