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AQUA NORTH CAROLINA Water Quality News



Fall/Winter 2019

Water Quality Improvement Plan Update

Aqua North Carolina continues to install iron and manganese filters throughout North Carolina to prevent discolored drinking water and improve service reliability. Aqua has recently invested a total of more than \$3.7 million with the installation of filters in the following communities:

- Barony (Wake County)
- Brayton Park (Wake County)
- Carlyle Manor (Wake County)
- Forest Glen (Wake County)
- George's Grant (Wake County)
- Kensington Manor (Wake County)
- Snow Creek Heights (Catawaba County)
- Trappers Creek (Durham County)
- Upchurch (Wake County)
- Westbury (Wake County)
- Woodvalley (Wake County)

To date, Aqua has successfully installed 18 new filters. These completed projects are part of the company's water quality plan and its continued effort to improve customer experience and satisfaction. Iron and manganese are naturally occurring minerals that affect the groundwater that flows throughout North Carolina and other states.



Water Quality at Home

There are things you can do to help improve the quality of the water coming into your home.

Do you have a conventional hot water heater? If the answer is yes, you should flush it out on an annual basis or as recommended by the manufacturer. Also, during Aqua's scheduled flushing events, limit your use of water during this time.

*If you notice discolored water following a flushing event, please contact us at **877.987.2782** so we may follow up.*

These minerals can discolor water and affect its taste and smell.

For more information on Aqua's water quality updates in North Carolina, visit NCWaterQuality.com.



Sign up for WaterSmart Alerts – it's simple!



Grab your 16-digit Aqua account number, zip code, and the last name/ company name as it appears on your bill and:

- Sign up online at AquaAmerica.com
- Or call 877.987.2782 and speak to one of our customer service representatives!

Continuous system investments are designed to improve quality, ensure reliability, and prevent service interruptions. But sometimes the unexpected happens. Sign up for WaterSmart Alerts today for reliable communication about your water quality and service in case of a disruption.

Water and Wastewater 411

Fats, Oils, and Grease – Never Down the Drain

When poured down the drain or flushed down the toilet, fats, oils, and grease can congeal and harden, blocking sewer pipes and causing sewage backups. Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. Helping prevent sewer overflows and backups is easy:

- Never pour grease down sink drains or into toilets.
- Scrape grease and food scraps into a can or the trash for disposal or recycling (where available).
- Put baskets/strainers in sink drains to catch food scraps and other solids, and empty them into the trash.

Talk with your friends and neighbors about how to keep grease out of the sewer.

Laundry Tips

Have you noticed your white clothes turning yellowish after bleaching? It's a very common chemical reaction that occurs when bleach reacts to iron and manganese in water, forming a rust that can stain your clothes. Here's how to keep your clothes bright:

Add Hydrogen Peroxide

When added to a load of laundry with regular detergent, it can also be used as a bleaching agent.

Use a Specialty Bleach

Many household product companies, like Clorox®, have special formulations of bleach that are designed to prevent the chemical reaction that causes stains from happening. You could also use a milder bleaching agent that is not strong enough to convert the iron into rust.

Winter is Coming

As fall turns into winter, freeze protection of water pipes becomes important, especially for pipes outside the home. Consider the following precautions:

- Draining garden hoses and disconnecting them from outside faucets.
- Draining sprinkler systems.
- Draining and providing heat protection on backflow preventers.
- Wrapping or covering any exposed pipes.
- Finding your home's master water shutoff valve and having tools available to turn it off, if necessary. (The valve is usually located just after the water meter.)

If needed, call a licensed plumber or irrigation specialist to assist you with winter proofing your home piping and irrigation systems.

For more information, please visit **AquaAmerica.com**.



Iron and manganese are pervasive, naturally occurring minerals that affect the water supply in North Carolina. While these minerals don't affect health, they can discolor water and affect the way it tastes and smells. In 2017, Aqua North Carolina launched an aggressive water quality improvement program that includes the installation of new filters, enhanced water treatment, tank cleaning, system flushing, and ongoing monitoring to help ensure safety and overall quality of the water source.

For updates as Aqua moves ahead, visit NCWaterQuality.com.

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