

Water Quality Questions and Answers

There is 'pink slime' around my shower drain?

Certain species of airborne bacteria gravitate towards and thrive in a moist environment, such as showers, toilet bowls, sink drains, tiles, and dog dishes. These slimes are naturally occurring and can be unattractive but are generally harmless. The best way to avoid this problem is to keep these surfaces free from the bacterial film through regular cleaning.

What is the black growth on the shower head or sink aerator?

This is mildew; it thrives in humid or moist places with low air circulation. Water droplets remain trapped in the shower head or sink aerator and allow mildew to grow. The customer can remove the mildew by cleaning the area periodically with a commercial cleaning product that contains bleach.

What is the hardness of my water?

Hardness levels in the customers water is generally in the range of 18 to 22 milligrams per liter as calcium carbonate (mg/L as CaCO₃), the standard unit for hardness. This hardness value would be described as soft, as you can see from the following table.

Hardness Range (mg/L as CaCO ₃)	Description
0 – 75	Soft
75 – 150	Moderately hard
150 – 300	Hard
More than 300	Very hard

Why is chlorine added to the drinking water?

Chlorine is added to the water for the customer's protection. It is a disinfectant that is used to provide continuous protection against microbial contamination. Regulations require minimum chlorine residual to be present in the water at the furthest point of the distribution system. Consequently, customers who live or work closest to the facility may experience higher levels of chlorine.

Should I use a home water filter?

Our water meets all drinking water standards and doesn't require additional treatment beyond what it already receives; however the choice to use a home filtration system is yours to make. Home filtration products can reduce chlorine levels. Please keep in mind, once the chlorine is removed from the water, it is like any other food and should be refrigerated or used as quickly as possible. If you do decide to use a home filtration system, it is important that you adhere to the manufactures instructions for maintaining the device. Homeowners who choose not to follow the recommended instructions properly could reduce the effectiveness of these devices and end up with lower quality water.

Why does my water sometimes look cloudy?

The cloudy water is caused by tiny air bubbles in the water similar to the gas bubbles in carbonated soft drinks. It is particularly noticeable in water taken directly from the tap. Within seconds, the bubbles rise to the top and are gone. This type of cloudiness occurs more often in the winter, when water temperature is colder, and does not indicate any problem with the water.