

HOT WATER HEATER KIT



LONG ISLAND
AMERICAN WATER



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**WE CARE ABOUT WATER.
IT'S WHAT WE DO.®**

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A helpful guide to maintaining your hot water heater and reducing stains associated with iron in the water

Providing high-quality water is our business and we have an exceptional track record. Let's work together at tackling the levels of iron naturally present in the water.

Last year, Long Island American Water's compliance record for meeting primary state and federal drinking water standards was 100 percent. That beats the national average. While our water quality track record is exceptional, we continue to work on lowering the amount of iron that is naturally present in the groundwater on Long Island before it leaves our treatment facilities.

OVERVIEW OF THE ISSUE

The drinking water source for our customers on Long Island is entirely groundwater. Iron is a naturally present mineral in the groundwater aquifers that we utilize. While the Environmental Protection Agency (EPA) does not consider the levels of iron in your water to be a health concern, it can cause discoloration, resulting in stained fixtures or stained laundry. This kit contains valuable tools, tips and information on how you can solve discolored hot water caused by iron and other minerals in our groundwater.

WHAT WE'RE DOING ABOUT IT

We're taking steps to reduce iron levels in your water. Over the years, Long Island American Water has built several iron removal treatment plants in Nassau County. In addition to removing iron during the water treatment process, we also flush our system each spring and fall to remove sediment that may have settled in the pipes when water demand is lower.

TIPS TO REDUCE DISCOLORED WATER IN YOUR HOME

Discoloration in the hot water heater usually can be traced to and corrected by one of the following:

Lower your temperature setting on your hot water heater.

High water temperatures can reduce the effectiveness of our iron treatment, causing the iron to become more visible and settle to the bottom of the hot water heater. Use the enclosed **Hot Water Gauge** to check your water temperature by following the instructions provided on the card. The water temperature should be no higher than 120°F. If yours is higher, turn down your water heater thermostat. Reducing the temperature should help to reduce discolored water and save you money at the same time. It can also reduce the stress on the heater and prevent it from burning out prematurely.

Flush your water heater on a regular basis.

It is important to flush the heater on a regular basis according to the manufacturer's recommendation. See the enclosed **Hot Water Heater Maintenance Guide** magnet.

Check for discolored water before using the washing machine or dishwasher.

Iron treatment loses its effectiveness within 48 to 72 hours. If there are long periods where the hot water is not used, the iron can settle to the bottom of your hot water tank or pipes.

Before use, run the water for two to three minutes until clear. If it takes longer, it may be a sign that your hot water tank needs to be flushed. (See the enclosed **Hot Water Heater Maintenance Guide** magnet for instructions on flushing and draining a hot water tank.) Filling the bathtub slowly may also lessen discolored water.

NOTE: If you own a vacation home and there are long periods of time where the hot water is not used—even from weekend to weekend—you may experience discolored water with the first use. Try running each faucet until the water is clear.

WHAT IF THE COLD WATER IS DISCOLORED

The water is treated before it is delivered to your home to minimize discoloration. If the cold water is discolored, there could be several temporary causes:

- fire hydrant use
- water main repairs or disruptions
- sediment in the home plumbing, especially if water sits in pipes overnight or after a vacation

When this happens, simply run the cold water for a minute or two at each faucet until it is clear. If it persists, contact us at 1-877-426-6999.



WHAT TO DO IF YOUR LAUNDRY OR FIXTURES BECOME STAINED

If your laundry becomes stained:

- DO NOT** put your laundry in the dryer.
- DO** rewash clothes immediately using more detergent or a heavy duty detergent.
- DO NOT** use bleach or bleach-containing cleansers. It will intensify the stains.
- DO** add a rust remover to the load.

Most rust removers can also be used on stained fixtures. Be sure to follow the manufacturer's instructions closely.

FOR MORE INFORMATION

Call 1-877-426-6999 or visit us online at www.longislandamwater.com.