

Have issues with discolored water, please contact us.

We're here to help. Call our Customer Service Center at 1-877-426-6999, M-F, 7 a.m. to 7 p.m.

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 in the area
- 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. 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.



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IRON and your drinking water

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See inside for more
information and for tips on
how to reduce discolored
water in your home.



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Tackling iron in your drinking water

Providing high-quality water service is our business and we have an exceptional track record when it comes to meeting primary state and federal drinking water standards. While our compliance record was 100 percent, we continue to work on addressing issues related to discolored water by reducing the amount of iron that is naturally present in the groundwater on Long Island.

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 US 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.

What we're doing about it

We are committed to addressing this issue. In the last three years alone, we've invested more than \$37 million to address naturally occurring iron in the water. Here's how:

- **Removing iron from the source**

Over the years, New York American Water has built several permanent iron removal treatment plants. We own and operate 10 of these facilities in Nassau County alone, and we are in the process of constructing our 11th iron removal plant in South Hempstead. Weather permitting, the plant will be online by the end of this year.

Plus, in 2015, New York American Water was the first to be approved by the Nassau County Health Department to use a new innovative iron removal technology.

We installed our first portable iron removal treatment plant in Roosevelt in less time and at a fraction of the cost, and we're building two additional portable units in Lakeview and Malverne, which are expected to be online in April and June, respectively.



New York American Water owns 10 iron removal treatment plants statewide. The newest one (pictured here) is located in northwest Lynbrook.

- **Flushing our pipelines**

We flush our pipelines annually in the spring to remove sediment that settled in the pipes when water demand is lower.

- **Replacing aging pipes**

Every year, we replace thousands of feet of aging pipe. In 2015, we replaced 42,000 feet—or more than nine miles—of pipe.

What you can do to reduce discolored water in your home

Lower the temperature setting on your hot water heater. High water temperatures can reduce the effectiveness of iron treatment, causing the iron to become more visible and settle to the bottom of the heater. The water temperature should be no higher than 120°F. Reducing the temperature can also reduce the stress on the hot water heater and prevent it from burning out prematurely.

Flush your water heater on a regular basis.

Flush the heater on a regular basis according to the manufacturer's recommendation. Most manufacturers recommend they be flushed at least once per year.

Check for discolored water before using the washing machine.

Iron treatment loses its effectiveness within 48 to 72 hours. If hot water is not used for long periods, iron can settle to the bottom of the hot water tank, or in household plumbing. Before doing laundry, check for discolored water. If needed, run the water for two to three minutes until it's clear. If it takes longer, it may be a sign that it's time to flush your hot water heater.