



Common Water Problems

Sulfur or rotten egg smell

This odor may indicate bacteria growth. This could be in your drain. Over time organic matter (such as hair, soap, and food waste) accumulates on the walls of the drain. Bacteria grow on these deposits and emit gases with the odor. When you turn on your faucet, the force of the water going down the drain pushes these gases up into the air where you will smell them.

Disinfecting the drain with bleach should eliminate the problem. If this doesn't eliminate the problem, or if you notice the odor in more than one place in your home, the bacteria could be growing in your hot water heater. Turn the temperature of the hot water heater up very high for a short period of time. This will kill any bacteria growing in the hot water heater.

If your hot water heater has a magnesium rod to prevent corrosion of the heater, the odor could be caused by sulfur reacting with the magnesium. Contact the company that installed the hot water heater to inquire about either replacing the magnesium rod with an aluminum rod or having the rod removed (note that removing the rod may void the heater's warranty).

Reddish Brown or Rusty Water

This is often caused by a water main break or heavy water usage nearby, like from putting out a fire or flushing the water lines. To determine if this is the case, call us at 810-798-8528 Monday through Friday, 8 a.m. to 4:00 p.m. If so, the coloration should clear up in 4-8 hours. Check to make sure the coloration has cleared by running your cold water for a minute.

Do not use any hot water until the coloration has cleared up because sediment will collect in the hot water tank. Also, **do not** do any laundry until the coloration has cleared. If you have done laundry and your clothing has become stained, **do not** dry the clothes and do not use bleach. Bleach will cause the stain to set.

Chlorine Smell

If you notice a stronger chlorine smell than normal, our annual main flushing program could cause it. Call our office at 810-798-8528 to find out if we are currently flushing in your area. It should clear up in a couple of hours. If the problem persists, please contact us. If the taste bothers you for drinking, keep an open container of water in your refrigerator. The chlorine will dissipate in an open container.

Black Particles in Water

There are two possible causes for these particles. Try smearing some of the specks between your fingers. If the specks smear, it is deterioration of the rubber gaskets. You should replace the gaskets in the area you're noticing the particles. If the specks do not smear, it could be due to carbon from a water filter. If you have a water filter, call the manufacturer to have the problem investigated.

Cloudy or Milky Water

Let the water sit for a few minutes. If the coloration clears from the bottom up, it was the result of air bubbles in the water. All water contains air and occasionally there will be more air in your water than normal.

Low Water Pressure

Temporary: Could be due to heavy water usage in your area such as watering lawns, fighting fires, maintenance, or construction. Water pressure will return to normal after the activity is complete.

Permanent: Could be due to several things

1. Small pipes serving the home
2. Lots of scale in your pipes (more common in older homes)

Village of Almont – Department of Public Works

Phone: 810-798-8528

Office Hours: Monday – Friday 8:00-4:00