

# What do I do if the water from my taps is discoloured?

## One of the ways Logan City Council is helping to save water

### How does cloudy or discoloured water occur?

Logan's water is delivered in accordance with the national drinking water guidelines and is continually tested. However, sometimes problems can occur such as discoloured or milky (cloudy) water. Discoloured water may be caused by corrosion and deposits in the pipes. Milky water occurs due to large air pockets in water pipes breaking into a large number of small bubbles. It is common that discoloured water may remain in water mains or service pipes for a period of time, until it is cleared by flushing or dispersed by the velocity of water in larger pipes.

### Is this water safe for domestic use?



**MILKY WATER** - A milky appearance to the water generally does not indicate a problem with the water itself. It is simply a high volume of tiny air bubbles.

**DISCOLOURED WATER** - Discoloured (or rusty-coloured) water is usually caused when small particles are dislodged into the water. It may cause staining to laundry, but is generally safe to shower in. Generally, it is best to avoid drinking discoloured water.

### What you can do about it

**MILKY WATER** - The milky appearance will disappear quickly when the water is left to stand in a clear glass. The water is quite safe to use, even in its milky state.

**DISCOLOURED WATER** - Generally, discoloured water is only likely to persist for no more than an hour. On most occasions, it can be cleared by running the affected tap until the water is cleared, but for no more than five minutes. You will need to fully open the tap and allow the water to run uninterrupted for this period until clear water appears.

If you want to try this method using garden taps, you will need to get approval from Logan Water. That way, you will be officially authorised to flush the pipes for a limited time, without breaching the current water restrictions. Logan Water is available 24 hours a day if you need to speak to someone about discoloured water (3412 5330). Your details will be recorded and water patrol officers will be advised of the proposed authorised flushing.

If you decide to try this option (once authorised), we encourage you to collect all water flushed through the tap, so you can use it in the garden or for other purposes. Please note, the amount of water you use for flushing over five minutes through a normal household tap under normal circumstances will be around 80 to 100 litres.





### ***What should I do if the water is not cleared?***

If the water does not clear, it may mean the discoloured water is coming from water pipes outside your property, and you should contact Logan Water so that we can investigate the problem.

Our experienced staff will investigate and determine the best course of action to address the situation. On most occasions, a limited flushing of the mains system may be required to remove discoloured water that has remained in Council's pipe system. This will generally be done from a hydrant in the system.

In these situations, Logan Water will collect as much water as possible, to be re-used elsewhere. Depending on the level of discolouration, the water tanker may be required to take more than one load of water to effectively flush the water main. In all instances, our staff will make every effort to minimise water wastage.

### ***What does Logan Water do with water collected in the tankers?***

All water collected and transported in water trucks following a flushing exercise will be re-used for a range of Council activities, including road construction works, dust suppression, and landscape watering. The water collected during night operations will be transported to Bega Road quarry to be stored for future use.

### ***How do I obtain more information or further advice?***

If you encounter discoloured or milky water for a continuous period of time, please phone Logan Water Operations on 3412 5330 (24 hour hotline), so that we can respond to your report efficiently and effectively, and ensure your water is returned to normal as soon as possible.

***For more information, phone Logan Water on 3412 5330.***

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