

ARCHBOLD WATER TREATMENT PLANT
700 NORTH STREET
ARCHBOLD, OHIO

FREQUENTLY ASKED QUESTIONS

Q: Why does my water smell or taste funny?

A: Taste and odor in water is usually an infrequent result of seasonal change, runoff from snowmelt, and heavy rains. These factors promote algae growth. Certain species of algae produce chemicals which impart "earthy," "musty," or "grassy" odors to water. This temporary condition presents no health hazard to the customer and the water is safe to drink.

The Archbold Water Plant tests for odor on a weekly basis. Water samples are collected from both reservoirs each week and are analyzed for algae counts and species that are known to cause taste and odor. When algae blooms occur, the reservoirs are treated with potassium permanganate or copper sulfate to reduce the bloom.

Activated carbon is applied to the water during the treatment process to absorb the compounds that cause taste and odor. Water plant personnel work very diligently to minimize the occurrences of taste and odor.

Q: What is a boil advisory?

A: In some instances, your water supplier may notify you of a boil advisory. This is a precautionary measure advising consumers that the water may be contaminated and you should boil your water before consumption. Boil advisories are issued when there have been repairs to water mains due to a depressurization (the pressure in the water main falling below 20 psi).

Q: Why is my water bill so high?

A: If your water use is higher than normal there are two reasons for this.

- 1. You actually did use the water.**
- 2. You have a leak. You probably do not realize that a dripping faucet or other unsuspected leaks may be the cause. Water at 45 pounds of pressure and a 1/16" leak wastes approximately 600 gallons in 24 hours. And a 1/8" leak wastes approximately 2500 gallons in 24 hours.**

Turn your water off everywhere in the house. Then watch the meter. If the dial or number is moving you have a leak somewhere!

Check...

Toilets. Take the tank lid off and flush. The water level should come up to about a half inch below the overflow pipe. Gently bend the float arm down, if necessary, so the valve shuts off the water at that level. If the valve is worn, it will run like a leaky faucet and have to be replaced.

Faucets and Pipes. Most leaks result from worn washers in household faucets. Turn off the water supply line to that faucet, replace the washer, and turn on the line again. If you do not feel comfortable doing these repairs yourself, call a plumber. The cost of a plumber will be less than the cost of the leak.

Q: Why does the Water Department flush fire hydrants?

A: The Water Department generally flushes fire hydrants twice a year- in April and October. There are several reasons this is done.

- 1. It cleans out the iron deposits and other settlements that form on the side of the water lines.**
- 2. It allows for routine maintenance of every hydrant.**
- 3. It identifies hydrants in need of repair.**
- 4. It determines the volume of water available at each hydrant for fire fighting.**
- 5. It familiarizes both water and fire department personnel with hydrant locations.**
- 6. It provides important information for pre-fire planning.**

Q: How do I know when fire hydrants in my area will be flushed?

A: Hydrants are flushed twice a year- generally in April and October.

Q: What is backflow and cross-connection?

A: Backflow is the flow of water or other substances such as sewage, gases, or industrial fluids into the distribution pipes of a potable water supply from any source other than the intended potable water supply.

A cross-connection is any physical link or route that makes it possible for this contamination to flow into the potable water system. While the cross-connection provides the physical link, there must also be a pressure differential that acts to force the contamination into the potable water system. Backflow will occur when the pressure in the potable water system is lower than the pressure in the system containing the contamination. The physical link could be a pipe, a hose casually dropped into a mud puddle, a hair rinse sprayer added to the bath tub faucet, or any other condition that would allow flow of a contaminant into the potable water supply.

The potential hazard of a backflow occurring in almost any potable water system is all too likely. In many of our homes, factories, and public buildings, the existence of improper plumbing connections present cross-connections that may, under certain conditions, permit the water to flow the “wrong way” within a pipe or series of pipes. The probability of backflow taking place at any given outlet may be actually very small, but, in view of the large number of possible situations, the probability becomes very significant and must be dealt with in a positive way.

Q: Is bottled water safer or healthier to drink than tap water?

A: Not necessarily. The safety of bottled water initially depends on the source of the water. Monitoring, source protection, treatment, and testing ultimately determine the quality of the finished product. For the first time, the 1996 Safe Drinking Water Act required that bottled water be monitored and tested in the same rigorous manner that tap water has been subject to for years. City water is safe and costs less than a half a cent per gallon. Bottled water costs approximately \$1.00 per pint. Bottled water should be treated as food and refrigerated after opening to prevent bacteria growth.

Q: Are all bottled water products the same?

A: No. There are many different kinds of bottled water including: sparkling water, natural sparkling water, mineral water, artesian water, natural water, spring water, well water, purified water, and distilled water. Bottled water that contains flavoring and sugar is not subject to the same quality regulations as other bottled water.

ABOUT BOTTLED WATER

- **50% of bottled water manufacturers get their water from the same sources as municipal water departments**
- **It is unlawful for bottled water companies to make health claims for their products.**
- **Bottled water labels must include:
Manufacturer's name, address, and the source of the water.**
- **If the source and treatment of the water are not identified on the label, ask about it by calling or writing for information.**
- **Because bottled water is not required to be date stamped, its quality can deteriorate over time. Any bacteria in the water at the time of bottling can continue to grow.**
- **Ask for a copy of the bottler's water quality test results and compare that to the EPA standards for drinking water contaminants.**