INDIANA AMERICAN WATER

WE KEEP LIFE FLOWING®

TASTE & ODORS

FOCUSING ON OUR CUSTOMERS

When it comes to providing safe, clean, reliable water service, **we hold ourselves to high standards** and are proud of our exceptional track record when it comes to **complying with and surpassing drinking water standards**.

Each year, our team of experts performs **thousands of water quality tests** and works to protect our precious water resources.

We also invest millions of dollars annually in our water and wastewater treatment and pipeline systems.

We're committed to our customers and the communities where we live and serve.

Taste and odor issues in water can arise from a variety of sources, including dissolved minerals, home plumbing and even the water treatment process. This guide can help you identify potential causes and remedies.

SOURCE OF TASTES AND ODORS

There are two main sources of tastes and odors in water:

- **Utility treatment process or disturbances in the water main:** Here's how to tell:
  - » If the taste/odor is present in ALL cold water faucets throughout the home or business and does not disappear after flushing your plumbing.
  - » Please check our alerts page at indianaamwater.com/alerts to see if there are any active alerts in your area.
- **Internal plumbing**: Causes can vary. Here's how to tell:
  - » Taste/odor only impacts certain faucets and/or present in hot water only.
  - » Disappears after running the water for a few minutes or only appears in the morning when you first turn on the tap.
  - » For internal plumbing concerns, customers should contact a licensed plumber.

COMMON CAUSES AND ACTIONS YOU CAN TAKE

ODOR	COMMON CAUSE(S)	ACTIONS YOU CAN TAKE
Sulfur or Rotten Eggs *See page 2 for other potential causes.*	**Bacteria in drains:** When bacteria accumulates in a drain, it can produce gases that smell like sulfur or rotten eggs or musty/moldy. Plumbing with improper drain venting can also worsen the issue. **Tip:** Fill up a glass and check the odor away from the sink. If there is no odor, it is likely the sink drain.	**Clean drain**: Use appropriate cleaning products. For garbage disposals, refer to the manufacturer's instructions for addressing odors. If the odor persists, you may want to consult with a licensed plumber.
	Hot water heaters: If the odor occurs mostly in hot water, it could be the hot water heater: • If the thermostat is set too low, it can create the perfect environment for bacterial growth. • Corrosion and mineral sediment build up in the water heater.	**Check the thermostat** to make sure it's set at the recommended temperature. **Flush your hot water heater:** Follow the manufacturer's instructions for flushing and maintaining your hot water heater or consult with a licensed plumber.

COMMON CAUSES AND ACTIONS YOU CAN TAKE (continued)

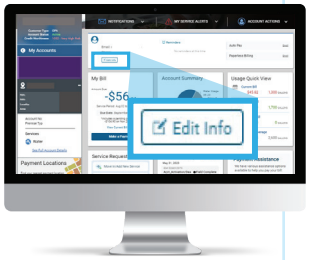
ODOR	COMMON CAUSE(S)	ACTIONS YOU CAN TAKE
Sulfur or Rotten Eggs (cont.)	**Water sitting unused inside water lines for long periods of time, especially during warm weather.** This is common in guest bathrooms that are used infrequently, vacant properties and apartments, empty vacation homes and large buildings with low occupancy.	**Flush your plumbing** (see instructions below). The amount of time necessary will depend on the size of the building, the length of time the water sat unused, and the distance from the distribution mains.
	Washing machines or laundered clothes: Stagnant water inside washing machines, especially front loading models, can grow mold and mildew that produce unpleasant odors.	• **Keep the washing machine door ajar** between loads to allow the inside of the machine to dry faster. • **Use the recommended amount of detergent.** Soap residue provides nutrients for mold. • **Refer to the manufacturer's instructions for addressing unpleasant odors or consult with a licensed plumber.**
Earthy or Mineral	**Changing weather conditions and lack of rain** can lead to earthy or musty tastes and odors. Two common taste and odor-causing compounds associated with algae: • **MIB** (Methyl Iso-Borneol) can be detected by the average person when present in minute amounts, as low as 10 nanograms/liter (ng/L). • **Geosmin**, which is the same substance found in some foods including beets, can be detected at 4 ng/L.	**No action needed.** MIB and geosmin compounds naturally produced by algae and do not pose a health risk. In these cases, the drinking water continues to meet federal and state drinking water regulations.
Chlorine, Chemical or Medicinal	**Chlorine** is used in the treatment process as a disinfectant to help destroy harmful organisms, such as bacteria and viruses. The U.S. Environmental Protection Agency requires utilities to maintain disinfectant levels in the system below the annual average of 4 parts per million (ppm).	• **Add a lemon slice or a few drops of lemon juice** to a glass of drinking water. • **Place water in an open container and refrigerate overnight** to allow the chlorine to dissipate. • **Keep in mind:** Once the chlorine is removed, it is recommended that you refrigerate the water to help prevent bacterial growth.
Salty	**Water softeners:** Most water softeners exchange sodium for existing calcium and magnesium in the water and, therefore, increase the sodium content of the water.	If your softened water suddenly has a more perceptible salty taste, contact your water softener manufacturer.

HOUSEHOLD FLUSHING INSTRUCTIONS

- Go to lowest floor in home that has a sink. Run the cold water in 5 minute increments until the taste or odor clears. After your cold water is clear, flush your hot water taps in 5 minute increments until clear.
- If taste and odor issues persist primarily when hot water is used, flush your hot water heater by following the manufacturer's instructions or contacting a licensed plumber.

IN CASE OF AN EMERGENCY

WHAT'S THE BEST WAY TO REACH YOU?

We use a mass-notification system to keep customers informed about significant water-related emergencies and events that impact service. Updating your contact information online will allow us to keep you better informed. While you're there, tell us how you prefer to be notified: by phone, text and/or email.* Visit amwater.com/mywater today. **Note to Landlords/Property Managers:** If you have tenants who are not direct customers, they can sign up for alerts at awcodered.com or by texting WATER to 24639.

**Standard text, data and phone rates may apply.*