

# AESTHETICS

## Causes of discolored water or stains on fixtures



KENTUCKY  
AMERICAN WATER

### Blue water

The use of blue disinfectant in your toilet might cause discoloration of your tap water, particularly if the water supply to your home was recently turned off. This might create conditions in which water from the toilet tank was siphoned into the plumbing of your house.

#### Recommendations

- **Do not drink this water.** These disinfectants contain chemicals that may pose health hazards if ingested or touched.
- Flush your plumbing by opening each tap until the water runs clear.
- If discoloration persists, please contact Kentucky American Water at 1-800-678-6301.



### Green water

Standing water sometimes has a greenish cast to it. Fluorescent lights will make your water appear green, as will tiny traces of copper leached from the pipes in your home. Greenish water is most commonly associated with seasonal blooms of algae in the surface water supply. When this occurs, Kentucky American Water adjusts its water treatment process to remove algae when it is present in its source water.

#### Recommendation

- If discoloration persists, please contact Kentucky American Water at 1-800-678-6301.

### Why do I get blue-green stains on sink and tub fixtures?

The blue-green stain that is sometimes found on the surface of sinks and bathtubs is a copper compound. The stain will form when there is copper content in the water and water is able to stand and evaporate.

The most common circumstances that result in a stain are a dripping faucet and the presence of copper plumbing. The stain will form faster when there is a porous surface, such as an older sink or bathtub, for the copper compounds to adhere to. The water supplied to Kentucky American Water customers does not contain any measurable amount of copper, but the water can pick up copper from the copper pipes and fixtures of the household plumbing.

#### Recommendations

- The stain can be removed by treating the stained surface with a rust remover or a mixture of retail toilet cleaning crystals (Saniflush® or Vanish®) and water.
- Keep in mind: the stain will reappear sooner on porous surfaces than it will on a smooth surface, and will need to be cleaned more often.
- Abrasive cleaners are not as effective at removing copper or iron stains as crystal bowl cleaners. Also, the use of abrasive cleaners can make the fixture surface become more porous, which causes the stain to reappear faster.

### For more information

Kentucky  
American Water  
Customer Service  
Center:  
1-800-678-6301

Our customer  
service representatives  
are available 24/7 to  
assist you.

For more information  
related to drinking  
water standards,  
customers can also  
call the EPA Hotline:  
1-800-426-4791

Visit us online at  
[kentuckyamwater.com](http://kentuckyamwater.com).

WE CARE ABOUT WATER. IT'S WHAT WE DO.



## What is the “pink” stain?

People sometimes see a pink ring develop on the flat surfaces of their shower, in their pet’s water bowls, or toilets that are not used frequently. This is a colored organism that is present in the air and grows in these areas. It is a harmless bacterium and exists in moist/humid conditions.

### Recommendation

- The customer can remove the pink ring by cleaning the area periodically with a commercial cleaning product that contains bleach.

## How do you get rid of the black film around the toilet?

This film can be a result of many factors, some internal to the home, such as a water softener or plumbing.

Black slime is usually mold/mildew that thrive in moist areas like bathroom toilets and tiles where it is wet and warm. The film that develops on sink stoppers is non-harmful bacteria and residue buildup.

The film might also be related to the condition of the water coming in to the premise. Hard water can leave deposits on toilets and dishwashers which are the mineral salts left behind as the water evaporates.

### Recommendation

- The customer can remove the black film by cleaning the area periodically with a commercial cleaning product that contains bleach.

## Crystals

The crystals or sediment left behind after water evaporates might be calcium carbonate. Calcium carbonate poses no health hazard. This is a naturally-occurring mineral, identical to the calcium found in your bones and in most calcium supplements. If these deposits appear green, blue or brown, they might have been colored by tiny amounts of the metals found in your water pipes.

### Recommendation

- Carbonate deposits can be dissolved with white vinegar.
- Dishwasher deposits can be minimized by using a commercial conditioner, by using liquid detergents and by using the “air-dry” instead of the “power-dry” setting on your dishwasher, which bakes the carbonates onto glassware.

**If you try the provided recommendations and the discoloration persists in your water, please contact Kentucky American Water:**

**1-800-678-6301**

### For more information

Contact Kentucky American Water’s Customer Service Center: 1-800-678-6301

Our customer service representatives are available 24/7 to assist you.

For more information related to drinking water standards, customers can also call the EPA Hotline: 1-800-426-4791