

# WEST MILFORD MUNICIPAL UTILITY AUTHORITY

WHAT'S GOING ON! Issue No. 12

March 31, 2015 – Brown Water

---

The water coming into our homes from wells goes through a process of treatment which makes it suitable for use in accordance with State regulations.

From time to time, there are conditions that will interrupt use of this vital resource. Mechanical failures of many kinds, i.e., pipes freezing or bursting, pumps burning out, and technology glitches all contribute to the challenges of providing you, the user, with consistent service. There is also the impact that a flood or drought may have on the water table. In addition, periodic flushing of the piping systems is a routine maintenance procedure that can result in brown water, air in the lines and erratic pressure levels.

Communication goes a long way to assure you that your interests are being tended to when these unavoidable situations occur. The West Milford MUA has created an emergency notification system that notifies users when they can expect service disruptions. Our customers are encouraged to go to the MUA website, [www.wmmua.org](http://www.wmmua.org), to register for the Swift Reach 911 Program. To further promote communication, the MUA does community outreach by informing a designated community contact of critical information when a contact person has been designated.

MUA customers have expressed concerns about discolored water and asked if there is anything they can do. The answer is yes.

First of all, check that the brown water is not coming from your hot water heater. Your hot water heater should be flushed "as needed." Naturally occurring residual matter will collect in the bottom of a hot water heater. In time, bacteria will grow, turn brown or black and cause a foul odor when the hot water is used. If you are not familiar with the process, it can be done by a plumber. Watch while the plumber flushes your hot water tank; next time perhaps you may choose to do it yourself.

The aerators on faucets should be cleaned out periodically. They can collect sand and/or grit, restricting the flow, which could contribute to low pressure.

By far, the most effective improvement and proactive approach is for a homeowner to install a sediment filter and/or water softener in their home. You may ask, "Why should I have this added expense?" These features in a home will add the consistency with service that we all strive for. Just like air conditioning, dish washers, and generators add value to your home and improve your quality of life, so will a sediment filter and/or water softener.

Remember: The West Milford MUA is a non-profit municipal entity. The advisory Board of Commissioners are volunteers who hire staff and contractors on your behalf. All the funds come from you, the customer. Our mission is to provide you with the best possible service with efficient use of the funds available. These recommendations are what you can do to help this mission.

The MUA welcomes all the users to attend our meetings to learn more about your water and sewer services.