

ELK RIVER SPILL WATER QUALITY FAQ UPDATE



Thank you for your ongoing feedback and questions regarding the condition of your drinking water during this crisis.

Our goal is to restore your drinking water to its historical high quality, which requires the flushing steps we outlined on the website at westvirginiaamwater.com and on Facebook at [facebook.com/wvamwater](https://www.facebook.com/wvamwater). It also requires systematic flushing by our team throughout the district served by our Kanawha Valley Water Treatment Plant.

The overall flushing campaign substantially increases water flows to assist with the elimination of the drinking water that doesn't meet the level established by the Center for Disease Control as protective of public health.

The flushing stirs up mineral deposits in your home plumbing and our distribution system that may impact the aesthetic quality of your drinking water.

Following are answers to some frequently asked questions we've received from customers on Facebook and through our customer service team. We will continue to update this document as needed and thank you for your ongoing questions, support and understanding.

For more information

Please contact our 24-Hour Customer Service Center at 1-800-685-8660 or visit www.westvirginiaamwater.com.

Why does my water still smell like licorice?

The water may still have an odor. Odors can be detected at levels far below the level that the CDC determines is protective of public health.

Why is my water cloudy?

As a large number of customers are currently flushing their lines in concentrated areas, the rapid increase in water flow can stir sediment within the main lines and create discolored water conditions.

My water has a blue-green tint to it. Why?

If you have copper plumbing, the water may have a blue-green tint at first, which may be especially noticeable in hot water tanks and lines. As flushing of the water system continues, your water will become clear.

Is the discolored water caused by the chemical spill?

No. Discoloration is occurring from pre-existing conditions in the pipes and not from any outside contaminants, including the chemical from the recent spill.

What's causing the oily sheen in my washing machine/bath tub?

Many homes in our service area have cast iron plumbing that is susceptible to bacteria, which can cause cloudy or discolored water, produce slimy masses and films that plug pipes, toilets plumbing fixtures. These bacteria can develop more rapidly in hot water heaters. While not harmful, it may also produce a musty smell and metallic taste to your tap water.

What if I still have health concerns about using water for normal uses?

According to the CDC, "At this time, scientists continue to recommend 1 ppm as a protective level to prevent adverse health effects. However, due to limited availability of data, and out of an abundance of caution, you may wish to consider an alternative drinking water source for pregnant women until the chemical is at non-detectable levels in the water distribution system."

If you have more questions, the Poison Center has been designated to address these issues. You can contact them at 1.800.222.1222