

## Notice to Residents of Normandy Oaks

Please report problems with discolored or smelly tap water directly to **Utilities, Inc. at (877) 875-3711** or Email: [customerservice@uiwater.com](mailto:customerservice@uiwater.com)

### **What is the cause and solution of rusty or strong-smelling water?**

In isolated circumstances, naturally occurring elements in water may cause it to appear rusty (iron) or strong-smelling (sulfur). Customer satisfaction and high-quality water is of the utmost importance to us. As such, we actively monitor and treat our water supply and actively flush our lines to keep the impact of these elements minimal. Sometimes unplanned events such as a water main break or sudden opening of a fire hydrant may cause these elements to be more noticeable. We recommend turning on a faucet and letting the water run until the water is clear.

### **Why does my water smell like bleach / chlorine?**

As water travels from the source to your tap, it's exposed to potentially harmful contaminants such as dirt and bacteria. To properly treat your water and ensure it's safe to drink, we utilize a chlorine disinfectant which kills bacteria and viruses and provides a protective residual. It is required by the EPA (Environmental Protection Agency) in order to disinfect water before it is distributed to homes and offices. Our operators monitor chlorine levels for safety on an ongoing basis - small traces of chlorine in your water are not harmful. The [Value of Water video](#) provides additional information explaining the use of chlorine.

### **What if I experience low water pressure?**

Most faucet's aerators have a screen at the bottom designed to filter out sediment. This screen can occasionally become clogged with mineral deposits, which restrict water flow. Simply unscrewing the aerator and cleaning the screen usually corrects the problem. Replacement screens are available at most hardware stores. If you are still experiencing a low water pressure issue, or the low pressure is not isolated to one faucet, please contact [Customer Service](#).