

## Frequently Asked Questions

### **What is the white residue on my dishes? What can I do to get rid of it?**

The white residue is a buildup of calcium. Recently the dishwasher detergent companies changed their formulas and removed phosphates, which were previously getting rid of the "white spots." You can try a few different things: You can pour Vinegar into the bottom of your dishwasher to help get rid of the spots or you can also try Bioclean, which can be purchased at your local hardware store.

### **What can make water smell/taste bad?**

Water can pick up tastes and odors from new pipe, from low usage in the treated water system, or from natural elements in the source water. Taste and odor events often occur seasonally during blooms of algae or aquatic plants. Although the plant material is removed during treatment, sometimes the odors persist. Tastes and odors in treated water are not harmful, but we do take steps to try and eliminate them.

### **Where does Thornton water come from?**

Thornton's source water originates as snow melt from the Rocky Mountains of the South Platte Basin. Water is diverted from the South Platte River and Clear Creek to several reservoirs for storage and eventual treatment at one of the City's two water treatment plants.

### **Is Thornton's tap water safe to drink?**

Yes, your tap water meets or exceeds all regulatory requirements. Drinking water is regulated through the Colorado Department of Public Health and Environment and the U.S. Environmental Protection Agency. The storage reservoirs and their sources are routinely monitored for contaminants that could create a health risk or interfere with the water treatment process.

### **Thornton Water asks us to conserve the water, yet I see your crews wasting water, by flushing hydrants. Why do you do that?**

Water will get stale and taste unpleasant if not used sufficiently. Conservation is important, but to maintain good, fresh water, flushing is vital, especially in areas where water usage is low. The flushing process ensures the proper operation of the fire hydrants and cleans the water system mains, improving water quality within the distribution system.

### **They are flushing hydrants in my area and my water turned brown! Is this water safe?**

Your water is safe. In the spring, the Utilities Operations team will begin fire hydrant flushing throughout the City for approximately five weeks. During the flushing operation, City of Thornton water customers may experience cloudy or rust-colored water from the tap. This effect should go away after a few hours. The water is safe to drink during this time.

**Why don't you allow recreation on some of your reservoirs?**

We do not allow recreation on most of our reservoirs because this protects the water from potential contamination prior to treatment. A cleaner source helps yield a cleaner product.

**Is bottled water safer than tap water?**

Not necessarily. Bottled water is not as heavily regulated or tested as tap water. Instead bottled water is regulated through the Food and Drug Administration and is considered a food product. Additionally, water utilities are required to release information on their water's quality and bottled water companies are not.

*If you have any questions or concerns about your tap water that was not answered here, please email [WaterQuality@CityofThornton.net](mailto:WaterQuality@CityofThornton.net) or call the Water Quality Line at **303-255-7770**.*