



COLORADO • SINCE 1878

## Frequently Asked Questions

### **Is Louisville'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.

### **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.

### **Why does the taste of my water change throughout the year?**

Water sources change at certain times of the year due to the availability of supplies. Surface water, or water that comes from sources like rivers and lakes, tend to taste slightly different than water pumped from underground aquifers.

### **Where does Louisville's water come from?**

Louisville's source water originates as snow melt from the Rocky Mountains. Water is diverted in Eldorado Canyon from the South Boulder Creek to several reservoirs for storage and eventual treatment at one of the City's two water treatment plants. Source water is also delivered via the Northern Supply Project which serves much of the Front Range.

### **How can I find out what is in my water?**

Every year the city mails out a consumer confidence report to all Louisville water customers. This is a summary of all the water treatment parameters and results during the previous year. It is available year round at <http://www.louisvilleco.gov/home/showdocument?id=516>. For questions on this report please contact the water quality line.

**Louisville 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 Louisville 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.

**What causes odor in the hot water?**

The most common cause of odor in hot water is the water heater. If your cold water smells fine, check your water heater to ensure that the temperature setting is correct. Water heaters also need to be maintained (see manufacturer's instructions). Please contact us if the odor persists or if it is present in both the hot and cold water.

**Why does my water have a chlorine taste (or smell)?**

We disinfect your water to ensure that it is free of harmful bacteria. To reduce any chlorine taste or smell, try refrigerating your water before drinking or letting it sit on the counter for a few minutes.

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

We do not allow recreation on some 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 [Info@LouisvilleCO.gov](mailto:Info@LouisvilleCO.gov) or call the Water Quality Line at **303 335 4791**.*