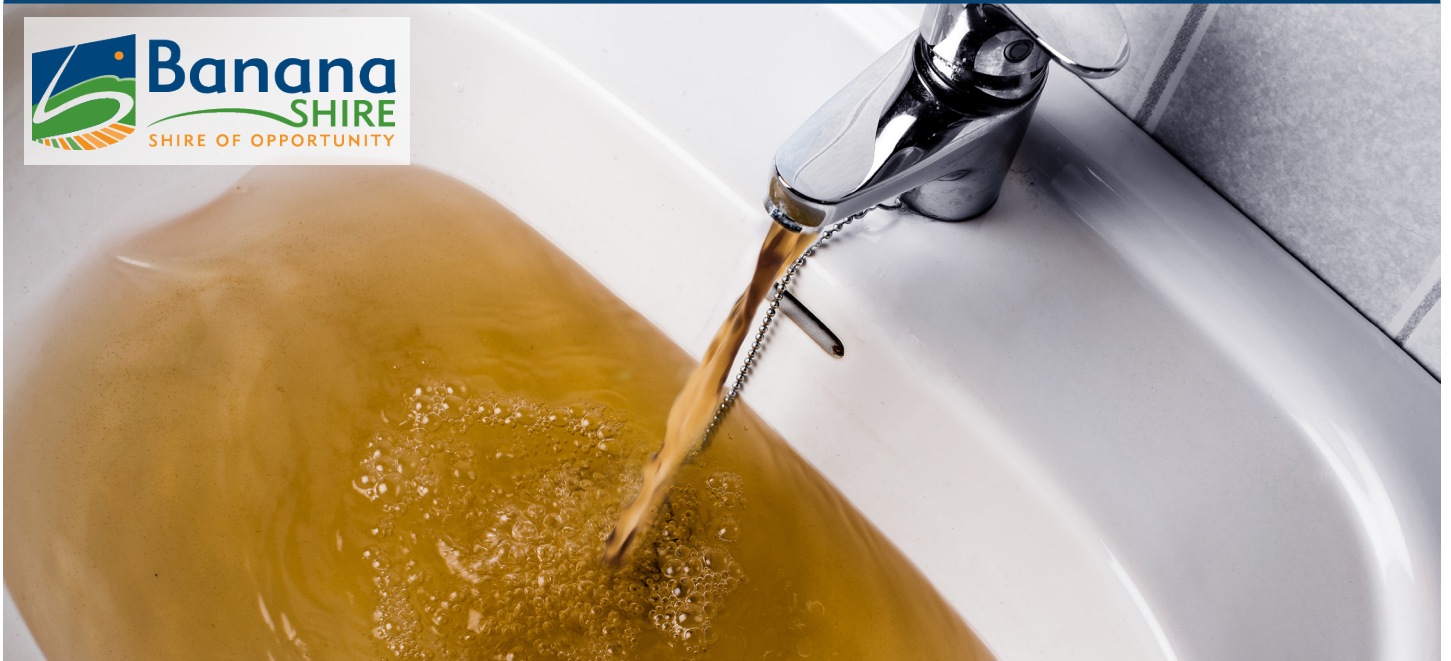


FACT SHEET

WATER SERVICES - DISCOLOURED WATER



Discoloured water

Banana Shire Council's town water supplies are subject to strict water quality testing that includes analysis at Qld Health laboratories.

Brown water (water with brown, yellow or muddy appearance) can be caused by sediment and natural occurring organic or mineral matter in the water main (such as manganese) or by old galvanized internal pipes. Manganese is found widely in the environment and food sources, and is non-toxic in the concentrations found in drinking water. Nevertheless it can accumulate in the reticulation network and flush through creating unpleasant tastes and odours.

White water (milky or cloudy appearance) is due to harmless tiny air bubbles being dispersed through the water. This can occur when air is trapped in the pipes after repair works. The problem generally goes away by itself in a short time period, or may require the water main to be flushed.

IF YOU ARE EXPERIENCING DISCOLORED WATER

- Run internal/garden tap for a few minutes
- Check if it is due to air in the water
- Contact Council main office to lodge complaint if water does not come clear. When lodging complaint please state address, the issue and best contact number. Council officers will investigate the issue and may flush the water main if required

WHAT COULD BE CAUSING DISCOLORED WATER

- If you have returned home after a few days/weeks away your internal pipes may be built up with manganese
- During the hotter months manganese levels increase in the raw water supply (dam/river)
- Manganese residual in the reticulated pipes might be stirred up due to increase in water usage (this normally occurs during the warmer months)
- Infrastructure upgrades such as hydrant and valve replacement may cause discoloured water to area of upgrade (such as a milky

or cloudy appearance)

- Rust from old galvanized pipes

THINGS YOU CAN DO TO HELP

- If you are aware of any water quality issues or have concerns or queries regarding the safety of the water please contact Council main office
- If you are returning home after a holiday/long weekend and you are experiencing brown water please run your taps for a few minutes. If the water continues to be discolored after you have run your taps, please contact Council main office
- To check if air is in the water supply, fill a glass with water and allow it to stand. The cloudy appearance should clear from the bottom of the glass upwards. In order to alleviate the problem, run the front garden tap for a few minutes.
- Complaints on Facebook are not classified as an official complaint therefore cannot be addressed, Council does not monitor community Facebook pages and may not be aware of the issue if a formal complaint is not lodged
- Please do not contact individual employees in regards to your complaint. If there is an issue you wish to address please contact Council main office

How can you contact us or lodge your complaint



online, visit www.banana.qld.gov.au
click on 'Contact us'



email enquiries@banana.qld.gov.au



telephone (07) 4992 9500



via the Snap Send Solve app on your smart phone