

Solutions to Commonly Asked Water Questions

Bad Tasting Water?

- **Do you have a water softener?** – Water softeners can become plugged. If this is the case put the softener on bypass and see if the problem goes away.
- **Has there been any plumbing done in the house recently?** – With plumbing you can get residual taste from pipe dope, flux or solder.
- **Is it in all of the faucets?** – If it tastes bad from only one or two of the faucets and not all of the faucets in the home, then it is most likely an internal problem with the faucet.
- **House Address?** – If your home is on a dead end it could cause the water to become stale, if so we can flush the water main. Please try all of the above fixes first.

Water Smells Funny/Bad?

- **Do you have a water softener?** – Water softeners can become plugged. If this is the case put the softener on bypass and see if the problem goes away.
- **Has there been any plumbing done in the house recently?** – With plumbing you can get residual taste from pipe dope, flux or solder.
- **Is it in all of the faucets?** – If it tastes bad from only one or two of the faucets and not all of the faucets in the home, then it is most likely an internal problem with the faucet.
- **If you fill a glass of water and take the glass of water to another room, does the glass of water still smell?** – Sometimes the smell is coming from the sink drain, the drain has odor traps in them and it makes it seem like the water smells.
- **House Address?** – If your home is on a dead end it could cause the water to become stale, if so we can flush the water main. Please try all of the above fixes first.

Water is cloudy or milky?

- **If you let the glass of water set does it clear up?** Fill a clear glass with water from the faucet and let it sit on a flat surface. If the cloudiness clears this is usually caused by air trapped in the water. If it does not clear, give us a call and we can flush the water main.

No hot water?

- Greenville only services cold water, all hot water issues are the responsibility of the homeowner.

Low water pressure?

- **Is it in all of the faucets?** – Check the valves before and after meter to make sure they are open all of the way.
- **Do you have a water softener?** – Water softeners can become plugged. If this is the case put the softener on bypass and see if the problem goes away.

Water leaking?

- **Where is the leak?** – We will respond to any leak outside of the home. We will fix leaks on the water meter. The homeowner is responsible for all leaks inside of the home excluding the water meter.

If you have any further water problems or questions, please call the Town of Greenville Water Department at (920) 757-5151 Ext. 1.