



WATER OPERATING SERVICES  
WATER QUALITY  
10100 E JEFFERSON AVENUE  
DETROIT, MICHIGAN 48214

**Date:** May 7, 2018  
**To:** DWSD Honorable Board of Directors  
**From:** Mary Lynn Semegen, Water Quality Manager  
**Regarding:** Cloudy water complaint-Lorieta Yancey, 5250 Drexel Street Detroit MI 48213

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The Great Lakes Water Authority (GLWA) received a complaint from Ms. Lorieta Yancy on April 26, 2018 regarding cloudy water. A water quality staff chemist spoke with Ms. Yancey on the 26<sup>th</sup> shortly after GLWA received her contact information. I have attached the customer complaint form for review. Water quality staff instructed the customer to run her water to rid her plumbing of excess air and told the customer to contact the Detroit Health Department for information about lead testing. Ms. Yancey said she would call back if her cloudy water persisted after flushing her plumbing.

A follow up call was made to Ms. Yancy on May 7, 2018 by GLWA water quality staff concerning her board inquiry confirmed that she flushed her plumbing and no longer has a cloudy water issue. It was noted during the call that a low flow aerator was installed by DTE during an energy audit. Low flow aerators used to conserve water and reduce costs can create air in the form of tiny bubbles at the tap. GLWA has found that cloudy water complaints are common in homes that have low flow aerators installed.

There are two harmless causes of cloudy (white or milky) water. One, an increase in water pressure during pumping and two, a decrease in water temperature. Both affect the solubility of air in water. Cold water holds more air than warmer water, as water travels through household plumbing it warms, the air no longer is held in solution and the air is released, once the tap is opened tiny bubbles are formed making the water look white. Cloudy water complaints peak between the months of November and May each year. Cloudiness can be exacerbated by main repairs where air is sometimes introduced and entrained. At times it can fizz like carbonated beverages at the customers tap. Dissolved air found in water is not harmful and will not harm or damage plumbing or appliances.

GLWA asks cloudy water complaint customers to fill a clear glass of water, leave it on a counter and watch whether the cloudiness disappear from the bottom up. This exercise reassures the customer the cloudiness is due to air bubbles in the water as demonstrated below.



Massachusetts Water Resources Authority

# Detroit Customer Complaint

DATE TO COMPUTER: 4/30/18  
 DATE OF LETTER: \_\_\_\_\_

DATE: 4/26/18 TIME: 1:18 pm  
 REPORTED BY: Marc OF: Customer Service  
 RECEIVED BY: B. Caplan WORK ORDER: \_\_\_\_\_

NAME: Loretta Vancey TELEPHONE NO: 313-574-6388  
 ADDRESS: 5250 Drexel St. ZIP CODE: 48213

## CROSS STREETS:

Nature of the Complaint: (Rusty / Discolored)---(Odor)---(\*Taste)---(Cloudy / Milky)---(Oily)---(Sick / Ill / Itchy-Skin)---(Particles / Sand)---(Dirty)  
 (Other) Explain: \_\_\_\_\_

### \*TASTE & ODOR DESCRIPTORS (CIRCLE ALL THAT APPLY):

SWEET BITTER EARTHY CHLORINOUS PLASTIC METALLIC GRASSY ROTTEN EGGS SEPTIC STALE  
 SALTY SOUR MUSTY MEDICINAL CHEMICAL RUBBER HOSE FISHY RANCID OIL SOAPY ASTRINGENT

During telephone inquiry note which taps are affected (HOT/COLD), length of problem, construction or fires in the area, and if the neighbors are affected.

TELEPHONE INQUIRY: (1<sup>st</sup> Called: Date: 4-26-18 Time: 1348) left a message.  
1350 - Cold, Demolition of houses, Vacant home next door. no neighbor contact, copper plumbing. Customer requested lead testing

ADVICE GIVEN: Referred to Detroit Health Dept. for lead testing. Flush your cold water line.

☐ Satisfied ☒ Will Call Back If The Problem Persists ☐ Will Investigate ☐ Cannot Contact

REFERRAL DATE: \_\_\_\_\_ APPOINTMENT DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

INVESTIGATORS' NAMES: \_\_\_\_\_

Investigator's Observations: (Water Filter: YES / NO ) (COLOR: \_\_\_\_\_) (TASTE: \_\_\_\_\_) (ODOR: \_\_\_\_\_)

SAMPLES DELIVERED TO LABORATORY AT: \_\_\_\_\_ BY: \_\_\_\_\_

◊ 24 hour Colliert ◊ 18 hour Colliert (Waterbath - In: \_\_\_\_\_ out: \_\_\_\_\_ at \_\_\_\_\_ °C) ◊ Colisure (24 to 48 hour)

12 hour Contact (waterbath - in: _____ out: _____ at _____ °C) ♦ Closure (24 to 48 hour)												
Date Sample was Taken	Planted Date: _____ Time: _____ Init: _____		Sample #	Bacil (+/-)	P. Alkalinity	T. Alkalinity	Hardness	Color	Odor	Cl <sub>2</sub> Residual	Fluoride	Turbidity
	Read Date: _____ Time: _____ Init: _____											
	Sampling Point (Kitchen tap, bathroom tap, etc. . .)											

ANALYST'S COMMENTS:

ANALYST'S COMMENTS: \_\_\_\_\_



## Complaint Date

**Test-Date**   **T. coliform**   **E. coli**

C12 P. Aik T. Aik Hardness

Color

**Odor**

## Taste

### Fluoride Turbidity

Complaint Date: 04/26/2018

**Lorieta Yancey**  
**5250 Drexl St.**

**Detroit 48213**

**No Pick Up Needed**

**Complaint Comments:** 4/26/18 left a message 13:48. Customer called @ 13:50, cold water, demolition of houses, vacant home next door. No neighbor contact, copper plumbing customer requested lead testing.

**Complaint Advice:** Referred to Detroit Health Department for lead testing. Flush your cold water line.