

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-Lorietta Yancey, 5250 Drexel Street Detroit MI 48213

The Great Lakes Water Authority (GLWA) received a complaint from Ms. Lorietta 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 OF LETTER:  RECEIVED BY: B CRIM WORK ORDER:  TELEPHONE NO: 3/3 - 574 - 63  ADDRESS: 52.50 Drx St.  ZIP CODE: 482 1/3  CROSS STREETS:  Notice of the Complaint: (Pasty / Dacodoris) - ("Cdor) - ("Tasta / (Bough ) Minky) - (Dity) - (Sick / Bi / Indity-Sidin) - (Particles / Sand) - (Olifu)  (Other) Explain:  Traine & Order Descriptione (Circles Alam Inter Apply):  Some Bitter Experty Group and interesting the particle of the Complaint of the Co	ייייי	TO COMPUTER:	<u>4139 (8</u>	_ !	e: <u>4/2</u>	~4~/	8			TIME;	Lili	Spi	<u> </u>
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## **Great Lakes Water Authority** Water Quality

## Complaint Specific Report

Complaint Date Name & Address

Test-Date T. coliform E. coli CI2 P. Alk T. Alk Hardness Color Odor Taste Fluoride Turbidity

Complaint Date: 04/26/2018

Lorietta Yancey 5250 Drexi 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.

Water Quality: Customer Complaint Specific Report

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