

Q.

**How can I get my water tested?**

A.

If your home is served by a water system, get a copy of your annual water quality report before you test your water. This report will tell you what contaminants, normal and otherwise, have been found in your drinking water and at what level.

Q.

**How will I know if my water isn't safe to drink?**

A.

The City will notify you by newspaper, mail, radio, TV, or hand-delivery if your water doesn't meet EPA or state standards or if there is a waterborne disease emergency. The notice will describe any precautions you need to take, such as boiling your water.

Q.

**How can I check my water meter?**

A.

Water meters are mechanical devices and most work in a similar manner. They have a measurement device in an 'inner chamber' that is calibrated to record the amount of water that goes through the meter. Most meters in one, two and three family homes record water in gallons.

Q.

**From time to time I get rusty-looking water at home. Sometimes I can even see little specks of rust floating in the water. What is the cause of this, and what should I do when it happens?**

A.

Red water, named after the red or black rust specks you asked about, sometimes occurs when there is an increase or change in water flow, largely caused by water main breaks, fire hydrant activations, and flow direction changes made by local towns. These rare occurrences knock off small particles of rust and stir up sediments in the pipes. It is a temporary condition that usually clears up in a couple of hours. If possible, you should refrain from using water -- for laundry, dishes, cooking and drinking -- until the condition clears up.

Q.

**Why do I have cloudy water?**

A.

This is caused by air in the lines. It usually happens when it is very cold, the water has been turned off outside and air gets mixed in with the water supply. It is completely harmless. The best thing to do is let it sit in an open container until the bubbles naturally disappear. Run the water for a few minutes to clear the air out of the line.

Q.

**What if I have low water pressure?**

A.

Contact the City of Union. Your home may have a pressure reducing valve. The valve may need to be adjusted or possibly replaced.

Q.

**Do I own the water meter?**

A.

The water meter is City property. Any lawful tampering and use is against the City of Union Municipal Code: SECTION 710.170. Upon conviction, a person

shall be subject to punishment as provided in Section 710.100 and Section 700.070 of this Code.

Q.

**Do I own the water main?**

A.

No, the homeowner maintains the service line from the house to the meter. The City maintains the service line from the meter to the main.

Q.

**Can I put landscaping around my water meter well?**

A.

The City recommends that all infrastructure items such as water meters, hydrants and valves are clear of any obstructions within a 3' radius. This will benefit the City and the homeowner by providing faster access and avoid damages to landscaping.

Q.

**Why are there flags in my yard?**

A.

It is generally because there is excavation work being planned in the area and the person, company or utility planning the work has requested "locates". The flags mark the location of buried utility lines. Before The City of Union would do any major excavation work on your property you will receive a letter on your door unless an emergency situation exists.