

City Responds to Uptick in Discolored Water Calls

SANTA FE, July 7, 2022 — The City of Santa Fe in recent weeks has received about five-times more discolored water calls than usual – this means that of our 36,000 utility accounts, approximately 200 customers are experiencing issues with water color. Discolored water can happen for a variety of reasons (hydrant flushing, water line break, source water chemistry, oxidizing minerals, etc.). Our Utilities team is aware of the concerns, is responding to all calls, and has modified operations to help pinpoint the root cause.

City of Santa Fe Water Division's distribution system is a closed network of pressurized pipes carrying treated and chlorinated water. We sample water almost continuously where it enters the system and on a regular basis at a number of points throughout the system. That sampling ensures that we know that the water in the system is safe.

What you need to know:

- Discolored water is not aesthetically pleasing, but it is safe. The water going into our system is tested continuously and meets or exceeds State drinking water requirements.
- Staff is working hard to isolate and correct the water discoloration.
- We are responding and checking all calls coming in for discolored water.
- Chemical changes can cause dissolved minerals to precipitate out or be oxidized leading to temporary discoloration; minerals like manganese and iron can oxidize and cause the discoloration.
- We don't currently have a resolution timeline, but are working to resolve as soon as possible!
- Information will be posted at www.santafenm.gov/water

Flushing a Water Line – if your water comes out discolored, here's how you can flush your line:

- Turn on your cold water.
- Leave cold water running for about 5 minute. If the water doesn't clear, turn off your water and wait 20 minutes, then try again.
- You can capture the flushed water and use it to water plants, trees, and grass around your home.
- Still have cloudy water? Give us a call at (505) 955-4333 so we can send someone to check it!

“City of Santa Fe Water is working hard to understand and address the issue,” says Water Division Director Jesse Roach. “We apologize for any inconvenience discolored water has caused you and appreciate your patience as we work toward a solution.”

Customers experiencing discoloration of their water are advised to call (505) 955-4333.