

DRINKING WATER AND SEWER FACTS

Q. My Water Is Cloudy And Is Milky Colored. What Should I Do?

A. This is typically the air in the line. If you run your water for a short time, it should clear. If not call The Department of Public Works at 248-691-7497.

Q. My Water Has A Reddish Tint. What Should I Do?

A. The reddish tint is iron oxide from the water distribution system. Sudden changes in the system, such as when a fire hydrant is opened, or the when the water main valves are opened and closed, can stir up the iron oxide sediments and cause temporary discoloration. If you run your water for a short time it should clear. If not call the D.P.W. at 248-691-7497 and a crew will be sent to flush the line. City crews flush the system through fire hydrants during the year to minimize the build up of sediment in the water mains, which helps reduce chances of discolored water. Even though the water is discolored and has sediments, chlorine, a disinfectant, is still present and the water is safe.

Q. The Reddish Water Caused A Load Of Clothes To Be Discolored. What Should I Do?

A. You can pick up a special laundry detergent from the D.P.W. or Water Department. Use this product according to the directions, and this will remove discoloration from the clothes. Please keep the clothes wet until the product is can be applied.

Q. I Think I Have Water Leak, What Should I Do?

A. The homeowner is responsible for the pipes within the house, as well as the water service line from the house to the connection at the property line. If you see water coming out of the ground or street please call 248-691-7497.

Q. What Is The Best Way To Turn The Water Off At My House In An Emergency Or For Repairs?

A. You can turn the water off inside your home/building at the main valve located where the water service enters house/building. Closing and opening the two valves on both sides of the water meter once or twice per year will allow for an easy turn off in the event of an emergency. If you cannot turn your water off and need emergency assistance please call 248-691-7497.

Q. Can I Paint The Fire Hydrant Near My House To Make It More Decorative?

A. No. The yellow color of the fire hydrants is designed to make it stand out from its surroundings and make it easily identified by Public Safety Officers. Also, the colored band around the hydrant identifies the size of the water main it is connected to and the flow that can be expected from that particular hydrant.

Q. There Are Colored Paint Marks In the Grass, Sidewalk, and Road in My Neighborhood. What Does This Mean?

A. These paint marks were placed by Miss Dig locating crews, and they identify the location of underground utilities. Red indicates electric, orange indicates telephone or cable TV, yellow indicates gas, blue indicates water, and green or brown indicates sewer.

Q. There Is A City Crew Working In My Neighborhood. They Have Cut And Removed The Pavement, But They Are Not Digging. Why Aren't They Finishing The Job?

A. State law forbids the beginning of any excavation without the underground utilities being marked. If there is broken water main, a call is made to Miss Dig for an emergency location at the site. It may take two to three hours for the locators to arrive at the site. The crew may remain on the job site, and even start breaking and removing pavement while waiting for the locators. As soon as the locators arrive, the work will resume.

Q. Sewage Is Backing Up Into My Basement, Who Should I Call Or What Should I Do?

A. You can call the D.P.W. at 248-691-7497. We will send a crew out to determine if the city sewer line you are connected to has a blockage. If the blockage is in your house lateral we will advise you to call a plumber.

Q. What Can I Do To Prevent Sewer Back Ups?

A. Be careful what you put in the sewer. Several items that should not be put into the sewer system are paper towels, diapers, grease and any item that will not dissolve. Be sure any rain water from gutters and down spouts runs away from your home.