


What do you do if you have discoloured water?



DISCOLOURED WATER CAN OCCUR WHEN SEDIMENT THAT HAS SETTLED OVER A LONG PERIOD OF TIME IN WATER PIPES BECOMES STIRRED, CAUSED BY A SUDDEN INCREASE IN FLOW OR A CHANGE IN DIRECTION OF FLOW THROUGH PIPES.

It can also occur if a water pipe bursts, which increases the water flow and disturbs sediment. The sediment becomes suspended in the water, giving it a discoloured appearance.

Spring and Summer, when there is increase in water use and water flow through pipes. When water use drops in Winter, sediment settles in the bottom of the pipe.

WHAT CAUSES THE SEDIMENT?

The sediment is mainly very fine iron and manganese that are part of the water supply.

WHAT SHOULD I DO IF I HAVE DISCOLOURED WATER?

Run a garden tap which is the closest to your water meter for a few minutes. If the water does not clear, please contact Aqwest on our 24 hour/7 day a week emergency on-call service.
Ph: 9780 9500

WHEN CAN DISCOLOURED WATER OCCUR?

Discoloured water can occur at any time when there is a sudden increase or change in direction of flow in pipes, but it is most common is early

WHAT ARE WE DOING TO MINIMISE DISCOLOURED WATER?

Water mains are flushed in areas and individual properties experiencing discoloured water.

Aqwest also maintains and replaces pipes, flushes pipes regularly to remove accumulation of sediment and carries out regular water quality monitoring and sampling.

AQWEST IS COMMITTED TO PROVIDING A SAFE, RELIABLE WATER SUPPLY AND CONTINUALLY STRIVES TO MINIMISE DISCOLOURED WATER IN THE BUNBURY COMMUNITY.



FOR ALL ENQUIRIES, CONTACT AQWEST'S CUSTOMER SERVICES OFFICE ON 9780 9517

PH: 9780 9500 // E: aqwest@aqwest.com.au // www.aqwest.com.au

How to Remove discoloured water stains from clothing



CONTACT AQWEST TO ARRANGE A CLEANING POWDER KIT WITH INSTRUCTIONS ON HOW TO REMOVE THE STAIN

SAFETY

- Ensure good ventilation is maintained in work area
- Keep away from children and dispose of any powders remaining after you have soaked your laundry
- The powders can cause irritation if they come in contact with skin or eyes or if accidentally ingested
- Wear rubber gloves when using the powder and avoid splashing solution in eyes
- Do not mix the citric acid and sodium dithionite
- These products are for the removal of stains in clothing only

HOW TO USE CLEANING POWDER ON WHITES

A Cleaning Powder Kit includes two containers of citric acid and one container of sodium dithionite.

1. Dissolve 1 teaspoon of Sodium Dithionite into a 9 litre plastic bucket, not a washing machine
2. Add one tablespoon of liquid or powder detergent to the solution
3. Soak the items for 15 minutes to

- one hour or until the stain is gone, agitating occasionally
4. Rinse clothes in cold water to remove any residue
5. Repeat soaking if necessary
6. Wash as normal

HOW TO USE CLEANING POWDER ON COLOURS

1. Dissolve 100 grams of Citric Acid into a 9 litre plastic bucket of cold water
2. Test the colour stability on a concealed area of the fabric. Do not proceed if there is a colour change
3. Soak the items until the stain is gone, which could be from a few hours to overnight. Agitate occasionally
4. Rinse clothes in cold water in a plastic bucket to remove any residue
5. Wash as normal

The cleaning powders will only remove stains caused by water pipe sediment. Dispose of the solution by diluting with more water and flush down the drain with the tap running.



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