

TROUBLESHOOTING YOUR WATER PROBLEMS

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Troubleshooting Basics

While several things can happen at the well house to cause water problem, most of the water concerns we see fall into only a few types of problems. They are:

1. Low water pressure
2. No water
3. Discolored water
4. Wet ground area or known leak found

On a common well, it's always good to have the contact information for at least one other person on your well to determine if the problem is a shared problem or isolated to your lot or house.

Before calling the Wells Hotline and to avoid added expense to you, here are a few things you might try first to fix the problem. These are also questions we normally ask when you call the Hotline.



Low Water Flow

Low Water Pressure

1. **How long have you had the problem?**
 - a. Did the water pressure go low all at once, or was it a gradual occurrence? This will help us establish if the problem was related to recent well work, a sudden leak, slowly clogging filters, or possible line sediment building up over time. Malfunctions at the well house could also lower the pressure, but it's good to eliminate the possibility of a problem at your house.
2. **Is the water outside at the hose bib also slow running?** Turn the water on outside and see if it flows faster than in the house. If so, the problem lies somewhere in your own waterlines or **house connections**.
 - a. If the outside water flows OK, test all faucets.
 - i. Are they all running slow?
 - ii. Is both the hot and cold water running slow?



Hose Bib



Aerator

- b. Clean your faucet aerators to remove silt that may be restricting waterflow. The water from most of the shared wells have iron sediments that often clog the aerators.

A faucet aerator is a simple fitting that screws into the end of most bathroom and kitchen faucets. The outside is a hollow metal cylinder with one threaded end that fits the threads on the faucet spout (they're usually inside the spout, so you don't see them). Inside the cylinder is a tiny screen, a rubber washer, a mixer disc and perhaps a few other parts, such as a flow restrictor or an inner plastic housing. The aerator's purpose is to add air to the water flow and create a consistent, straight stream of water. But aerators may become clogged with mineral deposits, leading to low water flow or an erratic stream.

Cleaning an aerator is one of the simplest household fixes, but you must remember two things:

- i. Be careful not to damage the aerator when you're taking it off.
 - ii. Unscrew the aerator and carefully set it aside, making note (or take a photo) of the order of the pieces inside the aerator before you take it apart; they have to go back in exactly the same order.
 - iii. With the aerator off, turn on the water to see if the flow is improved.
 - iv. To clean the aerator, use a small brush (toothbrush works well) and rinse out all particles.
 - v. Put the pieces back as they originally were and screw the aerator back onto the faucet.
 - vi. Test again to see if the water flow is improved.
- c. **Do you have a water filtering system?** If so, check to see that the filters are clean and not filled with sediment. They may need to be replaced.
 - d. Check your main water shutoff valve to make sure it's fully open.



Clogged Filter

3. **Have you noticed any wet ground areas** on our property? It might be a good time to walk around and see if you notice any obvious waterline leaks nearby.
4. **Take a picture if possible** before calling the Hotline, so you can send to us for review.



No Water

No Water

1. **Note the date and time of the water outage.** This will help us relate the problem to any recent well or waterline work.
2. **Turn on your outside hose bib** to see if the water is off there as well. If so, call the Hotline number.
3. **If the hose bib has water**, the problem is in your house pipes or filtering system. You will need to call a plumber to make a personal house call.
4. **If the hose bib has no water**, call the Wells Hotline.



Discolored Water

Discolored Water

1. **To help determine the source of the problem**, turn on the hose bib to see if the water is discolored there. If not, you may have rusty pipes in your home causing the problem or your filter needs to be replaced.
2. **If the water is discolored at the hose bib**, there are a number of things that could be causing the problem.

- a. **Do others on the well have the same problem?** Find out if any other member of the shared well are having the same discoloration. This will help locate the source of the problem.
- b. **Are others using a filtering system?** Ask other members if they have a filtering system at their house, which may be clearing the water at their location.
- c. **If all members without filtering systems are having the same problem**, it's time to take a water sample to see what may be causing the problem. You can call the Hotline and request a water test.
- d. **After the test results**, determine if a filtering system installed at your house will resolve the problem.
- e. **Discuss the problem with the Well Coordinator** to see if a solution can be found at the well. It may be more cost effective to treat the problem at your house with a filter and/or water softener.



Wet Ground Area Found

1. **Notify the Hotline** of a possible waterline leak.

Wet Ground