



WE KEEP LIFE FLOWING™

WE'RE HERE TO HELP

We will work with customers to answer any questions they may have regarding backflow prevention and the corrective actions necessary to ensure compliance. Please contact our Cross Connection Department at (859) 268-6310.



PROVIDING QUALITY IN EVERY DROP

STAINS ON FIXTURES

REDDISH OR ORANGE-BROWN STAINING

Trace amounts of iron in water, particularly in older homes with corroded galvanized steel plumbing, can build up over time and cause rust staining. This discoloration is particularly visible on white porcelain plumbing fixtures and sometimes laundry if sudden water discoloration occurs while washing clothes. Do not use chlorine bleach to remove rust from clothes. Chlorine reacts with the iron and can form a permanent stain. Reddish or orange-brown staining can be removed with commercially available rust removers.

PINK-ORANGE RESIDUE

Airborne microbes produce a pinkish-orange film on surfaces that are regularly damp like the inside of the toilet bowl, showerheads, sink drains, tiles, and pet bowls. The bacteria that cause these residues are present in a number of environments and wind carries them in dust. Once airborne, the microbes settle on moist environments, proliferate, and produce a biofilm. The occurrence can be further aggravated if customers remove the chlorine from their water by way of an activated carbon filter. The best solution is to clean surfaces regularly to curtail the onset of bacterial growth. A cleaning product with chlorine bleach is best, but use care with abrasives to avoid scratching the fixtures as porous surfaces are even more susceptible to bacteria. Cleaning with chlorine will not necessarily eliminate the residue, but will help control its development.

GREY-BLACK RESIDUE

Airborne mold and fungi produce a gray-black film on surfaces that are frequently damp such as toilet bowls, faucets, showerheads, and sink drains. These residues are not present in fresh flowing tap water, but can be dislodged from the plumbing fixtures by the flowing water. Similar to the pinkish-orange residue described above, the prevalence of grey-black films can be reduced by routine cleaning of plumbing fixtures with chlorine bleach-based cleaners.

QUESTIONS?

We can be reached at our Customer Service Center: 1-866-430-0820

Hours: 7 a.m.–7 p.m.

For emergencies, we're available 24/7.



WHITE SPECKS AND BUILDUP ON PLUMBING FIXTURES AND DISHES

Buildup is caused by mineral deposits that form when water evaporates. Distilled white vinegar and other commercially available consumer products can remove this buildup. Soaking showerheads and faucets in a solution of white vinegar will also dissolve the deposits. For applicable dishwashers, ensure it is set to the appropriate hardness setting. Missouri American Water customers typically receive hard to very hard water (150–200 ppm). However, that value can vary throughout the year depending on the conditions of our source water. Commercial products are also available that allow the water to drain from glassware more completely.

BLUE-GREEN STAINING

Trace amounts of copper in water can build up over time and cause blue-green staining. The water supplied to Missouri American Water customers does not contain any measurable amount of copper. This type of staining is caused by copper plumbing. These stains are sometimes found on the surface of sinks and bathtubs and will more readily adhere to porous surfaces such as older porcelain. Take care to stop any leaking faucets and wipe areas clean to prevent copper staining.

