Frequently Asked Questions About Our Water Supply

**Q. What makes the water look cloudy or milky?**

A. Air bubbles, which may enter the water system during repairs or temperature changes, also can occur when flushing hydrants as part of a monthly maintenance routine.

**Q. What should I do to clear up cloudy or milky water?**

A. Running cold water for 5-10 minutes should help clear up the problem. Time usually takes care of this problem. If the problem still persists call (910)862-2035.

**Q. What should I do if my water is discolored or has an odor?**

A. Call (910) 862-2035 and a water technician will come out to your home they will access the problem and advise you what will be done about your issue. This is a service free of charge to all Town residents

**Q. Why are some hydrants left open?**

A. This is a method used to clean water distribution lines. Hydrants are left opened and water with a high velocity flow helps to remove deposits from the pipes. Do not call 911 when you see an open hydrant. If you are concerned about a hydrant call Public Works at 862-2035.

**Q. What is a water emergency?**

A. A water emergency is a broken water main, fire hydrant knocked down, or broken water line in a home with no cutoff for customer on the customer side of the meter.

**Q. What is not an water emergency?**

A. A small leak in water meter box, broken or a missing meter box lid, or cutoff due to nonpayment of a water bill is not water emergency.

**Q. What number do I call to report a water emergency after hours?**

A. Central Communication at 910-862-8142 or 911 which will relay the call to an on call person with the water department.