



The Village of Tequesta Utilities Department

Water FAQs

Is the water safe to drink?

Yes, the water meets all of the standards set by the United States Environmental Protection Agency, the Florida Department of Environmental Protection, and the Palm Beach County Department of Health.

Is the water safe for pets and fish?

Our water is safe for all pets to drink except for fish, reptiles and amphibians that live in water. Animals that live in water take water directly into their bloodstream through their gills. For this reason, the disinfectant must be removed before adding water to fish bowls and aquariums. Consult your local pet store for the appropriate neutralizing chemical. Ensure that the product says that it will neutralize "Chloramines" and "Chlorine".

What is the hardness of my drinking water?

The average hardness of our drinking water is about 100-120 mg/L. Soft water is 100mg/L or less. Hard water is 200 mg/L or more.

Does the Village add fluoride to the drinking water?

No, the Village does not add fluoride to the water. There are very low levels of fluoride that are naturally present in our drinking water. The average amount of fluoride in our water is about 0.030 mg/L (almost non-detectable). This is well below the maximum limit of 4.0mg/L

Do I need to use a fluoride supplement?

The trace amount (0.030 mg/L) of fluoride that is present in our drinking water is considered inadequate for dental protection purposes. Individuals must provide their own supplements if they so desire. It is suggested that you consult your dentist.

Disinfection: Why do we use Mono-chloramine? (Not Chlorine)

Mono-chloramine is a compound that uses both chlorine and ammonia. This disinfectant is used so that the chlorine does not react with certain organic material that occurs naturally in almost all ground water. The Village also temporarily changes the disinfection treatment procedure to free chlorine once a year. This conversion to chlorine allows us to perform a water distribution system purge as recommended by the Department of Environmental Protection. During this period, customers may experience a slight increase in the taste and odor of chlorine.

What can I do if my water smells and tastes like chlorine?

The Village of Tequesta disinfects the drinking water with chloramines to ensure protection against contaminants throughout the distribution system. The Village routinely collects bacteriologic samples throughout the distribution system to ensure the water is safe and chlorine and pH levels are at our target level. However, at times customers may notice an increase in chlorine taste and odor. A chlorine odor is often an indicator that the disinfectant is effectively working.

Why does my water from the tap smell like rotten eggs?

An odor from your tap is commonly from the sink drain and not the water. The plumbing beneath your sink, typically the u-shape pipe, can collect debris over time and create an odor at your tap. If you smell an odor, fill a clean glass halfway with tap water and smell the water in a separate room or outdoors. If the odor is no longer present, the odor is likely from the plumbing beneath your sink. If the smell is still present it may be your hot water heater.

Single handle water faucets are typically being used in these situations and are not being fully turned on the cold position. This can occur when a water heater is too large for amount of hot water typically used or may be stale water. This happens in homes that are left vacant for a long period of time. Flush lines to bring in fresh water and total chlorine residual. Heating the water can liberate hydrogen. If there are any sulfur compounds available, the result would be the formation of Hydrogen Sulfide, a rotten egg odor causing gas.

Why are my ice cubes cloudy or why are there particles in my water from my ice cubes?

Trapped air can cause cloudy ice cubes. This is normal and not harmful in any way.

Why is there orange or pink material in both shower and bath?

Pink residue is less likely a problem associated with water quality than with naturally occurring airborne bacteria, and also affected by the home owner's cleaning habits. The bacteria produces a pinkish film, and sometimes a dark gray film, on surfaces that are regularly moist, including shower heads, toilet bowls, bathtubs sink drains and tile. Short of buying pink fixtures, try to keep the problem areas as dry as possible. Don't close shower doors. Don't allow the shower curtain to stay folded over. Don't let water stand around the drains of the sink or bathtub. Keep the bathroom well ventilated. Yet, be aware that the film will most likely return in anywhere from a week to three months. Once the pink development begins it's very difficult to eradicate completely.

Sometimes my water looks milky. Is it still safe to drink?

In a drinking water system, the water travels under pressure. Occasionally, during maintenance work, air may become trapped inside these pipes and when the pipe is returned to service, the water pressure causes the air to dissolve into the water. Then, when the water comes out of the tap, it is no longer under pressure and the air that was dissolved in the water, comes out of solution forming very tiny bubbles. This causes the water to look milky. When poured into a glass, the milky water will start to clear from the bottom up - with the clear water slowly moving upward. Often, when the water is clearing, the water will effervesce like pop. Usually this milky appearance is only temporary and the water will soon return to normal. The water is still safe to drink.

Dishwasher Problems? Staining or etching of dishes, glasses or silverware?

Over a period of time etching is caused by dish washing detergents on pre – rinsed glasses / dishes. The recommendation is to use the proper amount of detergent for our hardness level, use a different product, or use a drying agent such as Jet Dry.

If you have staining or corrosion problems on your silverware, try separating the knives from other silverware. Some knives have a high carbon content and will develop surface rust or can cause surface rust on other utensils. Always hand wash and dry fine china, and real silverware.

What are the causes of white residue?

The two most common causes of white residue on dishes and household plumbing fixtures are water hardness or problems with home water heaters.

Hardness in water is made up primarily of two elements: calcium and magnesium. Both naturally exist in groundwater and surface water supplies.

How can I determine if the residue is the result of water hardness or my hot water tank?

Collect some of the white flakes and try dissolving them in vinegar. If the material is calcium carbonate (hardness) it will foam and dissolve when it comes into contact with the vinegar. If the material does not dissolve, the problem might be the result of a faulty dip tube in your hot water heater. In addition, dip tube particles will float; hard water mineral buildup will usually sink. White particles, which are calcium carbonate, can also be easily crushed into a powder when rubbed between your fingers. Particles that are present due to dip tube problems will not crush when subjected to moderate pressure.

Why does my dishwasher leave spots on my glasses?

The spots that might appear on glassware after it is washed and air-dried are caused by harmless minerals (usually calcium), which remain on the glass when the water evaporates. Commercial products are available that allow the water to drain from the glassware more completely. Spots on glass shower doors appear for the same reason.

Why are there white deposits found around my showerhead?

If a particular area has hard water, it is most likely a result of the mineral deposits which form when the water evaporates. There are commercial products available in stores that will remove this buildup. Soaking the showerhead in a solution of white vinegar will also dissolve the deposits.

Why do we sample for lead and copper?

These are materials that are regulated by the United States Environmental Protection Agency and the Florida Department of Environmental Protection. We have to demonstrate that our water is stable and does not promote leaching of these materials into the water from household plumbing systems. Lead and copper are sampled every three years.

Why are there white eggshell like particles clogging my faucet aerators?

This problem may be coming from your hot water heater. The plastic dip tubes in water heaters often disintegrate with pieces going through the plumbing and being trapped in faucet aerators. The defective dip tubes tend to crumble and fall apart into the tank. Over time, the water's acidity levels and the temperature settings on the water heater can have an effect on the rate at which these particular tubes fall apart, scattering white plastic particles into your water supply. Call a licensed plumber to investigate the problem.

Why do I sometimes see technicians flushing fire hydrants?

The Village of Tequesta's water quality technicians regularly flush fire hydrants throughout the distribution system to test chlorine and pH levels. When the Village is "flushing" the water lines you may see a fire hydrant wide-open allowing water to flow down the street. This process moves water through the pipelines at a fast enough rate to clean the lines, clear stagnant water, and ensure the water the Village delivers to your home is of the highest quality.

We appreciate concerns raised by our residents who call about what may be perceived as "wasting water," but rest assured we flush the lines because it is a necessary part of protecting our public health.

Does the Village maintain the fire hydrants?

The Village of Tequesta does hydrant maintenance regularly on all the fire hydrants throughout the Village and other unincorporated areas. Hydrants are flushed to ensure that they are properly serviced and working. When performing maintenance very little water is flowing so the possibility of water discoloration is slight but possible.

Does the Village sample the drinking water?

Yes, the Village of Tequesta takes bacteriological samples once a month to ensure safe drinking water. We also have water quality technicians flush water mains to check chlorine, pH, and other water quality parameters on a daily basis.

Is bottled water safer than tap water?

Not necessarily. Check the bottled water label or contact the bottled water supplier for test results on their product. Under special circumstances, such as during an emergency, bottled water can be a good choice. The U.S. Environmental Protection Agency regulates public water systems. As shown in our Water Quality Report, the Village's water supply meets all federal and state EPA drinking water standards. Bottled water must comply with Food and Drug Administration regulations. Most required monitoring under the FDA regulations is not as frequent as the monitoring done on Village's water under EPA regulations.

Depending on the source of the water and the treatment process, some bottled waters may contain more or less amounts of substances than tap water. Some studies have shown that microbial growth may occur in bottled water during storage due to the lack of residual disinfectant.

Aquafina states on their labels that its H₂O comes from public water sources. Nestlé Pure Life bottles will also indicate whether the water comes from public, private or deep well sources. Dasani acknowledges on its website, but not on the label itself, that it draws from local water.

Why did I get a Boil Water Notice "Pink Tag" on my door?

When part of the water system has a specified loss in pressure because of a main break or water problem, the Department of health recommends issuing a boil water advisory to all affected customers. It usually takes us about 24-48 hours to fix main breaks and analyze water samples. We will notify you with Lift Boil Water "Green Tag" to let you know it's safe to drink the water.

Please visit our Website at: <http://www.tequesta.org/index.aspx?NID=1243> for more information and tips about your water system.

If you have any other questions please do not hesitate to call 561-768-0700