



Falcon Area Water & Wastewater Authority
c/o Spencer Fane
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719-452-8981 | www.FAWWA.net

Date: May 4, 2026

Important Water System Update: Recent Mineral Deposits and Maintenance Steps

To Our Valued Customers,

We are writing to inform you about a recent development in the new water system and the necessary steps we need to take to address it.

As you are aware from our previous communication, we recently introduced newly treated water into our infrastructure. The adjustment in pH levels caused a "scouring event," which loosened naturally occurring calcium carbonate (mineral buildup) from the interior of the pipes. As a result, you may notice small mineral particles appearing in your home's water.

Is the water safe?

Yes, your water remains safe to drink and use. Calcium carbonate is a naturally occurring mineral and does not affect the safety or quality of your drinking water. It poses no health risks.

What steps can you take?

To help clear any sediment from your home's plumbing, we recommend the following simple steps:

- **Flush your hot water heater:** This will remove any minerals that may have settled at the bottom of the tank. (How to Video: <https://www.youtube.com/watch?v=D7Z70RWvE7Y>)
- **Clean your faucet aerators:** Unscrew and rinse the small screens on your faucets and showerheads to remove any trapped particles.

What steps is FAWWA taking?

Our crews are actively **flushing the main water lines** to remove these minerals from the system as quickly as possible. You may notice our trucks and open hydrants in your neighborhood as we work to expedite this process.

We sincerely appreciate your understanding and patience as we complete these important system upgrades and apologize for any inconvenience. If you have any questions or need assistance, please don't hesitate to contact our office at 719-452-8981.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Loren J. Moreland', is written over a light blue circular watermark.

Loren J. Moreland
Manager, Falcon Water and Wastewater Authority