



Water Treatment Division 336-727-8000 cityofws.org/utilities

Why is my water cloudy?

Is your water white, milky or cloudy? If so, it is probably caused by air in the lines.

Typical Source

Air typically enters the water system in one of two ways:

- 1) Plumbing Work – Was the water shut off at your residence for plumbing work? Turning the water supply off and then on again can trap air in the water pipes.
- 2) Temperature Changes – Because cold water contains more dissolved air, this concern is most frequently seen during the winter months. The water in the distribution system is chilled by the cold outdoor temperatures. As the water comes into your home through the pipes, it warms up and can no longer hold the dissolved air. The result is very tiny bubbles.



Recommended Actions

Test to confirm that the cloudy water is caused by air. Fill a glass with water and let it stand for a few minutes. The tiny air bubbles should rise to the surface and the tap water should become clear from the bottom up. Cloudy water that is caused by air is perfectly safe to drink. Water use can continue as normal.

Questions? Please call City Link 311 or 336-727-8000.