

## **Frequently Asked Questions**

We have tried to address some of the questions that are asked of us regularly. However we welcome your call if there is something that you would like to know and can't find the answer to here.

### **Q: Where does American Fork City's water supply come from?**

A: All but a small portion of our culinary water comes from six (6) deep wells and is pumped to the water tanks at the mouth of American Fork Canyon and the north east area of American Fork. There is a small amount that comes from a spring up American Fork Canyon that is piped down the canyon and into the water tanks.

### **Q: How much chlorine is in our water?**

A: Actually, we only chlorinate the small amount of water that enters our water tanks and system from the spring in American Fork Canyon. All other water that is pumped from the ground is not chlorinated.

### **Q: Does American Fork City add fluoride to its water?**

A: No, American Fork City does not add addition fluoride to its water. Any fluoride detected as part of our testing program is what occurs naturally within our water source.

### **Q: I need to set my water softener, how hard is the water in American Fork?**

A: You should set your water softener at 12.38 grains per gallon.

### **Q: How do I know if I have a water leak?**

A: If you suspect that you have a water leak but do not have water surfacing, you can turn off all the water in the house and then see if the water meter in the can is still spinning. If the meter is spinning with all water in the house off, then there is a good chance that there is a leak on your water line.

### **Q: Will the City come out and fix a leak on my water line?**

A: If the water leak is on your service line or between the meter and your home, then it is your responsibility to repair it. If the leak is in the meter can, in the curb or in the roadway, then it is the City's responsibility to repair.

### **Q: Who do I contact to report a water leak?**

A: If you see water surfacing in the roadway, curb and gutter, or in the meter can, please call the Public Works department at 801-763-3050. If it is after hours you can reach our on-call crew at 801-404-1253.

**Q: I don't seem to have as much water pressure in my house as I use to have.**

A: Try adjusting the pressure regulator within your home. Almost 95% of the time the pressure regulator has malfunctioned and is causing the problem. The regulator is located where the water supply comes into the home and is somewhat of a bell shape. It has a 3" long adjustable screw in it. Try screwing the adjustable screw in a little. If that does not help, you may need to call a plumber to either clean and repair or replace the device.

**Q: The water coming out of the faucet is cloudy and then clears up, why?**

A: Generally speaking, if your water appears cloudy, it is most likely because air has been introduced to the water distribution lines. This most often occurs when a new connection is made to the system. Often times this problem will correct itself as the air works its way out of the main line. You may wish to open other taps in your home such as in the bathtub, or try doing some laundry. This will get the aerated water flushed through your lines.

**Q: The water coming out of the faucet is dirty or has sediment in it.**

A: Sometimes when the main water line in the road is shut off so that repairs can be made or new connections added, the force of the water and air being reintroduced into the water line can dislodge rust and other deposits that have accumulate in your service line. You may need to clean the aeration screen on your taps and let the water run to clear out the line.

**Q: I have a question about my water bill and the amount it shows as being used.**

A: Questions concerning your water bill should be addressed to our Utility Billing department at City Hall. They are open Monday thru Friday from 8:00 a.m. to 5:00 p.m. and can be reached at 801-763-3000.

**Q: How much water should I store for emergencies?**

A: Fourteen gallons of water per person is the suggested amount to store for a 2 week emergency situation. One thing to note is that this amount is enough for subsistence purposes only, 2 quarts for drinking and 2 quarts for cleaning and bathing purposes a day. When you consider that a person normally uses in excess of 140 gallons of water per day for drinking, bathing, laundry, dishes, watering lawns, etc. this isn't a lot of water. If you have the room to store more you probably will want to do so.

If we have a scheduled repair, we try to inform all affected parties that their water will be off. However, sometimes emergency situations do not allow us to make this advance notice before having to shut the main water supply off. We recommend that all residence should have enough water on hand to handle their basic needs for a minimum of 4 hours.

**Q: Where is the shut off valve to my home?**

A: Your shut-off valve is generally located where the water supply comes into your home. It will be either a wheel valve or a handle valve. It's a good idea to become familiar with where it is located so that you can find it when you need it.