

WATER QUALITY

FREQUENTLY ASKED QUESTIONS

Where does our water come from?

We're fortunate to have one of the finest sources of drinking water in the nation...the Rocky Mountains. Most of our water comes directly from high country snowmelt as far away as the Continental Divide, which means we are primarily first-time users of the water.

How often is our water sampled?

It is our responsibility to deliver safe and reliable water to our customers. We analyze more than 12,000 samples annually for regulatory compliance and permitting, and we conduct 400 tests a month to monitor your drinking water for quality.

What type of sampling does the laboratory do?

In addition to sample collection and analysis of our source water, our laboratory staff monitor water distribution infrastructure, post-chlorination stations, online water quality instrumentation, mainline disinfection, as well as answers customer questions about water quality.

Is my water safe from contamination?

Our system is under constant monitoring from caretakers at our source water locations to licensed professionals in our treatment plants. Our field teams work around the clock to maintain the integrity of our system. The infrastructure throughout our water distribution system is highly unlikely to become contaminated due to its pressurized enclosure.



How is water treated?

There are five major steps of the water treatment process. When water is brought into our treatment plants it goes through a process involving coagulation/flocculation, sedimentation, filtration, disinfection, and corrosion control before entering our distribution system to be delivered to your tap. Visit our [Water Treatment page](#) for a visual overview of this process.

How can I have my water tested?

If you are experiencing a water quality issue, contact our customer service department at (719) 448-4800 or email us at waterquality@csu.org. We will need to take a water sample, which can be pulled from a nearby utilities-owned hydrant or from an outside spigot on the building or house. We do not sample inside the home or business. That's so we can identify if the issue is stemming from our mainline or from private plumbing. If you are interested in testing the water inside of your home, visit the [Colorado Department of Public Health's \(CDPHE\) water testing website](#) for more information.



Why does my water appear to be blue/green in my bathtub?

Treated drinking water appears almost colorless. At higher volumes of water – such as what a full bathtub can hold – it can appear to have a blue or green tint because of varying wavelengths of light that reflect off the water’s surface. This can often be attributed to wavelengths emitted by lightbulbs in the bathroom.

If you experience blue/green staining on or around plumbing fixtures within your home, that is often a sign of corrosion in your internal plumbing. It could also indicate a need for maintenance on your water heater tank: the anode rod in your water heater is in place to protect your water heater from corroding and can require replacement every 3-5 years.

It’s also possible that the blue/green-tinted water is a result of naturally occurring sulfates in certain source waters interacting with pipe infrastructure materials. The continuous monitoring of our system includes metals testing, the results of which can be found in our [Water Quality Report](#).

You can also see our [Water Discoloration document](#) for more information.

Should I drink bottled water or invest in a water filter for my home?

We don’t recommend using bottled water or water filtration systems. Bottled water is less regulated than tap water. Our water is managed, treated, and distributed by licensed professionals with testing at certified laboratories. Furthermore, our first-use source water comes from snowmelt high in the Rocky Mountains that is piped to reservoirs and treated to meet all drinking water standards. We continually meet or exceed all regulations and permit requirements.

Beware: it’s been reported that scams and predatory sales tactics are being used to scare consumers into buying unnecessary and expensive treatment systems. If you use water filters for your refrigerator water or ice making, be sure to change those filters as the manufacturer recommends.

Do we have hard or soft water?

This can depend on which treatment plant supplies your water. Please see the Water Quality Summary in our [Water Quality Report](#) for yearly averages or email us at waterquality@csu.org.

Why does my skin sometimes feel itchy after showering?

Colorado naturally has a dry climate. Many people tend to take hot showers which can cause the pores in your skin to open and release more of the body’s natural oils, causing skin to become drier. This is especially true in the winter months when our climate is cold and dry. Chlorine is the primary disinfectant used in our water treatment, which can also cause skin to feel dry or irritate sensitive skin.