

Goshen Water Department

Most Commons Questions, Ask

- **Where does the water come from?**

There are two well fields. The North plant is located in the down town area at, 308 North 5th Street. The Kercher well field is located in the Maple City Industrial Park at, 1513 Eisenhower Drive North. Both well fields are ground water wells. Goshen is located on the Kankakee Outwash and Lacustrine Plain, which is the Northern Moraine Lake Region.

- **How is the water protected?**

Goshen has had a Wellhead Protection Plan in place with Phase I approved by Indiana Department of Environment Management (IDEM), in 2000, and Phase II in February 2012. We are currently working on Phase II plus 5 at this time. For more information click on, [Wellhead Protection Plan \(WHPP\)](#).

- **How do I know the water is safe to drink?**

The water we drink has met all of the testing requirements set forth by Indiana Department of Environment Management (IDEM) regulated primacy by U.S Environmental Protection Agency (USEPA).

The water department runs test at both plants every day, recorded and reported to IDEM every month. There is also a Consumer Confidence Report (CCR) that gives you a snap shot of the water quality. Click on [Consumer Confidence Report \(CCR\)](#).

- **Why are there white flaky particles in the water?**

The white flaky particles are caused from the natural minerals deposits that are in the City's wells. The hardness in the water is just below 20 grains. When water temperature changes from cold to hot, that's when the flakes occur. Most often you will find these particles where hot water is used, examples, coffee pots, shower heads. This is common in locations that do not have water softeners.

- **Why are there small shiny beads in my water?**

These beads are a light brown or golden color. In your water softener there is resin media that removes the hard water. When the media get old or soft it can break down and pass thru the softener during the backwash. You will find that the beads will plug screens in faucets.

- **Why is my water pressure low?**

There could be a leak on the service line outside, check for water bubbling up. There might be a toilet leaking, listen for water flowing in the tank. The water softener might be plugged, by-pass the softener. The screens in your faucet might be plugged, remove the aerator and clean it, reinstall.

- **Why does my water smell and taste musty?**

After the water sets overnight or all day long in your home, the first draw can have the musty problem, to fix this problem, flush off the line for 15 to 30 seconds.

- **Why does my water smell like chlorine?**

Goshen uses chlorine gas at both water plants. Indiana Department of Environmental Management (IDEM) requires that Goshen must carry a minimum of 0.2 mg/l of free and available in the distribution system. Goshen is also required to have 1.0 mg/l leaving the water plant. Goshen has met those (IDEM) requirements.

There are two different tests to check the chlorine levels. Total test indicates the total amount of chlorine. Free test indicates the free and available levels; this is the amount that is left over from the chlorine killing all bacteria. Chloramines are the difference between the total and the free. If the difference gets above 0.3 mg/l or greater the chloramines will give a chlorine smell. Goshen has a history of 0.2 mg/l or less chloramine.

- **Why does my water look yellow?**

Goshen has questions like this after the Fall Flushing Program. For more information go to Fall Flushing program (FFP). When flushing fire hydrants there is a scrubbing of mineral deposits off the inside of the water main. If you turn your water on as the deposits go by they will follow the path of least resistance into your home. You will be asked simply to run your water until it clears up.