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**FOR IMMEDIATE RELEASE**

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**Department of Water and Sewerage Continues Efforts to Battle Water Discoloration**

The City of Shreveport's Department of Water and Sewerage continues to address recent water quality concerns caused by changes in the water from Cross Lake. We acknowledge that some of our customers are still experiencing off-color water from their taps. While it can cause water to appear yellow or light brown, there is no need to boil water. Despite the yellow appearance, the water is not dirty and is safe to drink.

The cause of the discoloration is historically high levels of Manganese in Cross Lake. Manganese is a relatively common and naturally occurring mineral. However, the high level of manganese in our lake water is a highly unusual occurrence. There are multiple possibilities for the increase: naturally occurring lake temperature inversion due to hotter than normal summertime temperatures, rainwater washing in dirt from construction sites, and the recent heavy rains could have washed dirt containing manganese into the lake.

Our scientists and engineers have been working on the treatment for the last week and a half to combat its impact on our water system. Our treatment process is effective, and the manganese levels in our water have been steadily decreasing. We continue to monitor and adjust the treatment as needed, but it's taking longer to get clear water through our system than we hoped. Many customers should already be seeing a noticeable improvement. However, we know not everyone's water is back to normal. We are flushing our pipes and continuing to treat the water. We understand the inconvenience this is causing and appreciate the community's patience and understanding as we work to resolve this issue as quickly as possible.

For any questions or concerns, customers are encouraged to contact our 24-hour customer service hotline at 318-673-7600 or visit our website at [www.shreveportlawater.gov/](http://www.shreveportlawater.gov/) for updates.

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