



Notification on Taste and Odor Complaints: September 14, 2026

Some customers have reported to LCWSD that they are experiencing changes to the smell and taste of their drinking water. This is due to changes in conditions at our drinking water source, the Catawba River, and our 92-acre reservoir.

It is important to state these changes do NOT impact the safety of the drinking water. LCWSD's treated water is safe to drink and continues to meet or exceed state and federal standards. Our water quality testing program confirms the safety of our drinking water at our treatment plant and throughout our system.

Taste and odor issues are unfortunately common across South Carolina. There are multiple potential causes, including the extremely hot weather we have experienced recently. This can cause the water to develop a musty or earthy taste and odor, which some people are more sensitive to than others.

LCWSD is adjusting our treatment process to reduce the impacts; however, these changes can take several days to address the issue fully. It can take up to 2 weeks for the changes to be fully effective throughout the distribution system. In the meantime, customers can improve the situation by pouring the water into a pitcher and refrigerating it and/or adding lemon, as well as using a Brita-like faucet filter or pitcher. Because this is not a water safety issue, you do not need to purchase bottled water.

Because taste and odor issues are becoming more common, LCWSD is continuing to evaluate long-term steps to reduce the likelihood of future events.

We greatly appreciate our customers' understanding and patience as we continue to address the issue.