

# IMPORTANT NOTICE

## TO SGWASA WATER CUSTOMERS

Beginning **March 04, 2019** SGWASA will **temporarily stop** adding ammonia in the drinking water disinfection process. SGWASA will **resume** adding ammonia to the drinking water on **April 8, 2019**. SGWASA will also conduct system flushing in conjunction with the temporary disinfection change. Please read the Frequently Asked Questions below for additional information.

### 1. What is the current drinking water disinfection method?

The current method of disinfection used by SGWASA is chloramination. Chloramination is the use of both ammonia and chlorine to disinfect water. When added at a carefully controlled level, the ammonia and chlorine react chemically to produce combined chlorine, referred to as **chloramines**. Chloramines are safe in drinking water and serve as an effective method of disinfection. SGWASA switched from chlorination to chloramination in November 2005.

### 2. What is going to happen?

Beginning **March 04, 2019** SGWASA will **stop adding** ammonia in the drinking water disinfection process. SGWASA will continue to use chlorine to disinfect the drinking water. SGWASA will also be conducting distribution system flushing program during this time period.

### 3. Why is this change occurring?

This change is known as a "burn-out." This helps to ensure a high level of disinfection throughout the distribution system. Many other surrounding water systems will also be performing their system burn-outs during the year.

### 4. What can I expect?

As a result of the **temporary** switch to chlorine, customers may notice an increase in chlorine taste and smell. Chlorine levels will be tested through the system to ensure the water is safe for all purposes. System flushing may result in some minor discoloration of the water provided to customers. If water appears discolored, customers should flush faucets for a few minutes. If discoloration persists, contact **SGWASA office at (919) 575-3367** or the **water treatment plant at (919) 575-3118**.

### 5. Will anyone be affected?

Customers who use SGWASA water in fish aquariums and ponds or for kidney dialysis treatment should continue to remove residual traces of both ammonia and chlorine from the water prior to using it. Fish owners can get more information from their local pet supply stores; kidney dialysis patients should speak with their healthcare providers if they have concerns.

### 6. Who should I call if I have questions or concerns?

SGWASA customers should call the treatment plant at **(919) 575-3118** with questions or comments about the flushing. Specific questions regarding chlorination and chloramination should be directed to Water Plant Management staff at (919) 575-3118.