

Chlorine Burnout FAQs - February 2021

Water Quality Preventive Maintenance Program FAQs

The region's water providers - Lancaster County Water and Sewer District, Union County Public Works, Anson County Public Works, and Monroe Water and Sewer - are committed to providing safe and reliable water to our residents and businesses. As part of our continuing effort to supply you with clean drinking water, we are joining together to conduct an annual Water Quality Maintenance Program.

The program will use a maintenance process that is recommended by the US Environmental Protection Agency (EPA), North Carolina Department of Environmental Quality (NC DEQ), and the South Carolina Department of Health and Environmental Control (DHEC).

This program temporarily switches our water disinfectants from chloramines to chlorine for one month to help maintain the system and provide the highest quality water year-round.

Why are we temporarily switching from chloramines to free chlorine?

As a maintenance activity to optimize the water quality of the distribution system, the water plant will switch to free chlorine for disinfection for a period of about one month, or until the distribution system has been completely flushed. This maintenance accomplishes the following:

• Remove any biofilm and bacteria from the water distribution system pipes;

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Letter to the Editor

Lost Everything in House Fire, Thanks to the Community

- Reduce the formation of nitrates and nitrites (nitrification);
- Reduce taste and odor complaints;

• This maintenance process is recommended by the US Environmental Protection Agency (EPA) and North Carolina Department of Environment and Natural Resources (NCDENR).

After distribution system flushing is completed, the water plant will resume utilizing chloramines.

How long will the maintenance program take to complete?

This routine maintenance is performed every 1-2 years for a month at a time.

What other water quality-related steps will be taken under the program?

Water utilities use fire hydrant flushing to move the chlorine-disinfected water through the system faster. As part of the maintenance program, utility crews will be using hydrant flushing to maintain the system, ensure high water quality, and reduce the chlorine odor and taste during the temporary switch.

During this maintenance process, is the water safe to drink and use?

Yes, the water is completely safe to consume and use. The water being produced and distributed to customers during this period will continue to meet all federal and state water quality standards. As always, testing will be conducted to confirm the quality of the water.

Although most customers will not notice any difference in their water, Anson County Public Works recommends that three groups of water users take the following precautions. These customers are specifically advised to seek professional advice about the appropriate steps they should take to accommodate for the change in water disinfection.

- Kidney dialysis providers/patients;
- Fish, pond, pool and aquarium owners/operators; and
- Businesses that use water in their production process.

Will I notice any changes to my water during the program?

Most customers may not notice any change in the water. Some customers may notice the following during this routine maintenance period:

- A slight discoloration or cloudiness in the water;
- A slight chlorine odor or taste;
- Minor fluctuations in water pressures while flushing is occurring;
- Minor discoloration in the water due to flushing the system;
- Utility crews operating fire hydrants to flush the system.

What should customers do if they experience any discoloration or odor?

If the water is discolored or cloudy, flush the water through an outside spigot or tub faucet for a few minutes to clear. By running the water through a spigot or tub faucet, the problem clears faster. It will not clog faucet strainers.

Why not stay with free chlorine as a treatment process?

While chlorine is a stronger disinfectant, chloramines are a better long-term treatment option because chlorine does not last as long in our region's systems. Chloramines provide long-lasting disinfection benefits with minimal disinfection by-products. It is also more stable in our water distribution systems and it improves odor and taste.

Why is this maintenance activity and flushing being performed now?

It is ideal that this maintenance activity be performed in the spring or fall of the year, when usage is low.

For questions call the Anson County Water Department at 704-694-5208

Anson County - www.co.anson.nc.us I Union County - www.co.union.nc.us I City of Monroe - www.monroenc.org Lancaster County Water & Sewer District - www.lcwasd.org

for So Much Help

It was November 8, 2020, a sad day for me, Pastor Sarah Spencer. My house was destroyed by fire wherein I lost everything that I had with the exception of a very few valuables. Since then there were many people and organizations who reached out to me.

I would like to thank all the organizations, churches and ministries that gave food, gifts and monetary offerings. Thanks for all your prayers and words of encouragement.

Thanks to Miss Staci Stewart for lending her vacant house to live in. It was furnished and ready to move n for a month. Thanks to all the family members for helping me get set up so I could begin a new start. Thanks to my sons who worked tirelessly in setting up a place for me to move in. Your help is appreciated, no matter how great or small.

I thank God most and above all for all that everyone did for me. I thank God for keeping me safe. No one knows how it feels to lose your house to a fire unless they have experienced it too. I said that because in a time like this it is hard to start out new. Therefore, if by reading this letter if God touches your heart I would appreciate your giving to further help me move forward on this journey. God Bless You All.

If you would like to make a donation, please contact Pastor Spencer at 704-244-0203 or Pastor Peggy Hubbard at 704-294-9055.

