

*February 26, 2020*

Dear Water Customer,

As you are aware, the City of Burlington converted to CHLORAMINE as the secondary disinfectant in the water distribution system in July of 2011.

As part of the routine maintenance activities for systems using chloramines, systems are encouraged to convert to free chlorine occasionally to help maintain the water quality in their distribution systems.

The City of Burlington, in cooperation with the other water treatment systems that are interconnected with the City of Burlington, will be conducting this system maintenance beginning on March 9, 2020 and will transition back to chloramines beginning on May 11.

Although we do not require our municipal customers to flush their distribution systems, we do encourage them to take advantage of this time to flush areas in their systems that are known or suspected low water use areas and areas that may be stagnant.

We would like to remind our customers that we have performed this procedure multiple times since 2011 and customers are generally unaware that any changes are taking place. We simply want to provide this reminder for those customers that provide specialized treatment to their water before they use it in their critical applications.

**Please contact the City of Burlington Water Resources Department at 336-222-5133 if you have any questions about this procedure.**

*Thank you,*

*Robert Patterson*  
*Assistant City Manager – Water Resources*



# **Water Quality Preventative Maintenance Program**

In a continuing effort to improve water quality, the following water utilities: Burlington, Archdale, Greensboro, High Point, Jamestown, Randleman, Reidsville, and the Piedmont Triad Regional Water Authority will conduct a routine Water Quality Preventative Maintenance Program beginning on March 9, 2020 and ending May 11 2020

This process will involve a temporary switch from present chloramines to chlorine in order to optimize water quality in our distribution systems. The water will continue to meet Federal and State standards for drinking water and is safe for consumption and use.

## **Why change disinfectants?**

The periodic Water Quality Preventative Maintenance Program will be performed to maintain water quality in the water system. The process change is strongly recommended by the Environmental Protection Agency (EPA) and the State to preserve water quality by ensuring persistent disinfection levels exist in the distribution system.

## **What should I expect?**

During the switch, some users may notice temporary color, taste, and odor differences. This is a normal part of the process and customers should be reassured that water quality will not be affected. It is recommended that customers continue to remove chloramines and chlorine from water prior to use in the kidney dialysis process, fish aquariums and ponds, and with some types of manufacturing practices. Customers are advised to seek professional advice concerning the removal methods for chlorine and chloramines.

For additional information,  
please contact the  
Water Resources Department at  
(336) 222-5133 or visit [www.BurlingtonNC.gov/Water](http://www.BurlingtonNC.gov/Water).