

**\* \* \* IMPORTANT INFORMATION REGARDING OUR WATER \* \* \***

**Improving Drinking Water / Chloramine Conversion Program**

**The Town of Rossville is changing the way it treats water in order to improve water quality. This is being done in anticipation of meeting or exceeding new, stricter water quality standards that will go into effect in the future. The Town is converting to a treatment process that uses chloramines. The following information covers frequently asked questions and answers about the use of chloramines.**

**CHLORAMINATION QUESTIONS AND ANSWERS**

**Why is the Town of Rossville changing the way it treats drinking water?**

While the Town of Rossville already complies with all current water quality regulations, this change is being made in advance of new, stricter water quality standards that will go into effect in the future under the national Safe Drinking Water Act. Chloramination was selected as the method of choice because it is the best and most cost-effective way of maintaining compliance under the new regulations. The use of chloramination is 20 percent less expensive than alternative methods of treatment, and at the same time reduces the formation of suspected cancer-causing compounds. And, by switching to chloramination, a more consistent water quality will be maintained throughout the Town's distribution system.

The Town of Rossville is not, however, changing any of its other treatment practices. We will continue to add phosphate for corrosion control of the water lines.

**The change from chlorine disinfectant to chloramine disinfectant will:**

- Improve the overall disinfectant residual in the distribution system.
- Reduce the level of disinfection by-products formed when chlorine mixes with trace quantities of naturally occurring organic substances found in water, some of which are suspected to cause cancer with prolonged exposure.
- Provide the most economical treatment option available to the Town of Rossville that will meet the new Safe Drinking Water Act standards.
- Minimize the chlorine taste and smell of drinking water.

**What steps are being taken to deliver chloraminated water to town customers?**

Before the conversion to chloramination by the Town of Rossville, the water utility department is taking steps to prepare for the change. These steps include:

1. Implementing chemical feed system modifications.
2. Preparing the water distribution system by aggressive flushing in certain areas of the town.

**Is there anything else added to the water before delivery to the customers?**

The Town of Rossville will continue to aerate and filter our drinking water. We also will continue to

**add phosphate for the prevention of water line corrosion.**

**Will I notice a difference in the taste or odor of my water?**

Residents who will receive chloraminated water may notice a slight change in taste or odor. Chlorine will become much more difficult to detect.

**Will there be any noticeable difference in my water due to the switch to chloramines?**

Some temporary impacts may be noticed in isolated areas as the chloraminated water is introduced into the distribution system. Some customers may notice a temporary variation in water color as well as possible sediment in the water. These temporary impacts to water quality are similar to those experienced when a water main is replaced or routine maintenance is performed on the water distribution system and will cease as the system stabilizes.

**I have a fish aquarium in my home. Am I going to have to do anything different to the water?**

Yes. Since fish take chloramines directly from the water into their bloodstream, the chloramines must be removed from the water used by your fish and other aquatic animals. This process is similar to what you may already be doing to remove chlorine from your aquarium water. Some people, however, may simply let the water sit out before use so the chlorine will dissipate. **Chloramines, however, will not dissipate in this manner.** Water conditioners specifically designed for removing both chlorine and chloramines are commercially available. Pet stores or pet suppliers should be able to provide information on de-chloramination products and instructions.

**Will the use of chloramines affect kidney dialysis centers and patients?**

Yes. Kidney dialysis patients must remove chloramines from the water they use in dialysis machines. Depending on the method of chlorine removal a patient now uses, some modifications to this process may be necessary to remove chloramines. Patients should check with their dialysis physician who can recommend the proper type of water treatment.

**Will I have to change the way I treat my swimming pool water?**

No additional treatment should be necessary. However, you might find that there is a slight increase in chlorine demand. That means that you may have to add a little bit more chlorine than usual to get the level you typically maintain in the pool after you top it off with chloraminated tap water.

**Will my home filtration system be affected in any way?**

You may find that you have to replace filters (particularly activated charcoal filters) more often than usual. The difference should be negligible. Be sure to follow manufacturer's recommendations.

**When will the change be implemented?**

October 2007.