

**Water Treatment Change Coming Soon  
Residents of**

Date: May 1, 2019

BTWW monitors the disinfectant residual in the distribution system on a daily basis. This measurement tells us whether we are effectively disinfecting the water supply. The disinfectant residual is the amount of chlorine or chloramines in the distribution system. Chlorine and chloramines are common disinfectants used by water suppliers to kill bacteria in drinking water; therefore, if the disinfectant residual is too low, microorganisms can potentially grow in the distribution piping.

In order to provide the most effective disinfection process, BTWW is making a temporary change in the type of disinfectant used in the water supply. It is typical for water systems that use chloramines to temporarily change to chlorine in order to clean water pipes and provide a reliable disinfectant residual throughout all points in the distribution system. Free chlorine is proven to be more effective in killing organisms within the pipes of the distribution system.

**When is this switch scheduled?**

The temporary switch from chloramines to free chlorine will occur May 15 - June 15, 2019. If a longer duration is required, then we will continue to use free chlorine as long as necessary.

**What is being done?**

We are going to change the distribution system disinfectant from chloramines to free chlorine. Although the level of disinfectant will remain the same, the type of disinfectant will change.

We will continue to monitor the chlorine levels throughout the water system.

**What should I do?**

You do not need to boil your water or take other actions. This is not an emergency. If it had been, you would have been notified immediately.

**What can I do if I notice a chlorine taste or smell?**

During the temporary switch, you may notice a chlorine taste and/or odor in your drinking water. Chlorine levels will continue to meet EPA standards and are not a health risk.

- Run the cold water tap for several minutes when water is not used for several days.
- Collect and refrigerate cold tap water in an open pitcher. Be sure to collect water after running the cold water tap for two minutes. Within a few hours, the chlorine taste and odor will disappear.
- Water filters can reduce chlorine taste and smell. Be sure to use a filter certified to meet National Sanitation Foundation (NSF) standards and replace the filter cartridge as recommended by the manufacturer.

**Who should take special precautions during the temporary switch to Chlorine?**

Customers who normally take special precautions to remove chloramine from tap water, such as dialysis centers, medical facilities and aquatic pet owners, should continue to take the same precautions during the temporary switch to chlorine. Most methods for removing chloramine from tap water are effective in removing chlorine.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

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