

HENRY COUNTY WATER COMPANY ISSUES IMPORTANT MESSAGE FOR ALL CUSTOMERS OF

HENRY COUNTY WATER COMPANY, HENRY COUNTY PWSD#3, HENRY COUNTY PWSD#4, CITY OF CALHOUN, CITY OF URICH AND THE CITY OF BLAIRSTOWN.

Free Chlorine Conversion Program

Henry County Water Company utilizes "chloramines" for disinfection of the drinking water. HCWC will be temporarily converting the water treatment disinfection process from chloramines to free chlorine. Chloramines are created by combining chlorine and ammonia. During this conversion, the disinfection process will be changed from chloramines to free chlorine. Free chlorine is a stronger and faster-acting disinfectant. The Missouri Department of Natural Resources recommends that systems using chloramines complete a temporary free chlorine conversion periodically to remove bio-film and avoid nitrification. Customers may notice open fire hydrants or flush hydrants throughout their systems during this period and possibly overflowing water storage towers. The fire hydrants and flush valves will be opened to allow flushing of the system to assist in cleaning the pipes and distribute the change in disinfectant. Overflowing water storage towers further aids in the flushing process.

- **Possible Noticeable Effects:** It is important to understand that during this temporary change there is likely to be discoloration or cloudiness in the water and possibly a chlorine odor or taste. If this is experienced you may consider running the water through the tap until it clears. Minor pressure fluctuations and small air pockets may also occur. Flushing should remove a majority of the color and odor, but some may reach customer lines during the process.
- **Is the Water Safe to Drink?** Yes, the water is safe to drink throughout this process. Any odor and color issues will be nuisance only, which will subside as the flushing is completed. Discoloration in laundry is possible during this time. Cleaning additives are readily available at local stores to help prevent or remove any discoloration that may occur. Customers who use tap water for kidney dialysis should consult their doctor to advise them if any changes are necessary in their residual disinfectant neutralization procedures. Customers utilizing the water for aquariums should monitor both free and combined chlorine residuals.
- **When will I begin to Notice this Change?** HCWC plans to make this switch beginning on February 16th, 2016 and the conversion could take up to two months to complete. Once the conversion is completed, HCWC will run a notice in the local paper to notify you of our plan to convert back to chloramines.

HCWC appreciates your patience and understanding as it works to further improve the quality of the water for all customers.