



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 5, 2018 and ending May 7, 2018.

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.