**Frequently Asked Questions**

**Change in Drinking Water Disinfection**

**1. What are chloramines?** Chloramines are a disinfectant used in drinking water to remove bacteria and viruses.

**2. What is free chlorine?** Free chlorine is a more aggressive disinfectant than chloramines, making it ideal for addressing more resistant bacteria and viruses.

**3. What is the purpose of converting from chloramines to free chlorine?** The surface water that the City of Drayton is currently providing its customers is treated by using chloramines in their water treatment processes. Ground water from Walsh Rural Water District will now be provided to you because (ADD REASON THE SWITCH IS BEING MADE) Using chloramines is often a better long-term option because they remain in the water distribution system longer and produce lower levels of disinfection by-products. Free chlorine is a more aggressive disinfectant, and can help prevent bacteria from becoming overly resistant.

**4. Will my tap water taste different while free chlorine is used in the water treatment process?** Some customers may notice a slight chemical smell similar to that of water in a swimming pool. Each individual customer has his or her own sensitivity level to the taste and/or odor of free chlorine. Many detect no difference.

**5. Is water treated with free chlorine and chloraminated water safe?** Yes, both are safe and effective. Walsh Rural Water District strictly adheres to the Safe Drinking Water guidelines on minimum and maximum chlorine levels. Both forms of chlorinated water are safe for people and animals to drink, for cooking and bathing, watering the garden, and all other common uses. However, precautions must be taken to remove or neutralize chloramines and free chlorine during the kidney dialysis process, in the preparation of water for fish tanks and ponds, and for businesses requiring highly processed water. A de-chlorination procedure optimized for the removal of chloramines will equally remove free chlorine.

**6. Why are free chlorine and chloramines harmful for dialysis patients?** Both free chlorine and chloramines may harm kidney dialysis patients during the dialysis process if it is not removed from water before passing into the bloodstream. Like everyone else, dialysis patients may drink water treated with either free chlorine or chloramines because the digestive process neutralizes the chemicals before they enter the bloodstream. Individuals receiving dialysis treatment should check with their healthcare providers with any questions they may have about drinking this water.

**7. Can I use tap water treated with chlorine/chloramine in an aquarium?** No. Water treated with chlorine and chloramine can be harmful to fish. Chemical additives are available for removing these disinfectants from water used in fish tanks or ponds. Contact your local pet store for the appropriate water treatment for fish tanks.

**8. Will chloramines affect household plumbing, pipes and/or water heaters?** Some older household plumbing and water heaters may incorporate rubber materials and parts, which can degrade over time. Ask for chloramines-resistant parts, which are readily available at hardware supply stores or from a plumber, when replacing rubber plumbing materials. Chloramines-resistant parts will be effective regardless of the type of chlorine used.

**9. How can I remove chlorine from my water?** Free chlorine can be removed by boiling or adding a bit of lemon juice to your tap water. You can also fill a container with water and leave it open to allow chlorine to naturally dissipate over a 24-hour period.

**10. Will pool owners need to treat water differently?** Pool owners must maintain the same chlorine level in water treated with either free chlorine or chloramines to prevent algal and bacterial growth. Pool supply stores can provide more information.

**11. What does “hydrant flushing” mean? City of Drayton** personnel will forcefully draw the chlorinated water through fire hydrants located all around the service area when beginning to use the new water supply. Hydrant flushing also helps to wash out sediments that have collected in water mains throughout the distribution system. Additionally, the flushing process is part of the City of Drayton’s Hydrant Exercising Program, which ensures its hydrants are in good working order.

**12. Will I see a drop in water pressure due to the flushing?** Most customers will not see a drop in water pressure. If a change in pressure does occur, it usually lasts for less than half an hour. If you experience a significant loss of water pressure lasting longer than 30 minutes, please contact the City of Drayton at (701) 454-6370.

**13. Will hydrant flushing in my area cause cloudiness or sediment in my water?** Since the flushing process can stir up sediments in water mains, you may notice occasional short-term cloudiness in your water. If your tap water is cloudy, open your faucet and allow water to flow until the clarity improves. If your tap water remains cloudy for an extended period of time, please contact the City of Drayton at (701) 454-6370

**14. Where can I get more information?** For answers to any questions related to your water quality, please contact the City of Drayton at (701) 454-3590.