How are kidney dialysis patients affected by chloramines, and what precautions should they take?
Chloramines are harmful when they go directly into the bloodstream. In the dialysis process, water comes in contact with blood across a permeable membrane. Both chloramines and chlorine would be toxic in dialysis water and must be removed from water used in dialysis machines. Medical centers that perform dialysis are responsible for purifying water used in dialysis machines. PWC has notified physicians, clinics and medical facilities in the community about the need to remove chloramines. Customers with home dialysis equipment should contact their physicians and check with equipment manufacturers for information.

How are fish affected, and what precautions should fish owners take?
Fish also take chloramines directly into their bloodstream. Therefore, chloramines should be removed from water used in fish tanks, ponds and aquariums. Individuals or businesses that keep fish or other animals in tanks, aquariums or ponds should ask a pet supply company about removing chloramines. There are many common water-treatment products readily available to handle this. Customers who use drinking water for aquaculture (growing plants in a water tank or pond) should get expert advice regarding the need and procedures to neutralize or remove chloramines. Also, restaurants and grocery stores with lobster tanks must take special precautions to treat the water.

Annual Water Quality Report
Our annual Water Quality Report is developed to keep our customers informed about our water quality. A copy of the report is included in PWC's May billing and is also available on-line at www.faypwc.com under Reports.

Chloramination process changes during March
Each year, PWC is required by the NC Department of Environment and Natural Resources to temporarily stop adding ammonia to its water treatment process.

Because of the change, during March some water users may experience chlorine odor. Some users of water may also experience periods of discolored water as a result of the system maintenance during this process. PWC will "flush" water out of the system by opening fire hydrants and allowing water to flow freely. Customers should not have a disruption of water service during flushing.

Water customers should be aware that during March, there could still be traces of ammonia in the water that should be removed prior to the water being used in fish aquariums and ponds. kidney dialysis and some commercial manufacturing of food and beverage.

PWC is proud to be a charter member of the National Partnership for Safe Water, which was developed jointly by the Environmental Protection Agency, American Water Works Association, utilities, and other water organizations. The Partnership is a voluntary commitment to continued improvement of innovative water treatment methods to provide high quality drinking water.

Customer Service: 955 Old Wilmington Road
Mon. - Fri. 8:30 am to 5:30 pm, excluding holidays
483-1382
1-877-Our PWC1 24-Hour Emergency
Visit Us Online www.faypwc.com

How PWC Treats Your Drinking Water
Safely Treating Your Drinking Water

In our continuing efforts to improve water quality for our customers, Fayetteville PWC uses the "chloramination" process for disinfecting drinking water. The following will help explain the benefits and answer questions you may have regarding this process.

What is chloramination?
The chloramination process uses both ammonia and chlorine to disinfect water. Both are added to the water at a carefully controlled level, and react chemically to produce combined chlorine or chloramines. This process is an effective way to kill many kinds of bacterial and other harmful germs. And PWC is proud to say that our drinking water systems have met State and Federal standards for many years. In fact, in 2000, PWC became the first utility in North Carolina to receive the Director's Award from the Partnership for Safe Water, recognizing our extra efforts and proven ability to treat water in a manner that meets or exceeds current regulatory practices.

Water systems throughout the U.S. have used chloramination for many years. The process is also used throughout North Carolina, including Fort Bragg, Raleigh, Durham, Chapel Hill, and Harnett County.

Is chloramination safe?
Yes! Chloraminated drinking water is perfectly safe for drinking, cooking, bathing and other daily water uses. There are, however, two groups of people who need to take special care with chloraminated water: customers who use drinking water for kidney dialysis machines and fish owners. See additional information below. (Note: People with weakened immune systems such as infants, the elderly, persons with HIV/AIDS or people undergoing chemotherapy should consult a health professional about whether to use water from public sources with either chlorinated or chloraminated drinking water.)

What are the advantages of chloramination?
Chloramination reduces the level of certain by-products of the chlorination process. These by-products - called tri-halomethanes (THMs) and haloacetic acids (HAAs) - result from the reaction of chlorine with the small amounts of naturally occurring organic substances in drinking water. THMs and HAAs are suspected carcinogens (cancer-causing substances) when present at elevated levels and consumed over many years. By using chloramination, PWC:
- reduces the levels of THMs and HAAs in drinking water
- complies with more stringent standards implemented by the U.S. Environmental Protection Agency
- continues to supply water customers with safe and aesthetically pleasing water

In addition, customers should notice an improvement in the taste and odor of their drinking water. With chloramination, the chlorine smell and taste in our water will be less apparent.

Does chloramination affect household water uses?
No. It does not affect routine water uses including food preparation, household laundering, dishwashing, watering plants, etc. Chloramines are normally removed by the high chlorine demand in soil, so they have no effect on plants.

Does chloramination affect business water uses?
Businesses and other establishments that use municipal drinking water for commercial laundering, laboratory procedures and other processes that require carefully controlled water characteristics should get advice from equipment manufacturers or other suppliers regarding any changes that may be needed.

Does using chloramines affect swimming pools?
No. Swimming pool managers and owners still need a free-chlorine residual to retard algae and bacterial growth. Contact your pool supplier for specifics.

Does the use of chloramines increase my water bill?
The cost of using chloramines for disinfection is about the same as the costs for chlorine.

Does bottled water have chloramines?
It may. If the company uses water from a chloraminated municipal water source, the bottled water will have chloramines unless the company takes special steps to remove it.

Do home water softeners or filters remove chloramines?
Most are not designed to remove chloramines.