



May 8, 2020

Subject: Chloramine Conversion Process Update Notice

Dear Water Customers;

This notice is to all the City's water customers as the chloramine conversion process is scheduled to commence on Monday, May 11th around 10:00am. After numerous weeks of working on the primary disinfection portion of the treatment plant upgrade, our engineers, staff, and contractors have finally resolved many of the issues preventing the original March 31st start date for the chloramine conversion process. Be assured that we are now ready to proceed and that the entire conversion process of the water plant, and roughly 80 miles of water distribution system, will still take approximately 3 weeks to be fully completed.

The City will continue flushing fire hydrants in the distribution system throughout the entire conversion process to help move chloraminated water around the entire water system and support normal system maintenance. The public should please note that fire hydrant flushing can cause discolored water or pressure fluctuations at your home. If you encounter these problems, they should clear up quickly if you run your water faucets throughout the house for a short period of time. We apologize for this inconvenience.

Please be assured that throughout the chloramine conversion process, and long afterwards, the City Water Department staff will be monitoring the water quality in the water distribution system to make sure it always remains safe and is of the highest quality we can deliver to our customers.

Sincerely,

Mark Sollenberger
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