



CITY OF HALLSVILLE

Water Department Water Purification

Press Release

A Free Chlorine Conversion and a Water Quality Maintenance Flushing will be performed on April 20, 2015 through May 20, 2015

Background: The City of Longview provides the City of Hallsville with water. The City water treatment plant currently uses chloramines (a combination of free chlorine and ammonia) to disinfect the water supply. Prior to using chloramines, the City of Longview used free chlorine as the primary disinfectant. Periodically, the distribution system needs to be flushed with chlorinated water as a preventive measure. The City of Longview is making plans to revert the current disinfectant from chloramines to free chlorine to enhance this flushing chlorine as a measure of improving and maintaining the highest water quality standards in potable water distribution systems. The Environmental Protection Agency and the Texas Commission on Environmental Quality support this process as a necessary and effective measure for maintaining water quality. The City of Hallsville will be also be monitoring water flow and pressure.

Remedy: The City of Longview will perform a free chlorine conversion and begin flushing the water system on April 20, 2015 through May 20, 2015. Normally the water is treated with the disinfectant called chloramine because it is a long-lasting disinfectant that ensures the safety of the water. Free chlorine is much stronger disinfectant but does not maintain its concentration wide maintenance flush. It will help the City to ensure that the water distribution system is optimized to maintain the delivery of the high quality of drinking water to the customers.

What You May See: Generally, there are no noticeable changes in the water quality as a result of this temporary conversion. However, during the chlorine conversion and flushing process, there may be times of below normal water pressure. Some individuals may also notice slight taste and odor changes and/or a slight discoloration to the water due to rust particles in iron pipes. The City will be flushing portions of the system on a continuous basis to prevent such issues and to maintain the highest water quality for our customers during this time. However, there is a possibility that some of the color and odor will get into your lines despite the City's continuous efforts. Individuals may choose to temporarily flush faucets, tubs and toilets until their water has changed. The City of Longview is dedicated to making sure the water is safe to drink and will be monitoring the disinfectant levels continually during the work. If you get an odor or taste in your water, it does not mean it is unsafe to drink. Odors will be caused by the free chlorine disinfectant reacting in the lines. Nuisance issues will go away as the work is completed. Customers can safely consume and use their drinking water as normal during this time period. Dialysis patients should consult with their physicians prior to the conversion to determine whether pretreatment adjustments are necessary for their

dialysis equipment. Most dialysis equipment has already been outfitted with filters that remove free chlorine and chloramines; however, dialysis patients should check as a precautionary measure. The City of Longview will also notify local hospitals and dialysis clinics in advance so that they can implement process changes, if needed. Additionally, anyone conditioning water for fish or aquariums also need to make changes to their water pretreatment process.

Good News: After the completion of the work, which should occur on or about May 20, 2015, the free chlorine conversion will allow the City of Longview's Public Water System to better serve our customers with a high quality water product. Our work will help the water mains retain their disinfectant residual longer and will reduce monthly flushing. In turn, this flushing program will save money and help keep operational costs down while providing the customers a high quality product. Please be patient during our efforts to serve you better. If you have questions, please call one of the numbers provided.



CITY OF HALLSVILLE

Water Department Water Purification Frequently Asked Questions

1. **What is “free chlorine conversion”?** A free chlorine conversion is a process by which a water system periodically switches its disinfection process from chloramines (a combination of chlorine and ammonia) to free chlorine in order to improve the long term quality of its drinking water.
2. **Why is the City of Longview implementing a “free chlorine conversion” for the public water system distribution system?** To improve the overall water quality in our distribution system.
3. **Is this the first time that the City of Longview has implemented a free chlorine conversion plan?** Yes.
4. **Are “free chlorine conversions” a common practice among water systems?** Yes. This is a common industry standard for preventative maintenance in drinking water distribution systems. Many utilities throughout the state and country that use chloramines for their primary distribution disinfectant convert to free chlorine on an “as needed” basis. The Environmental Protection Agency (EPA) and the Texas Commission on Environmental Quality (TCEQ) endorse and support this procedure.
5. **Why has the City of Longview not implemented a “free chlorine conversion” until now?** Until recently, the City of Longview has been able to maintain an excellent water quality for its customers without needing to flush excessively. Excessive flushing to maintain water quality is one of the most significant triggers that a water system uses to determine whether a “free chlorine conversion” is warranted. The City of Longview feels that it has reached the time where a “free chlorine conversion” can significantly improve the quality of our drinking water, while also minimizing our water loss due to flushing.
6. **How long will the conversion last?** The duration of the conversion will be approximately thirty (30) days; April 20, 2015 to May 20, 2015.
7. **Does the conversion pose any health risks? Will the water be safe to drink and use?** The process is entirely safe and poses no health risk to customers. The water is safe to drink and customers can use the water as normal.

8. **Will I need to do anything differently during the conversion?** No action is necessary by the customers during the conversion. Customers may drink and use their water as normal.
9. **Why all the flushing?** City crews will need to perform directional flushing procedures to move the free chlorine through the entire water distribution system. After the reversion back to the chloramines (a combination of chlorine and ammonia), City crews will need to perform the same directional flushing procedures to move the chloramines through the system to return the distribution system back to normal operation. Flushing should significantly subside after the termination of the conversion.
10. **I have low water pressure. What do I do?** If you are completely out of water or have extremely low water pressure, please contact the City of Hallsville Water Department at 903-668-2313. If your water pressure is just lower than normal, but is adequate to carry out your daily routine, please be patient, as this pressure drop will likely be a short period of time. Water pressure should return to normal after flushing has been terminated in your area.
11. **I have discolored water. What do I do?** Flush toilets, bathtubs, and faucets until your water is clear. If it doesn't clear with minor indoor flushing, please contact the City of Hallsville Water Department at 903-668-2313, so that they can determine whether additional flushing in your area is warranted.
12. **My water has a strong chlorine smell. What do I do?** A chlorine smell is very normal during the conversion period, as the disinfectant is transitioning from chloramines to free chlorine. Chlorine concentrations maintained during the conversion will be well within the TCEQ and EPA standards and will be entirely safe to consume and use as normal.
13. **My clothing has been stained in the laundry process. What do I do?** Please contact City of Hallsville Water Department at 903-668-2313 immediately. They will perform additional flushing to clear the water. Before washing additional loads of clothing, flush water in your sinks or bathtubs to ensure that your water has cleared. This will prevent staining of clothing moving forward.
14. **I have a fish tank. How will it affect my fish?** Processes in place to remove chloramines in the water will remove free chlorine. No change or adjustment should be needed. However, the City of Longview suggests that you contact your equipment supplier with questions. Remember that the "free chlorine conversion" process will only take place for thirty (30) days. This process should only be of concern if you are adding water to the fish tank or changing the water in the tank.