

The Corporation of the Township of Hamilton

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IMPORTANT INFORMATION FOR MUNICIPAL WATER CONSUMERS

ANNUAL DISTRIBUTION SYSTEM MAINTENANCE OF CREIGHTON HEIGHTS WELL SUPPLY SYSTEM

The water supply disinfection process at the Creighton Heights Pumping Station which typically employs chloramination (the result of adding chlorine and ammonia) will temporarily be switching to "breakpoint", or free chlorine residual treatment. The natural ammonia laden groundwater of the Creighton Heights wells has the benefit of providing biologically stable water that inhibits bacterial growth in the distribution system, provides for lower treatment costs and lowers disinfection-by-products (DBP). However, excess ammonia can result in the formation of nitrites and nitrates through the process known as *nitrification* which are regulated under the Safe Drinking Water Act (SDWA).

This temporary change is being made as a preventative maintenance practice to ensure the distribution system water quality. Many utilities have found that periodic breakpoint chlorination is sufficient to control the onset of a nitrification event.

Residents that are currently supplied by the municipal drinking water system will start to receive water with "free chlorine" the week of October 16, 2017. It is anticipated that chloramination will resume the week of November 6. ***Note:** System flushing may be required as part of this procedure and would occur **between 9:00 a.m. and 3:30 p.m.** This could cause low water pressure and you may experience discoloured water. Please run your cold water taps until the water becomes clear. We also suggest that you refrain from doing laundry during flushing hours.

The change in the treatment process (from chloramination to chlorination) will not affect water quality. Consumers may notice a stronger chlorine odour as a result of free chlorine dissipating from the water supply. Kidney dialysis patients must make sure that their home machines are adaptable for both chlorine and chloramines. Customers on dialysis machines should contact their physicians for more information.

Should you have any questions, please do not hesitate to contact me at 905 342-2810 ext118. Thank you for your cooperation.

Carolyn Wilcox