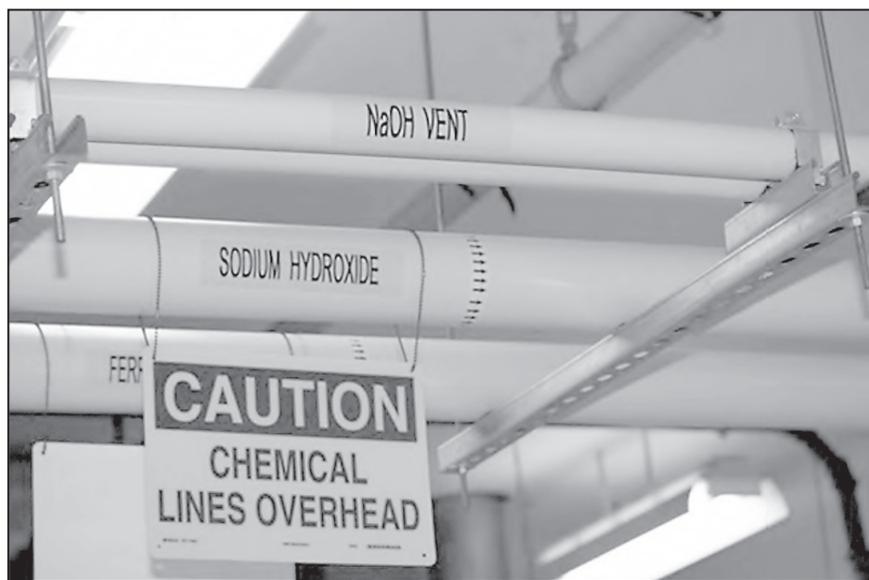


City of Norton

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Chloramination

Beginning June 6, 2012, the City of Norton will change its method of disinfecting drinking water, from free chlorine to chloramination, a process in which ammonia is added to chlorinated water. The change was made to continue to comply with increasingly stringent Federal and State regulations on levels of disinfection by-products (DBPs) in drinking water.



WHAT DOES IT MEAN TO YOU?

Chloramination can affect the way people treat disinfected water. Specifically, two groups of people will need to take special care with chloraminated water: kidney dialysis patients and owners of fish, other aquatic animals and reptiles (including owners of lobster tanks at grocery stores and restaurants).

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QUESTIONS AND ANSWERS

Q: Why is the City Changing Disinfection Methods?

A. Chlorine reacts with natural organics in raw water to form disinfection by-products, such as Haloacetic Acids (HAA). Some of the by-products may pose a health risk over a lifetime of exposure. Future standards for disinfection by-products are still uncertain, but are expected to become more stringent. Therefore, action is being taken now to ensure these Federal regulations are met and to continue providing high quality drinking water to customers.

Q: What is the Difference Between the Old Disinfection Process and the New?

A. Currently free chlorine is used to disinfect your drinking water. However, the longer free chlorine is in contact with organics in the water, the more disinfection by-products form. By adding a

small amount of ammonia, the free chlorine is converted to Chloramine, which decreases the formation of by-products over time.

Q: Is this a New Technology?

A. No. Chloramination has been used successfully in cities across the country.

Q: Will Chloramination Affect My Plumbing?

A. No.

Q: Will Chloramination have an Effect on Water Purifiers?

A. Yes. Carbon filters may need to be changed more frequently.

Q: What Affects will there be on my Lawn and Garden?

A. None.

Q: Will it Affect Swimming Pools?

A. No.

Q: Will it Affect my Medication or Baby's Formula?

A. No.

Q: Will it Affect Photo Finishing?

A. No.

Q: Is Chloraminated Water Safe for Cleaning Cuts and Scrapes?

A. Yes.

Q: Will I Notice the Difference?

A. Chloramines produce less taste and odor in the water; therefore, you may actually notice an improvement in the taste and odor of your water. However, you may notice some unfamiliar odors or tastes for only a few days when the change from chlorine to chloramines first occurs. Also, the chloramination process may involve periodically switching to free chlorine to flush the system. When this occurs, you may notice a different smell or taste; however, this is normal and the water is safe to use for cooking, drinking, bathing, and other daily uses.

OWNERS OF AQUARIUMS AND AQUATIC LIFE

IMPORTANT ANNOUNCEMENT FOR OWNERS OF AQUARIUMS AND AQUATIC LIFE

Notice of Transition from Free Chlorine to Chloramination for Disinfection of Water

Beginning June 6, 2012, the City of Norton will change its method of disinfecting drinking water, from free chlorine to chloramination, a process in which ammonia is added to chlorinated water. The change to chloramination is being made to continue to comply with increasingly stringent Federal and State regulations on levels of disinfection by-products (DBPs) in drinking water.

Water supplied to all of Norton's water customers will be affected by this change.

IF YOU OWN A FISH OR OTHER AQUATIC ANIMALS, YOU NEED TO KNOW THAT:

•Chloramines, like chlorine, are toxic to fish and other aquatic animals. Drinking chloraminated water is safe for humans because the digestive

system neutralizes the chloramines. Chloramines are only harmful when they go directly into the bloodstream. Fish take chloramines directly from the water into their bloodstreams. Therefore, you will need to dechlorinate the water for your fish and other aquatic animals.

•Water conditioners specifically designed for removing chloramines are commercially available. Your pet store or pet suppliers should be able to provide you with dechlorination products and instructions.

•If you are unable to obtain these products, the following water procedure has been recommended by other cities with chloraminated water:

–Double or triple the amount of dechlorinating solution you usually add to your water.

–Then let the water sit at least 24 hours before adding it to the aquarium.

–You can test the treated water for remaining chlorine and ammonia as an extra precaution. Chlorine test kits are available from swimming pool supply stores or possibly from your pet store.

KIDNEY DIALYSIS PATIENTS

IMPORTANT ANNOUNCEMENT FOR KIDNEY DIALYSIS PATIENTS

Beginning June 6, 2012, the City of Norton will change its method of disinfecting drinking water, from free chlorine to chloramination, a process in which ammonia is added to chlorinated water. Water supplied to all of Norton's water customers will be affected by this change. Chloraminated water is perfectly safe for drinking, cooking, bathing, and all daily uses.

The change to chloramination is being made to continue to comply with increasingly stringent Federal and State regulations on levels of disinfection by-products (DBPs) in drinking water.

The residual chloramines that remain in the water, like the current chlorine residual in your water, is toxic to the dialysis user if not properly removed. Chloraminated water is perfectly safe for drinking, cooking, and bathing, and other daily uses. Chloramines are only harmful when they go directly

into the bloodstream. Using chloraminated water for kidney dialysis may require a change in the way water is pretreated for dialysis or in other procedures. Depending on the method of chlorine removal your dialysis machine uses now, some modifications may be necessary.

IF YOU ARE A HOME USER OF A KIDNEY DIALYSIS MACHINE:

•Contact your dialysis center and complete any necessary modification of your dialysis machine before June 6, 2012, so that it can handle a chloramines residual in the water.

•Check with your dialysis center to find out how often they will need to see you.

•Monitoring for chloramines compounds in the water that has been pretreated for dialysis may need to be performed more frequently.