



City of Reidsville Press Release – Release Date March 5, 2020

City's preventative maintenance of water system to start Monday

The City of Reidsville, along with Archdale, Burlington, Greensboro, High Point, Jamestown and the Piedmont Triad Regional Water Authority, are planning a regional water quality preventative maintenance service on our water distribution systems beginning on Saturday, March 7, 2020 and concluding on Saturday, May 9, 2020.

This maintenance service involves a temporary process change to our water disinfecting method from chloramines to free chlorine. Although chloramine disinfection is the preferred method of treatment, due to the longevity of the disinfecting power of chloramines in the system and the reduced levels of disinfection by-products produced, it is a weaker disinfectant. Therefore, it is a recommended practice to switch back to free chlorine periodically for approximately a month in order to reduce the likelihood that undesirable bacterial growth will occur in the system.

During the transition, some customers may experience temporary taste and odor concerns. Initial taste and odor impacts result from the release of ammonia from the chloramines. Once the free chlorine water gets fully into the system, the taste and odor of chlorine may be evident. This is a normal part of the process and customers should be reassured that this will not affect water quality. At the conclusion of the maintenance process as chloramines are resumed, the taste and odor of chlorine will simply disappear.

The City of Reidsville will be issuing a citywide CodeRED announcement just prior to beginning the maintenance process as a reminder to our customers. Customers may contact the Public Works Department at 349-1070 or the City Water Plant at 342-4002 if they have any questions.