



MEDIA RELEASE

DATE: August 24, 2023
FROM: Jason Newberry, Assistant City Manager for Utilities & IT,
Mike Clift, Water Production Supervisor,
Austin Kogle, Water Distribution Supervisor
RE: Free Chlorine Burnout, August 25, 2023 thru September 12, 2023

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- **Why are we temporarily switching from chloramines to free chlorine?**
Chloramine is a very stable and long-lasting disinfectant in water systems. As a maintenance activity to optimize the water quality of the distribution system, the water plant will switch to free chlorine for disinfection for a period of about one month, or until the distribution system has been completely flushed for the following reasons: Remove any biofilm and bacteria from the water distribution system pipes; Reduce the formation of nitrates and nitrites (nitrification); Reduce any taste and odor complaints; This maintenance process is recommended by the US Environmental Protection Agency (EPA) and Kansas Department of Health and Environment (KDHE). After distribution system flushing is completed, the water plant will resume disinfection utilizing chloramines.
- **During this maintenance process, is the water safe to drink and use?**
Yes. The water is safe to drink and use as normal. Customers may notice slight discoloration/cloudiness or chlorine odor, but it is safe to use. Water users sensitive to chlorine or chloramine should take normal precautions.
- **What effects may customers observe during this maintenance/flushing process?** Customers may see some of the following during this maintenance process:
 - A slight discoloration or cloudiness in the water;
 - A slight chlorine odor or taste;
 - Minor fluctuations in water pressures while flushing is occurring;
 - Minor discoloration in the water due to flushing the system;
 - Utility crews operating fire hydrants to flush the system.

Many customers may not notice any change in the water.

Critical users such as hospitals, dialysis groups, pet/aquatic/pond companies, companies that use water for processing, and other water users sensitive to chloramines or free chlorine should consult with their professionals about their internal treatment procedures.

- **What should customers do if they experience any discoloration or odor?**
If the water is discolored or cloudy, flush the water through an outside spigot or tub faucet for a few minutes to clear. By running the water through a spigot or tub faucet, the problem clears faster and if any debris particles have been stirred by flushing, it will not clog faucet strainers.

If you have any questions or concerns, please contact the Water Production Plant during normal business hours at (620) 434-5353 or Water Distribution at (620) 326-3011