



IMPORTANT NOTICE

To City Of Havelock Water Customers

March 22, 2018

The City of Havelock will be using Craven County water to supply City of Havelock customers, due to the repair of a main line near the Water Treatment Plant. During this repair, approximately 2-3 days, customers will notice a change in their water because of the differences in disinfectants used by Craven County water.

1. What is the current drinking water disinfection method?

The current method of disinfection used by the City of Havelock is Chloramination. This process is the use of both ammonia and chlorine to disinfect water. When added at a carefully controlled level, the ammonia and chlorine react chemically to produce combined chlorine, referred to as chloramines. Chloramines are safe in drinking water and serve as an effective method of disinfection.

2. What is going to happen?

The City of Havelock will temporarily stop the production of water due to a needed line repair and will have Craven County supply water to City of Havelock customers until the repairs are complete. The City will then flush the system of Craven County water and bring City of Havelock water back through the system.

3. Why is this change occurring?

The change in chemicals is occurring due to the use of Craven County water supplying the City of Havelock during a major line repair.

4. What can I expect?

As a result of the temporary switch to chlorine disinfection, customers may notice an increase in chlorine taste and smell. Chlorine levels will be tested through the system daily to ensure the water is safe for all purposes. **System flushing may result in some minor discoloration of the water provided to customers. If water appears discolored, customers should flush faucets for a few minutes.** If discoloration persists, contact **Public Services Lines Division at 252-444-6409 or 252-670-0663.**

5. Will anyone be affected?

Customers who use City of Havelock drinking water in fish aquariums and ponds or for kidney dialysis treatment should continue to remove residual traces of both ammonia and chlorine from the water prior to using it. Fish owners can get more information from their local pet supply stores; kidney dialysis patients should speak with their healthcare providers if they have concerns.

6. Who should I call if I have questions or concerns?

City of Havelock customers should call **Public Services at 252-444-6409 or Water Department at 252-444-6404** with questions or comments about the flushing. Specific questions regarding chlorination and Chloramination should be directed to **Water Treatment staff at 252-444-6420.** Updates on the status of the line repair will be available on the City's website: www.havelocknc.us and social media pages.