July 12, 2012

Dear Newcastle Water Customer:

As most of you are aware, Newcastle is in the final stages of a major water line project that will bring water from Oklahoma City into our system and allow us to meet projected demands for the foreseeable future. The City's water treatment plant will still be operated to not only provide a portion of the daily demands, but also as a back-up water source in the event of an emergency.

This is to inform you that on Thursday, July 19, 2012 Newcastle Public Works Authority (NPWA) will be changing disinfection methods from free chlorine to chloramines. This change is in conjunction with NPWA beginning to purchase a significant amount of their water from Oklahoma City which also uses chloramines.

Chloramines are produced by adding a small amount of ammonia to free chlorine after disinfection of the water is achieved.

The disinfection change is estimated to take approximately two (2) weeks to complete. Customers may experience slight odors and possibly impurities in the water. These aesthetic issues may be experienced when the water chemistry changes, but should only last for a short time.

The first of two primary issues related to the use of chloramines is that it can harm kidney dialysis patients during the dialysis process, if not removed from the water. We have notified every health care provider within the city.

The second is that chloramines, like free chlorine, are toxic to fish, amphibians and reptiles. While the disinfectants are similar, the same method of neutralization does not work for both. Several methods are available to neutralize the chlorine and ammonia

compounds that form chloramines in the water. Water customers may consult their local pet shop or may find additional information on the web.

Chloramines essentially provide two (2) benefits.

1.) Chloramine is a better choice for final disinfection than free chlorine because it produces lower levels of disinfection-by-products like trihalomethanes.
2.) Chloramine is more stable than free chlorine and lasts longer in the distribution system providing increased protection from bacterial and viral contamination.

Customers may ask, is chloraminated water safe? Chloraminated water is safe for people and animals to drink, bathe in, cook, water the garden, and for all other general uses. Just like chlorine, individuals must, in certain circumstances, take precautions.

If you have additional questions beyond those answered here, please call Bill Canary at 387-4427.

Be assured that the City of Newcastle is committed to maintaining safe and adequate water supply for all residents.

Sincerely,

Nick Nazar
City Manager