



**FOR IMMEDIATE RELEASE**

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## **WATER QUALITY PREVENTIVE MAINTENANCE PROGRAM**

**HIGH POINT, N.C. (March 2, 2020)** - Beginning on March 9, 2020, the following water utilities: Archdale, Burlington, Greensboro, High Point, Jamestown, Randleman, Reidsville and the Piedmont Triad Regional Water Authority will conduct a routine water quality preventive maintenance program. This process will involve temporarily using chlorine instead of chloramines to disinfect our drinking water. This switch is important to maintain the safety of our drinking water and to optimize the water quality in our distribution systems. The switch to chlorine is scheduled to start on March 9, 2020, and will be complete by May 11, 2020.

During this time, some users may notice temporary taste or odor differences. This is a normal part of the transition, and the water quality will not be impacted. Both chlorinated and chloraminated water are safe for drinking, cooking and other general uses. Specialized industries such as medical facilities offering kidney dialysis, fish tank and pond owners and some businesses that use water in their production process should take precautions and make the required adjustments to their current filtration and treatment systems.

Customers who have questions may contact the City of High Point's Customer Service line at 336.883.3111 or the EPA Safe Drinking Water Hotline at 1.800.426.4791. Additionally, resources are available via the EPA website and [www.highpointnc.gov/waterqualitypreventivemaintenance](http://www.highpointnc.gov/waterqualitypreventivemaintenance).

For media requests, please contact the Public Services Department at 336.883.3215 or 336.883.3166.

*The City of High Point aims to serve as the catalyst for bringing together the community's human, economic and civic resources for the purpose of creating the single most livable, safe and prosperous community in America. For more information on the City, visit [www.highpointnc.gov](http://www.highpointnc.gov).*

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