



FOR IMMEDIATE RELEASE

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CITY OF HIGH POINT WATER SWITCHES BACK TO CHLORAMINES

High Point, N.C. (May 4, 2020) – The City of High Point will be switching back to chloramines for disinfection on May 12, 2020, after conducting a routine water quality preventive maintenance program. This program took place between March 9, 2020, and May 11, 2020, and Archdale, Burlington, Greensboro, High Point, Jamestown, Randleman, Reidsville and the Piedmont Triad Regional Water Authority all participated. The process involved temporarily using chlorine instead of chloramines to disinfect our drinking water. The switch was important to maintain the safety of our drinking water and to optimize the water quality in our distribution systems.

The switch back to chloramines will take roughly two weeks for the full conversion of the water distribution system. 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 may require adjustments to their current filtration and treatment systems.

Customers with 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 also available via the EPA website and www.highpointnc.gov/waterqualitymaintenance.

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.

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