

# KNOW THE FACTS!

## Specialized Industries



### Preparing for the Water Quality Preventive Maintenance Program

In a continuing effort to improve water quality, 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 beginning on December 7, 2021 and ending April 13, 2022. This process will involve a temporary switch from present chloramines to chlorine to optimize water quality in our distribution systems.

#### Why change disinfection treatment process?

The periodic water quality preventive maintenance program will be performed to maintain water quality in the water system. The process change is strongly recommended by the Environmental Protection Agency (EPA) and the State to preserve water quality by ensuring persistent disinfection levels exist in the distribution system. Both chlorine and chloramines have been used safely in the United States for many years.

#### How do I prepare for the treatment changes?

The participating water providers recommend reviewing your current chlorine and chloramines removal approach to assess any needed changes.

#### Will the changes affect routine business or industry water use?

Businesses and industries that use water in any manufacturing process for food or beverage preparation, commercial laundering operations, laboratory procedures, seafood handling or any other processes in which water characteristics must be carefully controlled need to be aware of the change in water disinfection. The conversion to chlorine from chloramines may require companies to adjust their current filtration and treatment system. Businesses should contact their equipment supplier, equipment manufacturers or other suppliers to determine needs.

#### How can chlorine and chloramines be removed?

Chlorine and chloramines can be removed by one of two methods: a carbon filter that contains a high quality granular activated carbon or water treatment products that neutralize chlorine and chloramines.

## Will boiling remove chlorine and chloramines?

Chlorine is removed by boiling water, adding salt or letting water stand in an open container to dissipate. However, chloramines are not removed by the methods mentioned.

## Will chlorine/chloramines harm plants?

Most plants are not harmed by chlorine and chloramines. It is recommended you seek professional advice concerning the removal methods of chlorine and chloramines.

## Resources

### Environmental Protection Agency (EPA)

Safe Drinking Water Hotline: 1-800-426-4791

### Centers for Disease Control and Prevention

[www.cdc.gov](http://www.cdc.gov)

phone number: 1-800-232-4636

### The National Sanitation Foundation

[www.nsf.org](http://www.nsf.org)

phone number: 1-800-673-6275

Please contact the City Customer Service Center at 336.883.3111  
or visit us @ [www.highpointnc.gov](http://www.highpointnc.gov)

# Business Resources

## Chemical Suppliers, Formulators, and Sythesizers

American Chemical Society  
[help@acs.org](mailto:help@acs.org)  
[www.acs.org](http://www.acs.org)  
800-227-5558

National Association of Chemical Distributors  
[nacdpublicaffairs@nacd.com](mailto:nacdpublicaffairs@nacd.com)  
[www.nacd.com](http://www.nacd.com)  
703- 527-NACD

American Chemistry Council  
[Brian\\_McKenna@AmericanChemistry.com](mailto:Brian_McKenna@AmericanChemistry.com)  
1-202-249-6706  
[www.americanchemistry.com](http://www.americanchemistry.com)

Society of Chemical Industry  
[secretariat@soci.org](mailto:secretariat@soci.org)  
[www.soci.org](http://www.soci.org)

## Coffee and Tea Brewing

National Coffee Association  
[www.ncausa.org](http://www.ncausa.org)  
212-766-4007

Specialty Coffee Association of America  
[www.scaa.org](http://www.scaa.org)  
562-624-4100

## Florist

[www.mygarden.net.au/](http://www.mygarden.net.au/)

Society of American Florist  
[www.safnow.org](http://www.safnow.org)  
[webmaster@safnow.org](mailto:webmaster@safnow.org)  
1-800-336-4743

NC Florist Association  
[www.ncflorist.org](http://www.ncflorist.org)  
[email-elaine@execman.net](mailto:email-elaine@execman.net)  
1-919-876-0687

## Greenhouses and Plant Suppliers

The National Greenhouse Manufacturers Association (NGMA)  
[info@ngma.com](mailto:info@ngma.com)  
[www.ngma.com](http://www.ngma.com)  
800-792-NGMA

NC Commercial Flower Growers Association  
[bonnie.holloman@yahoo.com](mailto:bonnie.holloman@yahoo.com)  
1-919-782-3058  
[www.nccfga.org](http://www.nccfga.org)

## Hardwood, Plywood and Veneer

Hardwood, Plywood and Veneer Association  
[www.hpva.org](http://www.hpva.org)  
1-703-435-2900

## Health Food Stores

Organic Consumers Association  
[www.organicconsumers.org](http://www.organicconsumers.org)  
218-226-4164

NC Division of Public Health  
[www.publichealth.nc.gov](http://www.publichealth.nc.gov)  
919-707-5000

Natural Products Association  
[natural@NPAinfo.org](mailto:natural@NPAinfo.org)  
[www.NPAinfo.org](http://www.NPAinfo.org)  
800-966-6632

School Nutrition Association  
[servicecenter@schoolnutrition.org](mailto:servicecenter@schoolnutrition.org)  
301-686-3100  
[www.schoolnutrition.org](http://www.schoolnutrition.org)

Welcome to the Alliance for Natural Health - USA  
[www.anh-usa.org](http://www.anh-usa.org)  
1-800-230-2762

## Paints, Formulators and Suppliers

Paint & Decorating Retailers Association  
[www.pdra.org/](http://www.pdra.org/)  
1-636-326-2636

# Business Resources

## Seafood Suppliers

NC State University Seafood Laboratory  
[www.ncsu.edu/foodscience/seafoodlab](http://www.ncsu.edu/foodscience/seafoodlab)  
1-252-222-6334

North Carolina Specialty Foods Association  
[www.ncagr.gov/markets/seafood](http://www.ncagr.gov/markets/seafood)  
1-252-331-4773

## Water Purification and Filtration

National Water Service, Inc.  
800-232-3506  
[www.nationalwaterservice.com](http://www.nationalwaterservice.com)

Ultra Pure BEV Drinking Water  
Filter System (Pure Water Systems, Inc.)  
[www.purewatersystems.com](http://www.purewatersystems.com)  
866-444-9926

Pure Water Solutions  
[info@purewatersolutions.com](mailto:info@purewatersolutions.com)  
1-800-257-1290

## Pools

The Association of Pool & Spa Professionals  
[www.apsp.org](http://www.apsp.org)  
1-703-838-0083