

Summary of Changes

To meet stringent standards set by the US EPA, the Town of Exeter Water & Sewer Department will begin using monochloramine in its disinfection process.

Monochloramine is safe and effective, having been used for decades across the country, and reduces levels of regulated disinfection by-products. The process is an affordable way to provide safe drinking water.

The change will provide better tasting and smelling water.

Monochloramine must be removed from water before using it for kidney dialysis or for keeping fish and other aquatic animals, both freshwater and saltwater.

For more detailed information about how your area may be affected by monochloramine, please visit exeternh.gov or call (603)-773-6157

Water Treatment Changes on Tap

Town of Exeter Water & Sewer Department



Town of Exeter Department of Public Works

13 Newfields Road
Exeter, NH 03833

Phone: 603-773-6157
Fax: 603-772-1355
Website: exeternh.gov

Town of Exeter- Water & Sewer Department
13 Newfields Road
Exeter, NH 03833

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What's Happening with my Water?

Scientific research and regulatory changes are leading the Town of Exeter Water & Sewer Department to change its water treatment process, ensuring the water we deliver to your tap is of the highest quality.

During the fourth quarter of 2018, the Town of Exeter Water & Sewer Department will begin using monochloramine as a final step in our disinfection process. Monochloramine is an important part of our commitment to maximizing public health and minimizing potential health risks. With this change, our customers will receive drinking water with improved taste and odor that meets or surpasses stringent standards set by the United States Environmental Protection Agency (US EPA).

How will This Change Affect my Water?

Water containing monochloramine meets stricter health standards and is safe for all typical uses, such as drinking, cooking and bathing. For the most part, you will notice only better tasting and smelling water.

However, in the process of flushing the distribution system to purge the existing water, some customers may notice a temporary discoloration, as well as sediment. These impacts are similar to those experienced when a water main is replaced or routine maintenance is performed on the water distribution system and will cease as the system stabilizes. Any problems can usually be resolved by running cold tap water for 2 to 3 minutes.

How will the Monochloramine Treatment Process be Monitored?

The Town of Exeter plans to use accurate and reliable equipment to ensure monochloramine in our system meets all regulatory standards. Water chemistry throughout our system will be monitored constantly so that we can adjust our treatment process if needed.

Affordable and Safe

Monochloramine is an effective, affordable means of maintaining water quality in our pipelines to protect the public from waterborne diseases. Monochloramine lasts longer than chlorine in disinfecting drinking water and produces lower levels of potentially harmful regulated disinfection byproducts.

Today, more than one in five Americans use drinking water treated with monochloramine.

Monochloramine has been safely and successfully used by water utilities for more than 90 years. Boston, Dallas, Houston, San Diego, San Francisco, Tampa Bay, Miami, Denver, Philadelphia, Minneapolis and many other cities are all successfully using monochloramine to treat drinking water.

The use of monochloramine provides the following:

- Meets stringent water quality standards set by the US EPA.
- Is cost effective when compared to other options for disinfecting drinking water.
- Reduces the levels of potentially harmful regulated disinfection byproducts.
- Produces a more stable disinfectant that works for a longer period of time in the distribution pipelines that deliver water to our customers.
- Improves the taste and smell of water, especially for people who are sensitive to chlorine.

Special Precautions for Some Customers:

US EPA research and experience to-date indicates monochloramine is safe and beneficial at levels typically used to treat drinking water. This means monochloramine-treated water is safe for drinking, cooking and all typical uses. However, there are two special circumstances where monochloramine must be removed:

Monochloramine must be removed from water used for kidney dialysis.

Monochloramine must be removed from water used when keeping pets like fish and some amphibians.

What about Fresh and Saltwater Pet Owners?

Monochloramine, like chlorine, must be removed from water used for keeping live fish, amphibians and other aquatic life. Monochloramine is harmful to fish, amphibians and other aquatic life when it enters the bloodstream from water that passes through their gills. To protect Koi fish, lobster, shrimp, frogs, turtles, snails, clams and live coral and other pets, use a treatment product that removes monochloramine. These products are readily available at most pet supply stores and aquarium dealers. Dogs, cats, birds and other animals can safely drink water treated with monochloramine.

Leaving water to sit for several days is *not* an effective method for removing monochloramine. Monochloramine is longer lasting than chlorine and will not dissipate from water.

Frequently asked Questions

Why monochloramine? Monochloramine is safe and affordable, and has been used by water utilities for more than 90 years. US EPA recognizes monochloramine as a best available technology under the Safe Drinking Water Act.

Is it safe? US EPA research and experience to-date indicates monochloramine is safe and beneficial at levels typically used to treat drinking water. In fact, the World Health Organization and the US EPA consider monochloramine a safe, effective treatment method of reducing the potential health risks associated with prolonged exposure to regulated disinfection byproducts.

What about dialysis patients? Monochloramine, at levels used to disinfect drinking water, is harmful to dialysis patients when it directly enters the bloodstream. Monochloramine must be removed from water before using it is used for kidney dialysis. Town of Exeter Water & Sewer Department is working with representatives of local hospitals and dialysis treatment centers to educate them about this change. If you are a dialysis patient or have questions, call your physician or the dialysis center nearest you.

Kidney dialysis patients can safely drink, cook and bathe in monochloramine-treated water. This is because the digestive process neutralizes monochloramine before it enters the bloodstream.