**Water Quality Maintenance Program Outreach**

**Email Notification about WQPMP**

**Timing:** February 10

Union County Public Works is a conducting a routine water quality maintenance program between March 1-31. During this time, your water disinfectants will be temporarily changed from chloramines to chlorine. This change in our disinfection method helps maintain the system and provide the highest quality water year-round.

Some water customers may notice temporary taste, color or odor differences in their water. This is normal during this process. Water quality is **not** affected and remains safe for drinking, bathing, cooking and other general uses.

Although most customers will not notice any difference in their water, Union County Public Works recommends that **water customers that meet the following conditions** seek professional advice for the appropriate steps to accommodate the change in water disinfection during the change:

1) Kidney dialysis providers/patients

2) Fish, pond, pool and aquarium owners/operators

3) Businesses that use water in their production process

If you have questions, please visit our [FAQ page](https://www.unioncountync.gov/departments/public-works/water-and-sewer/water-quality/water-quality-preventive-maintenance-program-faqs) or contact our customer service team at [pwcs@unioncountync.gov](mailto:pwcs@unioncountync.gov) or (704) 296-4210.

**Phone Call Notification about WQMP:**

**Timing:** February 10

Hello, this is Union County Public Works. We will be conducting a routine water quality maintenance program between March 1 and 31. During this time your water disinfectants will be temporarily changed from chloramines to chlorine to optimize water quality. Some water customers may notice temporary taste, color or odor differences in their water. This is normal. Water quality is **not** affected and remains safe for drinking, bathing, cooking and other general uses. Prior to March 1**,** kidney dialysis patients, fish aquarium owners, or businesses that use water in their production process are advised to seek professional advice for the appropriate steps to accommodate the change in water disinfection. For questions, please contact our customer service team at 704-296-4210. Thank you.

**Text Notification about WQMP (160 Character Limit)**

**Timing:** February 10

This is Union County Public Works. During March, UCPW will perform system maintenance and switch treatment disinfectants. More info at [www.UnionCountyNC.gov/water-quality](http://www.UnionCountyNC.gov/water-quality)

**Email Notification about Return to Chloramines:**

**Timing:** One week prior to completion

Union County Public Works will conclude our routine water quality maintenance program on March 31. On that date, your water will return to our normal water disinfectant routine with chloramines.

**Customers that meet the following conditions** may want toseek professional advice for the appropriate steps to accommodate the change in water disinfection:

1) Kidney dialysis providers/patients

2) Fish, pond, pool and aquarium owners/operators

3) Businesses that use water in their production process

If you have questions, please visit our [FAQ page](https://www.unioncountync.gov/departments/public-works/water-and-sewer/water-quality/water-quality-preventive-maintenance-program-faqs) or contact our customer service team at [pwcs@unioncountync.gov](mailto:pwcs@unioncountync.gov) or (704) 296-4210.

**Phone Call Notification about Return to Chloramines:**

**Timing:** One week prior to completion

Hello, this is Union County Public Works. We will conclude our routine water quality maintenance program on March 31. On that date, your water will return to being treated with chloramines. Prior to March 31**,** kidney dialysis patients, fish aquarium owners, or businesses that use water in their production process may want to seek professional advice for the appropriate steps to accommodate the change in water disinfection. For questions, please contact our customer service team at 704-296-4210. Thank you.

**Text Notification about Return to Chloramines (160 Character Limit)**

**Timing:** One week prior to completion

This is Union County Public Works. UCPW is concluding its system maintenance program on March 31 and will switch treatment disinfectants [www.UnionCountyNC.gov/water-quality](http://www.UnionCountyNC.gov/water-quality)