



February 12, 2026

Dear Customer:

In a continuing effort to provide clean, safe drinking water, Union County Water will soon begin our annual Water Quality Preventive Maintenance Program. Throughout the month of March and early April, we will temporarily switch water disinfectants to optimize water quality within our distribution systems.

While this switch may result in a slightly different taste, color and odor in your tap water, please be assured that your water remains safe to drink. The U.S. Environmental Protection Agency and the N.C. Department of Environmental Quality recommend this annual maintenance activity. Any changes to taste, color or odor are temporary and are normal components of this process. Water quality is not affected and remains safe for drinking, bathing, cooking and other general uses.

We recommend that certain customers take special precautions before March 1:

- Kidney dialysis providers/patients;
- Fish, pond, pool and aquarium owners/operators; and
- Businesses that use water in their production process.

We advise the customers listed above to seek professional advice for the appropriate steps to accommodate the change in water disinfection. Union County Water actively reaches out to dialysis providers in our service area to inform customers who may be affected by this temporary change.

Please visit unioncountywater.org for answers to frequently asked questions about the temporary switch, or contact us with any questions. We appreciate the opportunity to serve you.

Sincerely,

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