



# Notice of Change in Drinking Water Disinfection Process

**The Eugene Water & Electric Board is implementing an improved system for the chlorination of drinking water.** This new technology allows EWEB to generate chlorine on-site using a sodium hypochlorite generation system that creates chlorine using electricity, salt and water. This change will eliminate the need for the storage of large amounts of chlorine gas and will improve water quality. It is a proven, effective, reliable and safe chlorination method.

## When will the switch in disinfection occur?

The switch to on-site chlorine generation and disinfection will occur in late November/early December 2019.

## Will chlorine levels be regularly tested during this period?

EWEB continually monitors the amount of chlorine in your water, both at the treatment plant and throughout Eugene. This will ensure that chlorine levels remain consistent through the transition and beyond.

## Will I notice changes in the taste or odor of my water?

Initially during the switch, you may notice a chlorine taste or odor in your drinking water. This will be temporary. The taste and odor are not a health risk. Chlorine levels will continue to meet all drinking water safety standards.

## What can I do if I notice a chlorine taste or odor?

- Run the cold water tap for 1 minute before drinking. If this does not help try our household flushing procedure on page 2.
- Refrigerate cold tap water in an open pitcher. Within a few hours, the chlorine taste and odor will disappear.
- Some filters may reduce the chlorine taste and odor.

## Who should take precautions during the switch?

Dialysis centers, medical facilities and aquatic pet owners need not make changes. All methods you are currently using to remove chlorine will continue to be effective.

## Will water disinfectants affect household plumbing or water heaters?

The chlorine residual in your water will not change, but some household pipes and water heaters may have rubber parts, which can degrade over time. Chlorine-resistant parts are available at hardware stores or from your plumber.

## What are drinking water disinfectants?

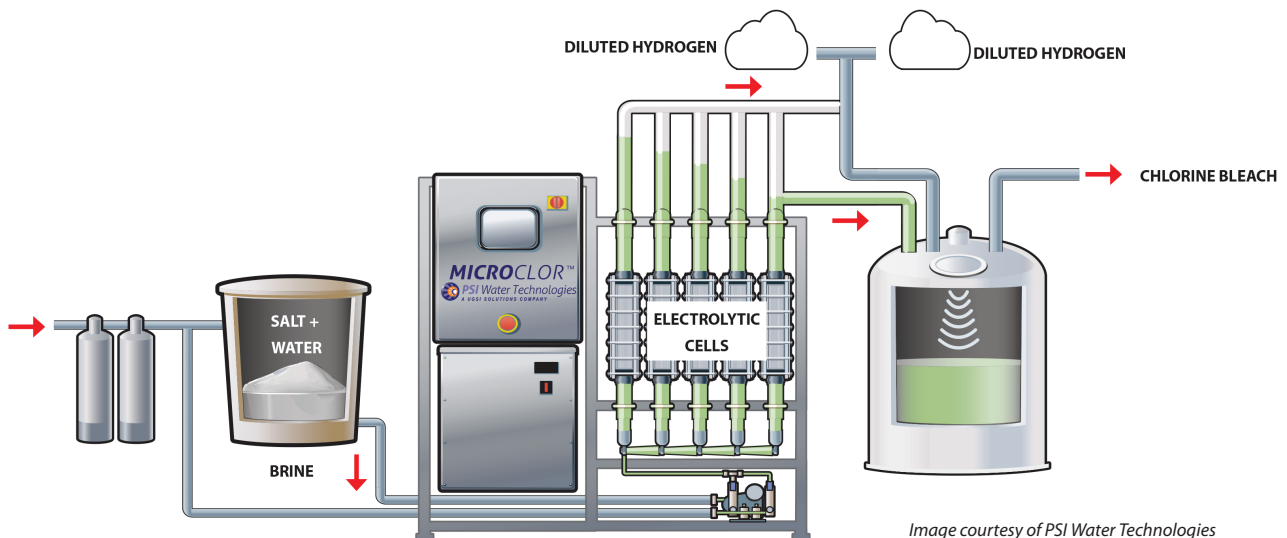
Chlorine is the disinfectant that EWEB uses to control microbial contaminants throughout our system. Chlorine is used to disinfect the water after filtration and to control microbial regrowth within the over 800 miles of pipe that runs through Eugene.

## Will I notice changes in the color of my water?

Although unlikely, there may be temporary localized pockets of discoloration. If you have discoloration, run water from your front hose bib (spigot) until the water clears. If the water does not clear after 10 minutes of flushing, call EWEB at 541-685-7595.

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## ON-SITE HYPOCHLORITE GENERATION



SALT + WATER + ELECTRICITY = CHLORINE BLEACH (SODIUM HYPOCHLORITE) + HYDROGEN GAS  
 $\text{NaCl} + \text{H}_2\text{O} + \text{ELECTRICITY} = \text{NaOCl} + \text{H}_2$

For more information, go to <http://4psi.net/microclor-brochure.php>

### Household flushing procedure

This procedure can be used to help with water discoloration as well as taste and odor issues.

1. Turn on your outside spigot (closest to the street) at high flow for 10 minutes or until the water clears. (Check to see if the issue that you experience inside is present at the spigot before and after flushing.) If the water is still discolored after 10 minutes, please call EWEB at 541-685-7595.
2. After flushing the outside spigot, run the cold water faucets at high flow throughout the house for five minutes or until the water clears.
3. After flushing the inside faucets, remove and clean faucet aerators, and then reinstall them.
4. Check the water from different faucets throughout the house. Do you still have the issue? Is it from all taps or is it localized?
5. If the problem persists, call EWEB Water Quality at 541-685-7861 or email [water.quality@eweb.org](mailto:water.quality@eweb.org).

