

Important Notice About Your Drinking Water

Temporary Change in Water Treatment Process Planned

For Customers of Southern Shores Water Company, Sea Colony or Tidewater Utilities in the Bethany Bay, DE Area

WE'RE TEMPORARILY CHANGING HOW WE TREAT YOUR DRINKING WATER.

In mid-April 2024, the Southern Shores Water Company and Tidewater Utilities, Inc. will once again be changing the disinfectant used in treating your drinking water. This scheduled change involves switching from chlorine to chloramine, a standard measure proven to keep water mains clean and free of potentially harmful bacteria. The measure also helps to reduce disinfection by-products like trihalomethanes. As always, the drinking water will be regularly monitored to ensure that the water delivered meets, or is better than, federal and state drinking water regulations.

Chloramination has been used by drinking water systems for many years. The town of Bethany Beach has used Chloramines for several years.

When Will this Change Take Place?

In **mid-April 2024**, the switch to chloramines will begin again and last until the end of **September 2024** or longer, depending upon system conditions.

What is Chloramine?

Chloramine is a disinfectant used in drinking water to protect against bacteria that can make you sick. It is a combination of chlorine and ammonia. Water containing chloramine will have a much lower level of disinfection by-products.

Will I Notice a Difference in My Drinking Water?

You are not likely to notice any changes in the taste or appearance of your drinking water.

Are Chlorinated and Chloraminated Water Safe?

Yes, both forms of chlorine are effective and safe for people and animals to drink, for cooking and bathing and watering the garden and for all other common uses.

Special precautions must be taken to remove or neutralize chloramines and free chlorine during the kidney dialysis process, for businesses that require high-

ly-processed water and in preparation of water for fish tanks and ponds.

Special Precautions for Dialysis Patients: Although Dialysis systems pre-treat their source water to remove chlorine, some modifications might be necessary to remove chloramines. Consult your dialysis provider or health care provider for more information on your particular treatment need. If you use a home dialysis machine, check with your physician. He/she will most likely recommend the appropriate type of treatment. Many home dialysis service companies are able to make the necessary modifications.

Special Precautions for Fish Owners: Chlorine and chloramine are toxic to aquatic life at very low levels and must be removed from the water in fish tanks and ponds. Pet stores sell products that are added to tap water to remove chlorine and chloramine before being added to the fish tank or pond. Please note that chloramine is a very stable disinfectant and will remain in water for weeks unless it is removed. Consult your local pet supply store for assistance.

Where Can I Call if I Have Questions?

Questions may be directed to Tidewater's Customer Service Dept. at **877-720-9272** from 9 a.m.—5 p.m. You may also contact the USEPA's Safe Drinking Water Hotline at 800-426-4791 or the DE Office of Drinking Water at 302-741-8630. Additional information can be found at <https://www.epa.gov/dwreginfo/chloramines-drinking-water> or on our website at www.tuiwater.com



A Middlesex Water Company Affiliate

IMPORTANT: IF YOU RENT YOUR PROPERTY, IT IS VERY IMPORTANT THAT YOU SHARE THIS INFORMATION WITH YOUR RENTERS.