

Chloramine is a better long-term choice because it produces lower levels of disinfectant byproducts, like trihalomethanes, improves the smell and odor of water (compared to chlorine), and lasts longer in the distribution system to prevent bacterial growth.

When Will the Conversion Occur?

Beginning March 9, 2020 and continuing until approximately April 13.

Will I Notice a Difference in My Water?

Possibly. Some customers may notice a slight change in the taste and smell of their tap water. Free chlorine may have a bit of a chemical odor or smell slightly like water in a swimming pool. Each individual customer has his or her own sensitivity level to the taste and/or odor of free chlorine. Many detect no change at all. The mild chlorine taste and smell is normal and poses no health risk.

Are Free Chlorine and Chloraminated Water Safe?

Yes, both forms of chlorine are effective and safe for people and animals to drink, for cooking and bathing, watering the garden and for all other common uses. However, precautions must be taken to remove or neutralize chloramines and free chlorine during the kidney dialysis process, in the preparation of water for fish tanks and ponds, and for businesses requiring highly-processed water. A de-chlorination procedure optimized for chloramine removal will work equally well with free chlorine.

People and businesses that normally take special precautions to remove chloramines from tap water, such as dialysis centers, medical facilities and aquatic pet owners, should continue to take the same precautions during the temporary switch from chloramines to free chlorine.

Most customers will not need to take any precautions as the water remains safe to drink and is treated according to both state and federal standards.

Kidney Dialysis

Just like chloramines, free chlorine must be removed from water used in kidney dialysis machines. The City of Kinston has contacted representatives from the medical community to inform them of this temporary conversion. We advise customers who are dialysis patients to call their physicians or dialysis centers if there are any questions.

Fish Owners

Like chloramines, free chlorine is toxic to fish. Fish owners need to remove chlorine, ammonia and chloramines from the water before use with tropical fish. Local pet stores carry water conditioners that remove chloramines and free chlorine. If you have questions about your fish, we recommend you contact your pet store for information and detailed instructions.

Where Can I Get More Information?

Call the City of Kinston Customer Service Office at 252-939-3282 for more information about the conversion. The following are other resources for information on chlorine and chloramine disinfection for drinking water and pet fish care:

<https://www.epa.gov/dwreginfo/chloramines-drinking-water>