Frequently Asked Questions (FAQ)

1. What is chloramine?

Chloramine is a combination of chlorine and ammonia that is added in very small amounts in treated water to provide a long lasting, residual disinfectant in the drinking water distribution system. Chloramine is colorless, and most users will find it tasteless and odorless.

2. Why did Charles Town convert from chlorine to chloramine?

Chloramine will provide higher quality drinking water than chlorine because:

- Chloramines produce fewer disinfectant by-products than chlorine
- Chloramines remain longer in the distribution system than chlorine
- Chloramines reduce residual chlorine tastes and odors in the water at the tap

3. Who is most affected by the conversion to chloramine?

Dialysis patients and Dialysis Centers

Kidney dialysis patients must have chloramines removed from the water they use in dialysis machines. Depending on the method of chlorine removal a patient now uses, some modifications to this process may be necessary to remove chloramines. Patients should check with their dialysis physician who can recommend the proper type of water treatment. Dialysis centers will be notified in ample time to make any necessary changes to their equipment.

Aquarium, Fish, Amphibians & Reptile Owners

Since many aquatic animals take chloramines directly from the water into their bloodstream, chloramines must be removed from the water used by your fish and other aquatic animals. This removal is similar to what is commonly done to remove chlorine from aquarium water. Some people may presently let the water sit out before use so the chlorine will dissipate. Chloramines will not dissipate in this manner. Water conditioners specifically designed for removing both chlorine and chloramines are commercially available. Pet stores and pet suppliers should be able to provide information on de-chloramination products and instructions.

Businesses Requiring High Purity Water

Businesses such as laboratories, microchip manufacturers, photography labs and pharmaceutical companies may be affected. These businesses should contact a water treatment professional or an equipment supplier to review their water needs and potential impact.

4. Will boiling remove chloramine?

No. Chloramine cannot be removed by boiling water, adding salt or letting water stand in an open container to dissipate.

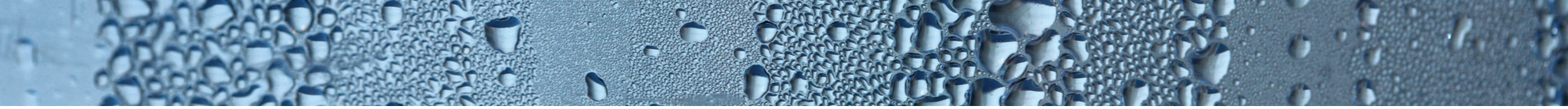
The Charles Town Utility Board converted to chloramine use on January 2, 2020. If you would like additional information please contact Chris Hutzler, Water Treatment Plant Chief Operator at 304-725-3761 or at the Board office 304-725-2316.

Charles Town Utility Board
661 S. George St., Ste. 101
Charles Town, WV 25414

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Notice to Consumer

PWS ID #: WV3301905



IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Exceeded Maximum Contaminant Level (MCL) for Total Trihalomethanes (TTHMs)

CHARLES TOWN UTILITIES, WV3301905

Our water system recently violated a drinking water standard. Although this is not an emergency, you, as our customers have the right to know what happened, what you should do, and what we are doing to correct the situation.

We routinely monitor for the presence of drinking water contaminants. Test results between 10/1/2019 and 12/31/2019 show that our system exceeds the standard or maximum contaminant level (MCL) for Total Trihalomethanes.

The average level of Total Trihalomethanes over the last four quarters was 93.4 µg/L on WEST HALL DRIVE, TUSCAWILLA HILLS location. The standard for Total Trihalomethanes is 80.0µg/L.

What should I do?
You do not need to use an alternative (e.g. bottled) water supply. However, if you have specific health concerns, it is recommended that you consult with your doctor.

What does this mean?
This is not an immediate risk. If it had been, you would have been notified immediately. However, some people who drink water containing *Total Trihalomethanes (TTHM's)* in excess of the MCL over many years may have an increased risk of getting cancer.

What happened? What is being done?
The Charles Town Utility Board collected samples from the WEST HALL DRIVE, Tuscawilla Hills area that showed elevated levels of Total Trihalomethanes over the last 2 quarters. Water line flushing has been ongoing, however, due to low rainfall amounts, results have been above average.

The Charles Town Utility Board changed to chloramination treatment on January 2, 2020, intended to reduce the TTHMs to below the MCL.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Exceeded Maximum Contaminant Level (MCL) For Haloacetic Acids (HAA5s)

CHARLES TOWN UTILITIES, WV3301905

Our water system recently violated a drinking water standard. Although this is not an emergency, you, as our customers have the right to know what happened, what you should do, and what we are doing to correct the situation.

We routinely monitor for the presence of drinking water contaminants. Test results between 10/1/2019 and 12/31/2019 show that our system exceeds the standard or maximum contaminant level (MCL) for Haloacetic Acids (HAA5s).

The average level of Haloacetic Acids (HAA5s) over the last four quarters was 64.5 µg/L on WEST HALL DRIVE, TUSCAWILLA HILLS location. The standard for Haloacetic Acids (HAA5s) is 60.0 µg/L.

What should I do?
You do not need to use an alternative (e.g. bottled) water supply. However, if you have specific health concerns, it is recommended that you consult with your doctor.

What does this mean?
This is not an immediate risk. If it had been, you would have been notified immediately. However, some people who drink water containing Haloacetic Acids (HAA5s) in excess of the MCL over many years may have an increased risk of getting cancer.

What happened? What is being done?
The Charles Town Utility Board collected samples from the WEST HALL DRIVE, Tuscawilla Hills area that showed elevated levels of Haloacetic Acids (HAA5s) over the last 2 quarters. Water line flushing has been ongoing, however, due to low rainfall amounts, results have been above average.

The Charles Town Utility Board changed to chloramination treatment on January 2, 2020, intended to reduce the HAA5s to below the MCL.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Exceeded Maximum Contaminant Level (MCL) For Haloacetic Acids (HAA5s)

CHARLES TOWN UTILITIES, WV3301905

Our water system recently violated a drinking water standard. Although this is not an emergency, you, as our customers have the right to know what happened, what you should do, and what we are doing to correct the situation.

We routinely monitor for the presence of drinking water contaminants. Test results between 10/1/2019 and 12/31/2019 show that our system exceeds the standard or maximum contaminant level (MCL) for Haloacetic Acids (HAA5s).

The average level of Haloacetic Acids (HAA5s) over the last four quarters was 60.5 µg/L at the N. MILDRED STREET, RANSON location. The standard for Haloacetic Acids (HAA5s) is 60.0 µg/L.

What should I do?
You do not need to use an alternative (e.g. bottled) water supply. However, if you have specific health concerns, it is recommended that you consult with your doctor.

What does this mean?
This is not an immediate risk. If it had been, you would have been notified immediately. However, some people who drink water containing Haloacetic Acids (HAA5s) in excess of the MCL over many years may have an increased risk of getting cancer.

What happened? What is being done?
The Charles Town Utility Board collected samples from the N. MILDRED STREET, Ranson area that showed elevated levels of Haloacetic Acids (HAA5s) over the last 2 quarters. Water line flushing has been ongoing, however, due to low rainfall amounts, results have been above average.

The Charles Town Utility Board changed to chloramination treatment on January 2, 2020, intended to reduce the HAA5s to below the MCL.

For more information, please contact Chris Hutzler *at* 304-725-3761 *or* 661 S. George Street, Ste 101, Charles Town, WV 25414

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools and businesses.) You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by: **CHARLES TOWN UTILITY BOARD**

State Water System ID #: WV3301905 Date Distributed: February 10, 2020