

**Greater Ouachita Water Company (GOWC)**  
**Water Treatment Change Coming for the**  
**Residents of North Monroe, Lakeshore Swartz, and Green Acres Water Systems**  
**May 28, 2020**

GOWC, who provides the potable water for your system, will begin conducting a chlorine flush of the water system on June 1, 2020 and will end around July 31, 2020. This will affect **Greater Ouachita Water Company** customers in the following water systems:

**North Monroe Water System**

**Lakeshore Swartz Water System**

**Green Acres Water System**

Customers may notice an increase in chlorine smell or taste of the potable water you receive.

**What can I do if I notice a chlorine taste or smell?**

Chlorine levels will continue to meet EPA standards and are not considered an immediate health risk. To minimize the impact of this flush, you can take the following steps:

- Run the cold water tap for several minutes when water is not used for several days.
- Collect and refrigerate cold tap water in an open pitcher. Be sure to collect water after running the cold water tap for two minutes. Within a few hours, the chlorine taste and odor will dissipate.
- Water filters can also reduce chlorine taste and smell. If you decide to use one, be sure to use a filter certified to meet National Sanitation Foundation (NSF) standards and replace the filter cartridge as recommended by the manufacturer.

**Is the flush just an increased amount of Chlorine or a change in disinfection method?**

The current means of disinfection GOWC is chloramines. Chloramines are a combination of chlorine and ammonia. This means of disinfection is very effective but it produces a biofilm that develops on the inner walls of the distribution lines. By switching the disinfection to chlorine, without ammonia, the disinfection is still highly effective, and it also help eliminate the biofilm in the distribution lines. Once this biofilm gets in contact with the chlorine, it will slough off the inner walls of the distribution lines and it gets purged from the system by flushing of the hydrants and blowoff units. The flush will occur over a two-month period which, with frequent flushing, is an effective method to remove a large percentage of the biofilm from the distribution systems.

**Who should take special precautions during the switch to Chlorine?**

Customers who normally take special precautions to remove chloramine from tap water, such as dialysis centers, medical facilities and aquatic pet owners, should continue to take the same precautions during the temporary switch to chlorine. Most methods for removing chloramine from tap water are effective in removing chlorine.

**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).**

Should you have any questions, please feel free to contact the GOWC Customer Service office main number at 318-322-3741.