



June 20, 2019

Dear Bocilla Utilities Customer:

Attached (on reverse) please find an important notice from Englewood Water District in reference to upcoming system maintenance.

This notice applies to all Bocilla Utilities Customers

Please be sure any guests staying in your home during this system maintenance are aware as well.

Should you have any questions, or if we can be of any assistance, please do not hesitate to contact us at 941-769-0561, or by email at office@bocillautilities.com. Our office is open on Tuesday and Thursday, 9:00 am to 5:00 pm.

Thank you,

Bocilla Utilities, Inc.

941-769-0561/office@bocillautilities.com
7025A Placida Road, Englewood, FL 34224

June 11, 2019



Board of Supervisors

Robert C. Stern, Jr., Chair
Taylor Meals, Vice-Chair
Phyllis Wright
Sydney B. Crampton
Steven Samuels

Ray Burroughs
Administrator

Englewood Water District

201 Selma Avenue
Englewood, FL 34223-3443
Phone: 941-474-3217
Toll Free: 866-460-1080
Fax: 941-460-1025
Email: info@englewoodwater.com
Website: englewoodwater.com

RE: Free Chlorine Burn for Englewood Water District

The Englewood Water District will be conducting a free chlorine burn for disinfection of the water distribution system beginning July 1, 2019 that will last 30 to 45 days. Flushing and chlorine burns are routine distribution system maintenance conducted by utilities with chloramine disinfection. Chlorine burns also reduce the potential future occurrence of coliform or other types of bacteria in the system. During this free chlorine burn, the water disinfection process will be changed from chloramines to free chlorine which is a stronger and faster-acting disinfectant. The fire hydrants will be opened to allow flushing of the system to help remove sediment from the pipes and distribute the change in disinfectant. Customers may notice open fire hydrants throughout the service area during this period. At the end of the free burn, the standard chemicals used for disinfections will be reintroduced to the system and be returned to normal operating conditions.

Possible Noticeable Effects: It is important to understand that during this temporary change there may be some discoloration or cloudiness in the water and possibly a chlorine odor or taste. If this is experienced, please run the water through the tap until it clears. Minor pressure fluctuations and small air pockets may also occur. Fire hydrant flushing should remove a majority of the color and odor, but some may reach customer lines during the process. Discoloration in laundry is also possible during this time. It is recommended that customers check for discolored water before adding clothes to their washing machine. If discolored water appears, customers can set their washing machine to spin cycle to purge the water, and then refill the machine with clear water. In addition, customers may wish to purchase and use a cleaning additive to help prevent or remove any discoloration that may occur.

Is the Water Safe to Drink? **YES**, the water is safe to drink throughout this process and boiling water is not necessary, Customers may notice a change to the taste and smell from the water and may want to let their water tap run for several minutes or until the water runs clear. Any odor and color issues will subside as the flushing is completed. Customers who use tap water for **KIDNEY DIALYSIS** at home should properly monitor their process for complete neutralization of disinfectant residual and should contact their doctor for more information. Customers using the water for aquariums should monitor the chlorine residuals.

Why is this burn out necessary? The Englewood Water District routinely collects samples and monitors the water quality. Our staff is tasked with ensuring that water in all points of the system is acceptable to our customers. Over time minerals and metals, which are naturally present in water sources, can increase and attach to pipes and release when there are changes in pressure, resulting in discoloration, odor or affected taste. Other processes such as nitrification and the growth of biofilm can also occur in water distribution pipes. The biofilm growth can cause a reduction in the effectiveness of residual disinfectants over time. This free chlorine burn will help cleanse the lines, reduce the occurrence of nitrification and biofilm, and ensure that we provide quality water for the citizens.

During normal business hours residents may call Water Operations Manager, Tim Garland at 941-474-3217 with any questions concerning the free chlorine burn. After regular business hours, call 941-474-3217 and call-out personnel will address your call. The Englewood Water District appreciates the patience and understanding of its residents as it works to further improve the quality of the water for all customers.

ENGLEWOOD WATER DISTRICT FREE CHLORINE FAQ

WHAT IS A FREE CHLORINE BURN, AND WHY IS IT NECESSARY?

The Englewood Water District monitors the disinfectant residual in our distribution system on a daily basis. This measurement tells us whether we are effectively disinfecting our water supply. Currently, the Englewood Water District uses chloramines for disinfection of the drinking water. Chloramines are created by combining chlorine and ammonia. During this free chlorine burn, the disinfection process will be changed from chloramines to free chlorine. Free chlorine is a stronger and faster-acting disinfectant. It is typical for water systems that use chloramines to temporarily change to chlorine in order to clean water pipes and provide a reliable disinfectant residual throughout all points in the distribution system. Free Chlorine **HAS PROVEN** to be more effective in killing organisms within the pipes of the distribution system.

WHAT WILL I SEE GOING ON DURING THIS PROCESS?

The fire hydrants will be opened to allow flushing of the system. This will help remove sediment from the pipes and distribute the change in disinfectant.

IS THE WATER SAFE TO DRINK?

Yes, the water will be safe to drink throughout the process. Any odor and color issues will only be a nuisance. They will subside as the flushing is completed.

WHAT ARE POSSIBLE NOTICEABLE SIDE EFFECTS OF THE FREE CHLORINE BURN PROCESS, AND WHAT SHOULD I DO?

It is important to understand that during this change, there may be some discoloration or cloudiness in the water, and possibly a slight odor or taste. If this is experienced, you may want to run the water through the tap for a few minutes until it clears. Fire hydrant flushing should remove a majority of the color and odor, but some may reach customer lines during this process.

- Run the cold water tap for several minutes when the water is not used for several days.
- Collect and refrigerate cold tap water in an open pitcher
- You **DO NOT** need to boil your water or take other actions. This is **NOT** an emergency. If it had been, you would have been notified immediately.
- Minor pressure fluctuations and small air pockets may also occur.
- Discoloration in laundry water is possible during this time. Cleaning additives are readily available at local stores to help prevent or remove any discoloration that may occur.

WHAT IF I HAVE USE TAP WATER FOR DIALYSIS?

Customers who use tap water for dialysis at home should consult their doctor to advise them if any changes are necessary in their residual disinfectant neutralization procedures.

WHAT ABOUT THE WATER IN MY AQUARIUM?

Customers utilizing the water for aquariums should monitor both free and combined chlorine residual levels.