

## Please use Chloramine-Resistant Toilet Flappers.



These two graphics show the reduction in disinfection byproducts (trihalomethanes and haloacetic acids) after we changed to chloramine disinfection in February 2002.

When it is time to install or replace a toilet flapper, we recommend choosing one made of rubber which is **chloramine-resistant**. (Chloramine-resistant is not the same as chlorine-resistant).

Chloramines, the disinfectant in our drinking water, can speed up deterioration in some types of rubber. Chloramines are a compound of chlorine and ammonia. For other rubber plumbing items, we recommend using products with flexible polyvinyl chloride (PVC) or a synthetic rubber called EPDM. You may wish to ask a plumber or plumbing supplier for advice as well.

### Why does OWASA disinfect drinking water?

To protect the public health by killing bacteria.

### Why does OWASA use chloramines for disinfection?

To enhance the safety of our drinking water. Use of chloramines has reduced the level of certain byproducts of disinfection which could be harmful if at high levels over many years. These compounds are produced when disinfectants (chlorine or chloramines) react with organic material which is naturally present in water from our lakes and which remain at very low levels in our treated water. These disinfection byproducts are called trihalomethanes and haloacetic acids.

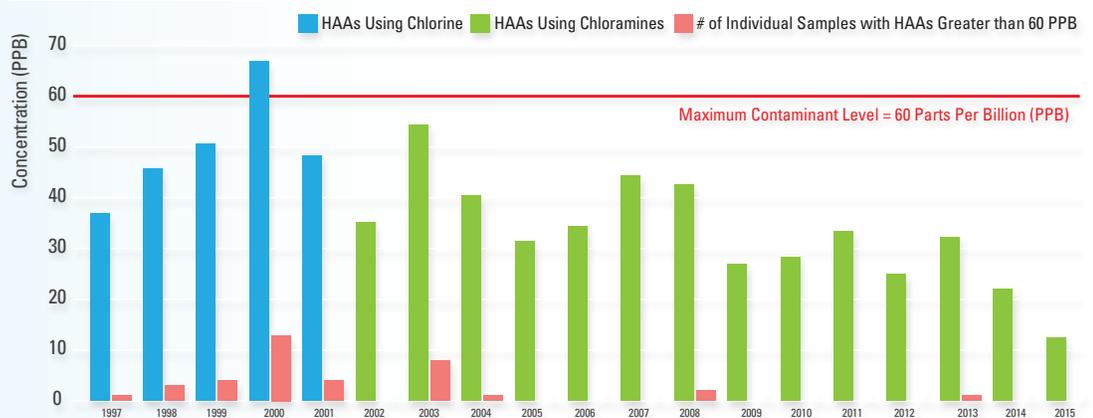
For more information, please visit: [owasa.org/drinking-water-treatment-and-disinfection](http://owasa.org/drinking-water-treatment-and-disinfection).

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### Trihalomethanes (THMs) Annual Average



### Haloacetic Acids (HAAs) Annual Average



### Also in this issue:

- OWASA Board Welcomes New Member.
- Bill Payment Period Extended. (See page 2)

### CONTACT US

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Español

Este boletín informativo contiene información sobre los servicios de agua y alcantarillado de OWASA. Para obtener una traducción, por favor llame al 919.537.4221 o mande un correo electrónico a: [info@owasa.org](mailto:info@owasa.org). ¡Muchas gracias!

## Chloramine-Resistant Toilet Flappers... (continued from front)

### Are there times when OWASA does not use chloramines?

In accordance with State guidance, we use chlorine for disinfection in March of each year. Chlorine is a stronger disinfectant than chloramines. This switch is part of a routine program to maintain our water system and ensure a high level of disinfection year-round.

### Do other utilities use chloramines?

Yes. OWASA is one of many utilities in the Triangle region which use chloramines, including municipal utilities serving Raleigh, Durham, Cary and Hillsborough. In the US, about **45%** of the people served by a public water utility have water disinfected with chloramines, which have been in use for nearly 100 years.

### Are there any other disadvantages of using chloramines?

Like chlorine, chloramines are poisonous to fish and amphibians.

We recommend getting advice from a pet supply store about chemicals to neutralize chlorine or chloramines in water for aquariums, etc.

### Do chloramines affect the taste and odor of water?

No. Chloramines result in minimal or no chlorine smell in our water. When we switch to chlorine in March of each year, many customers report noticeable chlorine taste and odor. Chlorine can be neutralized by adding drops of lemon juice to a container of water, letting water sit in a refrigerator for about one day, boiling water for one minute or using a water filter with activated carbon.

**Questions or comments?** Please contact our Laboratory staff at the Jones Ferry Road Water Treatment Plant at **919.537.4228** or **WTPLaboratory@owasa.org**.

## Yinka Ayankoya Joins the OWASA Board of Directors.

Yinka Ayankoya took the oath of office as an OWASA Board Member on July 14th. She is an appointee of the Town of Carrboro.

Ms. Ayankoya said "I look forward to serving the community and helping OWASA accomplish its mission of providing clean, healthy water and having a sustainable water supply. As a long-time resident, I will do my part in the work to ensure high quality water now and for generations to come."

She earned her Bachelor of Science degree in Laboratory Animal Science and a certification in Waste Management from North Carolina Agricultural and Technical State University.

Ms. Ayankoya is the owner of Balanced Nine Inc., which provides accounting and tax preparation services. She is also licensed as a Natural Hair Care Specialist in North Carolina.

A resident of Carrboro since 2004 and from 1992 to 2000, she has served on various boards and volunteered in the community.

Her service on the boards of community organizations includes:

- RISE Leadership Council at Carrboro Elementary School (Coalition of African-American students, families and teachers)



- Compass Center for Women and Families: Board of Directors and Finance Committee
- Carrboro Elementary School Improvement Team
- Chapel Hill Cooperative Preschool School: Board of Directors and Finance Committee member (Treasurer)
- Chapel Hill Training Outreach Project, Inc.: Policy council representative
- Carlotta Holmes Durham Community School Board of Directors

As an OWASA Board Member, Yinka serves on the Community Engagement and Finance Committees. She enjoys spending time with her family, going to museums, traveling and attending her son Elijah's sporting events and Durham Bulls baseball games.

**GOOD NEWS!**

## Bill Payment Period Extended from 21 to 25 days.



In response to feedback in our 2015 customer survey, we have increased the time to pay a bill from 21 to 25 days from the bill date. We welcome your suggestions, questions and comments at any time about any of our services, projects, plans and policies. Your feedback is crucial in our work to continuously improve as a community service organization.