



the Pipeline

Study Prompts Change in Wholesale Water Provider for Powdersville Water

This summer Powdersville Water will begin using Greenville Water as its primary water source. This follows the recommendations of a 2018 study conducted by a national engineering firm. The goal of this Water Resources Master Plan was to determine how best to supply water to customers for the next 25 years. This meant deciding which long-term water sources would be best for our system. We are very fortunate to have three sources of water from which to choose. Through a series of studies, we have decided that, for the majority of our system, our long-term water source will be Greenville Water.

Change in water supplier means change in disinfectant

Moving to Greenville Water means that the water most of our customers receive will now be treated by a disinfectant called chloramines instead of total chlorine (the disinfectant used by the current wholesale

provider). Chloramines are formed using the addition of ammonia to the disinfection process. Using chloramines will mean that our customers will notice less taste and odor in their drinking water (typically a chlorine smell), and the extremities of our piping network will be better protected from any bacterial growth. This change will not affect most residents in a negative way, but some of our customers (such as kidney dialysis patients, tropical fish owners, dental and medical facilities) will need to make preparations for this change in disinfection. We have included more information (see article nearby) to assist you if any of these apply to you. If the information does not answer your questions, or you simply want to discuss this further, please call our Customer Service line at (864)269-5440 option 4 and we will be happy to assist you.

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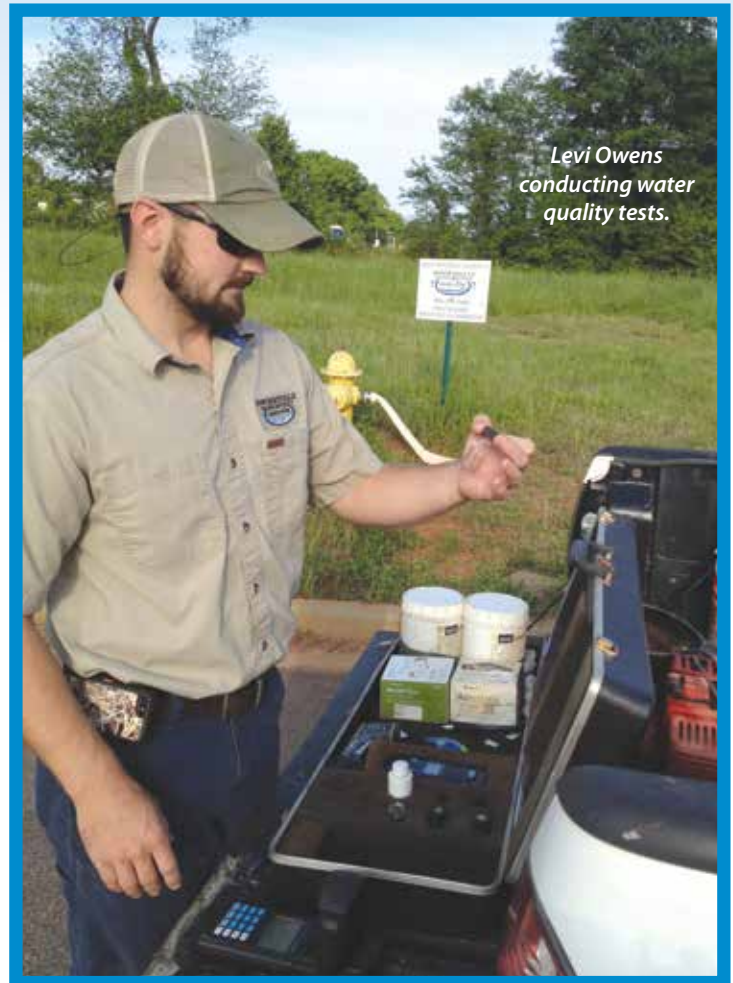


STUDY PROMPTS CHANGE IN WHOLESALE WATER PROVIDER FOR POWERSVILLE WATER

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Why is PW making the change from a wholesale provider who uses a free chlorine disinfection to a wholesale provider who uses a chloramine disinfection process?

- To ensure that we have adequate future capacity in our water system to provide for the ever-increasing water demand due to rapid growth and to maintain the level of service that you have right now.
- To further reduce disinfection by-products in our drinking water that already meet regulatory standards. Greenville Water has been using this disinfectant method since the 1930's. Many other highly respected systems, such as Charleston Water, Tampa Bay and Denver Water also use chloramines.
- To improve disinfection residual in the far reaches of the distribution system.
- To improve the overall taste and odor of the water. In 2011, Greenville Water won the "Best of the Best" award at the AWWA Annual Conference for the best tasting water in North America.



Levi Owens
conducting water
quality tests.

WHY DOES MY WATER NEED DISINFECTION?

Disinfection: *"The process of cleaning something, especially with a chemical, in order to destroy bacteria"*

Waterborne diseases such as typhoid, dysentery and cholera were a regular part of American life until the first half of the 20th century. These diseases were gradually eradicated from our country as disinfectants such as chlorine were introduced to the water filtration process. Today, we use disinfection to remove these bacteria—but we also use it to remove other harmful and unpleasant organisms that may cause other health issues or disagreeable taste and odor effects. Disinfection is a critical element in preparing drinking water for public consumption. Using chloramines as a disinfectant has proven to be highly effective and has been utilized by public water systems for decades.

What does this mean for me?

- Your drinking water already meets all EPA and SCDHEC standards, but now that quality will improve even more.
- If you are considered a **dialysis patient** this notice is significant to your health. You need to determine how chloramines will affect this process. (See next page.)
- If you own pet **FISH, REPTILES, or AMPHIBIANS** that use our drinking water, this notice requires action from you. Determine with your pet supplies vendor how best to adjust to the change in chloramines. (See next page.)

WHAT SHOULD I DO NOW? If you are not part of the target audience mentioned above, there is no further action required. If you are part of that target audience, contact the experts in that field for further advice. You still have plenty of time to get ready for the August transition. Again, if you have any additional questions or concerns, please contact our Customer Service Department at (864)269-5440 option 4.

MESSAGE FROM THE MANAGER



Upgrade of Greenville Water connection nears completion.

Planning for the future—most everything mentioned in this newsletter is a result of many months of planning that we have done at Powdersville Water. You may have noticed that our service area is adjacent to a rapidly growing metro area called Greenville. Therefore, the rate of growth that we experience is far different from what occurs in the remaining portions of Anderson and Pickens counties. We are fortunate on one hand to have this prosperity, but on the other hand, we find ourselves in a world of planning that very few of our peers understand. This planning, however, does result in us staying far ahead of the growth curve, projecting future demands on our system and ensuring that we have built infrastructure that will support the ever-increasing population. Our Board of Directors and staff have led this charge, integrating the best advice we can find into our plans. The resulting Water Resources Master Plan has identified our long-term water source for the next 25 years based upon cost, quality and volume. As part of this plan, we will begin using a more effective disinfectant throughout our system when we make the transition to Greenville Water in August of this year. I am very proud of the steps the Board and management have taken to prepare for your future water needs. You can take comfort in the fact that your water provider has a 25-year plan on how to serve you better. The transition to a new primary supplier is a banner moment and I ask you to join us in celebrating this milestone. Stay safe in these difficult times, have an enjoyable summer and know that your water provider is planning for tomorrow!

Thank you,
Dyke Spencer, *Executive Director*



Important Information

For Dialysis patients; Fish, Reptiles and Amphibian Owners

How Do Chloramines Affect Dialysis?



- Chloramines can diffuse through the reverse osmosis membrane filters used by some hemo-dialysis machines, and patients undergoing kidney dialysis could be adversely affected. To prevent this, dialysis equipment must be adjusted to remove chloramines, and the treated water must be monitored to measure the final combined chloramines concentration. Dialysis facilities will need to review their treatment equipment to determine its safe operation.

How Do Chloramines Affect Fish, Reptiles and Amphibian Owners:

- Saltwater and Freshwater fish can both be affected by chloramines
- Chloramines are a combination of chlorine and ammonia, both of which are toxic to fish. When people, animals, or birds drink water that contains chloramines, the chlorine and ammonia is neutralized by the digestive system before it reaches the blood stream. Fish and other marine life, however, don't just swallow water—they breathe it.
- Removing chloramines from the water is possible. Please contact your local pet store to determine the best method for removing chloramines in your situation.



WANT MORE INFORMATION? For additional information on chloramines and disinfection by-products in your drinking water visit the EPA website at <https://www.epa.gov/dwreginfo/chloramines-drinking-water>. If you have any additional questions or concerns please contact our Customer Service Department at (864)269-5440 option 4.

CSR Kim Kelley processes
a customer payment



COVID-19 UPDATE

First of all, please be assured that your water is safe. Also, we at Powdersville Water know that, even during this emergency, you are depending on us to provide you with quality drinking water—so our excellent staff is still working every day to that end. However, we are taking the virus very seriously. We continue to practice social distancing in the office and in the field. We also work in small crews or alone in the field. All large group functions of the staff have been canceled or modified, and the temperatures of all employees are being monitored at the start of every day. We are open for business, but our facilities are closed to the public and all contact with the public has been minimized to the drive thru window in the office and very selective small meetings if required. All of our clerical employees that are handling mail, deliveries, bills, payments, etc. that are transmitted to and from the general public are adequately protected. We have implemented a “4:30pm wipe down” each work day for the office building and the shop. Every employee must sanitize their work space and each work group is assigned a common area in the building to wipe down for cleanliness and sanitation.

Who We Are

Powdersville Water is a special purpose district operated by an accomplished team of professionals. We are dedicated to serving our customers in the most efficient manner.

Mission Statement

The mission of Powdersville Water is to “provide a safe and dependable supply of drinking water to the community and to all customers within our service area.” In providing this service, we seek to provide abundant and affordable drinking water in a manner that promotes efficient and reliable service.



www.PowdersvilleWater.org

