*Note: This template is for community public water systems to notify customers of temporary water quality changes during improvement projects.*

[Insert PWS logo]

# Frequently Asked Questions

[insert public water system improvement project name]

## Why is [PWS name] making improvements?

* We are building a new treatment plant to continue to improve drinking water quality. The new treatment plant will [describe purpose].
* We are improving our treatment plant to continue to provide you with safe drinking water. The improvements will [describe purpose].
* Our water system will be switching from one type of disinfectant (free chlorine) to another (chloramine). Disinfectants remove or kill microorganisms in the water. Switching to chloramine will:
  + Improve the disinfection of our water by better maintaining small amounts of chlorine in all parts of the water system.
  + Reduce levels of unwanted disinfection byproducts
* Our water system will be switching from one type of disinfectant (chloramine) to another (free chlorine). Disinfectants remove or kill microorganisms in the water. Switching to free chlorine will:
  + Improve the disinfection of our water. Free chlorine is more effective at killing microorganisms than chloramine.
  + Reduce the risk of nitrification. Nitrification can cause bacterial growth and corrosion issues.
* We are connecting to the [insert PWS name] to continue to provide you with a safe and reliable source of drinking water. The water provided by [insert PWS name] will serve [insert areas of water system].
* We are building a new well to continue to provide you with a safe and reliable source of drinking water. The new well will serve [insert areas of water system].

## When will the improvements be made?

[Insert description. Include start date, end date, and dates of major steps of the project.]

## Are there any health concerns associated with the improvements?

We will work with the Minnesota Department of Health to continue monitoring our water during [insert name of improvement project]to ensure that we continue to provide safe drinking water.

## How does [insert PWS name] ensure the safety of my drinking water?

We work with the Minnesota Department of Health to ensure our drinking water meets all standards. Drinking water standards protect Minnesotans from contaminants that may be harmful to their health. We test our drinking water for over 100 contaminants.

## What will happen after the [select: construction is/improvements are] done?

* We will run water through our water hydrants. This is called flushing. Flushing helps us make sure there are no unwanted reactions between the water already in the system and the new water from the [describe location, e.g. new treatment plant, updated treatment plant, well, etc.].
* We will run water through our water hydrants. This is called flushing. Flushing reduces the chance that the water will have taste, smell, or color changes. Flushing may disturb sediment in the water mains. If the color of your water changes, we recommend letting your faucets run until the water is clear before you drink or use it.
* We are using corrosion control treatment to ensure there are no unwanted reactions between the new water and your home’s plumbing.
* We are treating the water from the [describe location, e.g. new treatment plant, updated treatment plant, well, etc.] to make sure there are no unwanted reactions with water coming from the other [select: wells/treatment plants].

## Do I need to do anything?

Insert actions as appropriate. Consult with MDH. Examples include:

* During this project, there will be times when you should not use your water for [insert: drinking, cooking, bathing or showering, etc.]. [PWS name] will provide notice at these times.
* You do not need to do anything. If the color of your water changes, we recommend letting your faucets run until the water is clear before you drink or use it.
* Flush your water by opening all taps and letting the water run until it is clear.
* [PWS name] recommends using a filter. [Insert appropriate filter information, including filter type, cost information, and recommended duration of use. This may be appropriate during lead service line removal or construction that could disrupt lead pipescale.]

## Will there be changes in my water quality?

* There will be no changes in your water’s quality.
* The new treatment plant will remove iron and manganese, two common metals. Removing iron and manganese will reduce sediment buildup in the water mains and your plumbing. You may notice an improved taste of your water.
* The new treatment plant is designed to remove [insert contaminant name and potential changes].
* Due to the change in disinfectant type, you may notice a temporary chlorine taste and/or smell. This is common and is usually temporary.
* The color of the water may change temporarily.
* Sediment buildup in the water mains can cause water to have a red or black color. If the color of your water changes, we recommend letting your faucets run until the water is clear before you drink or use it.
* Tiny air bubbles in the water can cause the water to look cloudy. You do not need to let the water run before you use cloudy water. If you prefer, you can let the water sit and the bubbles will disappear.

## Will my water service be disrupted?

We do not anticipate any disruptions in your water service. If the color of your water changes, we recommend letting your faucets run until the water is clear before you drink or use it.

## How will the improvements affect my home or business?

The improvements will allow us to continue to provide you with safe, reliable drinking water. Sometimes, the process of making improvements can stir up sediment and change the color of the water. This can cause stained laundry, discolored ice from ice machines, and plugged-up water softeners and filters.

If the color of your water changes, we recommend letting your faucets run until the water is clear before you drink or use it.

If you have a softener or filter, you may want to disconnect it until the discolored water has gone away. If you notice sediment build-up in the brine tank, clean out the tank and backwash your softener when you reconnect it. This will flush out any sediment that has built up.

## Who should I contact if I have questions about my drinking water?

For more information, please contact [insert name] at [insert email and phone number], or visit our website at [insert URL] for answers to frequently asked questions, updated information, and more.