

# Changes are coming to your drinking water



**Beginning on or about April 9, 2015, customers in Ortley Beach and Pelican Island will be served water by New Jersey American Water's Jumping Brook Water Treatment Plant. Prior to this transition, New Jersey American Water purchased all water from Seaside Heights Water Department to serve this area. As part of this transition, the way in which the water is treated will also change.**

Our award-winning Jumping Brook water treatment plant, located in Neptune, NJ, uses chloramine to treat the water. The water that was purchased from Seaside Heights prior to the transition was treated with chlorine. As a result, we wanted to provide you with additional information on what this change means to you.

## TRANSITION TO NEW TREATMENT PROCESS

The new treatment process means that your drinking water will be disinfected with chloramine instead of chlorine. Chloramination is a common treatment process in which a small amount of ammonia diluted in water is combined with chlorinated water. In addition, fluoride is added to the water at our Jumping Brook water treatment plant.



Although the use of chloraminated water will be new to our customers in Ortley Beach and Pelican Island, it's been in use for more than 90 years as a safe, effective disinfectant by municipally-run and privately-owned water systems across the United States and Canada. In addition, New Jersey American Water brings years of experience using chloramine to treat water. We've been treating the water with chloramine at our Jumping Brook water treatment plant for nearly three years. New Jersey American Water also brings more than 30 years of experience using chloramine to treat water in its Raritan System, which serves customers in Mercer, Somerset, Middlesex and Union Counties.

While most customers will not notice any change in their water, some might notice that the taste and odor of chlorine is reduced.

**There are two groups of people who need to take special care with chloraminated water: KIDNEY DIALYSIS PATIENTS AND FISH OWNERS**

Chloramine, like chlorine, must be removed from water used in the kidney dialysis process and from water that is used in fish tanks or ponds.

## KIDNEY DIALYSIS PATIENTS

In the dialysis process, water comes in direct contact with the bloodstream and chloramine, like chlorine, would be toxic. Similar to the approach taken with chlorine, medical centers will use additives or alternative filtering methods to remove chloramine. Dialysis patients should consult their physicians if they have any questions.

### What should people with home dialysis machines do?

Check with your physician. Many home dialysis service companies are able to make any necessary modifications if they are needed.

### Can dialysis patients drink chloraminated water?

Yes. Chloraminated water can be consumed because the digestive process neutralizes the chloramine before it reaches the bloodstream. Kidney dialysis patients can drink, cook and bathe in water treated with chloramine. Please consult your physician if you have any questions. For more information, customers can also visit the EPA's website.

## FISH OWNERS

Both chlorine and chloramine are toxic to fish in very low levels and must be removed from the water to be used in an aquarium. Most pet stores sell disinfectant-removal products that can be added to the tap water prior to introduction to the fish tank or pond. Consult your local pet store for recommended products that will remove chloramine prior to use.

### If I let my tap water sit prior to using it for my fish tank, will it remove the chloramine?

Chloramine is a very stable disinfectant and will remain in water for weeks. Generally, it is wise to remove chloramine from water used for fish or aquatic life. This will provide the maximum protection for your pets.

## FOR MORE INFORMATION

Be sure to get the facts about chloramine from trusted, credible sources, such as the EPA. For links to these organizations' information about chloramine and more, visit us online at [www.newjerseyamwater.com](http://www.newjerseyamwater.com) (under the Ensuring Water Quality drop-down menu, select Chloramines) or contact our Customer Service Center at 1-800-272-1325.

**For more information, visit us online at [www.NJChloramineFacts.com](http://www.NJChloramineFacts.com) or contact our Customer Service Center at 1-800-272-1325.**

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## ATTENTION LANDLORDS AND APARTMENT OWNERS

Please share a copy of this notice with your tenants. It includes important information about changes we're making to our treatment process.

## About our Jumping Brook Water Treatment Plant

- **Treatment Plant Built:** 1961 with major renovations in 1991
- **Source of Supply:** Surface water from Glendola Reservoir and one groundwater well
- **Treatment Plant Capacity:** 30 million gallons per day (MGD)
- **Partnership for Safe Water:** Awarded with the Director's Award from the Partnership for Safe Water

## About the Partnership for Safe Water Program

New Jersey American Water's **Jumping Brook Water Treatment Plant** has received the prestigious Director's Award from the Partnership for Safe Water.

The award honors water utilities for achieving operational excellence, by voluntarily optimizing their treatment facility operations and adopting more stringent performance goals than those required by federal and state drinking water standards.



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