

Town of Jamesville

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RE: Concerns with Drinking Discolored Water in Jamesville

The Town of Jamesville has become aware of the discolored water issues within our drinking water supply. We apologize for this inconvenience. We understand several customers are concerned by the discoloration of their water and question whether the water is safe for human use. We are sorry for these issues. Please be advised the water has and continues to be safe to drink and meets all of North Carolina Department of Environmental Quality (NCDEQ) Public Water Supply standards.

If you have experienced yellow, rusty, or brownish colored water, it can result from several situations including, changes in water flow volume or direction, water treatment processes and/or in-house plumbing problems.

Changes of water flow (ex. Water main breaks, valve operation, or fire hydrant activation) in the system can disturb the iron and manganese-containing sediments in the pipes. These minerals; however, can result in staining of white or light-colored laundry. Items stained by washing in discolored water should not be bleached (this will set the color into the fabric). They should be washed again in clear water using a laundry cleaner specifically manufactured for iron removal. These products are available at most laundry product retailers. If possible, avoid dishwashing or laundry until the condition clears up, which is generally within a couple of hours.

Discolored water can also be the result of in-house plumbing problems, such as the attachment of dissimilar metals like copper and galvanized pipes or deteriorated interior coatings within the elevated water tanks, especially during the summer months. In general, these in-house discolored water problems will be characterized by a spurt of discolored water when the water is first turned on.

The Town of Jamesville's Treatment facility is over 40 years old. As with an aging facility it does not remove all of the iron and manganese out of the water going into the distribution system. During the treatment process, raw water is run through pressure filter and water softener units. Potassium Permanganate and Sodium Hypochlorite is used to oxidize and remove the iron and manganese from the raw water prior to treatment and distribution.

The Jamesville Town Board has been working for years to secure a grant to upgrade the water and sewer infrastructure. The NC Division of Water Infrastructure approved a loan assistance funding award in the amount of \$906,066 for a new Water Reverse Osmosis (RO) Treatment Plant, which is currently being designed and permitted. The New Treatment Plant is projected to be put into service at the beginning of 2022.

If anyone is experiencing ongoing discolored water conditions, they are asked to call the Jamesville Town Hall at 252-792-5006.

Thank you,

Jamesville Water Department