

**CITY OF AURORA PUBLIC WATER SYSTEM
CUSTOMER ADVISORY
WATER QUALITY PREVENTATIVE MAINTENANCE PROGRAM**

WHAT

In a continuing effort to distribute high quality potable water, the City of Aurora Public Water System will conduct a routine Water Quality Preventative Maintenance Program. The program will involve temporarily introducing chlorine to the system in order to optimize water quality within the water distribution system. The process will also include flushing of the distribution system to clean the water mains.

WHEN

The introduction of Chlorine to the system will begin on **Thursday April 3rd, 2025** and is generally used for approximately one to two weeks, or until the distribution system has been completely flushed.

COMMENTS

During the Preventative Maintenance Program, some customers may notice temporary taste, color or odor differences in their water. This is a normal component of the process and **customers should be reassured that water quality remains safe for drinking, bathing, cooking and other uses.** Most customers will not notice any change.

There are three groups of water users that should take special precautions during the Preventative Maintenance Program:

- 1) Hospitals and kidney dialysis providers/patients,
- 2) Fish, pond, pool and aquarium owners/operators, and
- 3) Some businesses that use water in their production process.

Those who fall into any of the above categories are strongly encouraged to seek professional advice concerning removal methods for chlorine and chloramines from their water supply.

This maintenance program is being performed at this time of year when water usage is low, as to not stress the water distribution system during times of higher demands, such as summer. You may see crews performing flushing operations at hydrants to insure chlorinated water is dispersed throughout the entire water system.

The temporary addition of chlorine and flushing of water mains helps optimize water quality by:

- Removing and reducing biofilm and bacteria from the water distribution system pipes
- Removing sediments and other material that has accumulated in pipes
- Reducing the formation of nitrates and nitrites (nitrification)
- Reducing taste and odor complaints
- Decreasing corrosion potential in pipes
- Improving overall drinking water quality

Once the distribution system has been completely and adequately treated and flushed, the disinfection process will be eliminated. The City of Aurora PWS will post a notice in the Aurora News Register to notify all customers of the completion of the Program. The City of Aurora PWS appreciates your patience and understanding as we work to maintain the highest water quality delivered to all our customers.

For further information with specific questions, residents and customers can contact City Hall at 402-694-6992.

Adam Darbro
Public Works Director