



CITY OF ARCHDALE

307 BALFOUR DRIVE
P.O. BOX 14068
ARCHDALE, NORTH CAROLINA 27263

PHONE: (336) 431-9141

FAX: (336) 431-2130

Water Quality Preventative Maintenance Program

In our continuing effort to improve water quality, the City of Archdale and the Piedmont Triad Regional Water Authority (PTRWA) will participate in a routine Water Quality Preventative Maintenance Program beginning on the week of December 3, 2023, and ending the week of May 5, 2024.

During this time, PTRWA will temporarily discontinue use of chloramines for disinfection, and begin using chlorine for disinfection. The water produced by the PTRWA and distributed by the City of Archdale will continue to meet Federal and State safe drinking water standards and be safe for consumption and use.

Why Change Disinfectants?

This periodic Water Quality Preventative Maintenance Program process change is strongly recommended by the Environmental Protection Agency (EPA) and the State of North Carolina to preserve water quality by ensuring that persistent levels of disinfection exist within the City of Archdale and PTRWA water distribution systems.

What Should I Expect?

During the switch of disinfectant products, some users may notice temporary color, taste, and/or odor differences. This is a normal part of the process and customers should be reassured that water quality will not be affected.

It is recommended that customers continue to remove chloramines and chlorine from water prior to use in the kidney dialysis process, fish aquariums, pond maintenance, and with some types of manufacturing practices. Customers are advised to seek professional advice concerning the removal methods for chlorine and chloramines for those applications.

For additional information, please contact the City of Archdale Customer Service Department at 336-434-7341.