



IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Temporary Water Treatment Change Scheduled

Dear City of Cocoa Utilities Customer,

Beginning February 24, 2024 and ending March 23, 2024, Cocoa water customers may notice a chlorine odor or a change in taste or color in their tap water. During this period, Cocoa Utilities Department will temporarily change its water disinfection method to provide additional protection against contamination to help ensure that your water remains safe. This temporary change in water chemistry will not affect the safety of your drinking water.

What is changing?

The Cocoa Utilities Dept. normally uses chloramine to disinfect the water. Chloramine is commonly used to disinfect drinking water. It is formed by mixing chlorine with ammonia. It is more stable than chlorine, providing longer-lasting disinfection as the water moves through pipes to our customers. You can find out more about chloramines at <https://www.epa.gov/dwreginfo/chloramines-drinking-water>. During this temporary change, free chlorine – without any ammonia – will be used. Changing to free chlorine periodically provides additional protection against microorganism contamination and helps ensure the water you receive remains safe.

What does this mean?

Free chlorination is a temporary process that distributes free chlorine in place of combined chlorine (chloramines) throughout the water distribution system as part of regular system maintenance. This temporary change in the disinfection method of your water will not affect the safety of your water. Your water remains safe to drink and use in your home. You can learn more about Chlorine Conversion at <https://www.cocoafl.gov/1761/Temporary-Change-to-Disinfection-Method>.

Special Cautions for Kidney Dialysis Patients & Fish Owners

During the first week (February 24-March 2) and the week following March 23, as the water in the distribution system transitions from chloramine disinfectant to free chlorine and then back to chloramines, customers who use kidney dialysis machines should be aware that their water may contain chlorine, ammonia, and/or a mixture of the two. During the middle three weeks, March 2 through March 23, the water should contain free chlorine only. Other specialized users of water, such as fish owners, stores and restaurants with fish aquariums and holding tanks for fish and shellfish, along with hospitals, blood/dialysis clinics, or users of home dialysis equipment may need to take action to maintain appropriate water quality during this temporary switch in disinfection.

These users are encouraged to contact an appropriate professional for guidance on how to use the equipment during this period. The temporary change in treatment may have adverse effects on dialysis machines and may be harmful to fish and aquatic mammals if not properly addressed.

For additional information:

The Cocoa Utilities Department is committed to providing clean, fresh drinking water to all customers. For more information on this change in treatment process visit our website at www.CocoaFL.gov. You can also call Don Downs, Utilities Conservation & Public Relations Officer, at 321-433-8705, or by email at ddowns@cocoafl.gov, 351 Shearer Boulevard, Cocoa, FL 32922.



FREQUENTLY ASKED QUESTIONS

Why is Cocoa temporarily switching its disinfection method?

Changing the disinfectant method to free chlorine periodically provides additional protection against microorganism contamination and helps ensure the water you receive remains safe. You can learn more about Chlorine Conversion at <https://www.cocoafl.gov/1761/Temporary-Change-to-Disinfection-Method>.

Do other local utilities that typically disinfect water with chloramine periodically use free chlorine for disinfection?

Temporary and periodic switches in disinfectant are a well-known industry standard, particularly for utilities in warm climates such as Florida.

Who is affected by the temporary switch in disinfectant?

During the first week and last week of this period, as the water in the distribution system transitions from chloramine disinfectant to free chlorine and then back to chloramines, customers who use kidney dialysis machines should be aware that their water may contain chlorine, ammonia, and/or a mixture of the two. During the middle two weeks, the water should contain free chlorine only. Other specialized users of water, such as fish owners, stores and restaurants with fish aquariums and holding tanks for fish and shellfish, along with hospitals, blood/dialysis clinics, or users of home dialysis equipment may need to take action to maintain appropriate water quality during this temporary switch in disinfection. These users are encouraged to contact an appropriate professional for guidance on how to use the equipment during this period. The temporary change in treatment may have adverse effects on dialysis machines and may be harmful to fish and aquatic mammals if not properly addressed.

What actions do I need to take to prepare for the temporary switch in disinfectant?

Only fish, amphibian and reptile owners, as well as dialysis patients, need to take special precautions. For all other users, there are no precautions that you need to take. However, if you are sensitive to the taste or smell of chlorine, you can collect water in a container and place it in your refrigerator for a few hours. This will allow for much of the chlorine to leave the water. Some customers may notice a change in color. If they are concerned about the color they should contact the Utilities Department.

How can I remove chlorine from drinking water?

Boiling water will remove chlorine, as will allowing chlorinated water to stand in an open container for a few hours.

What is chloramine?

Chloramine is the normal disinfectant used to treat Cocoa's water. It is a combination of chlorine and ammonia that is added in very small amounts to treated water to provide continuous disinfection in the pipes and tanks that distribute drinking water.

Is my water safe to drink?

Cocoa's water is safe to drink. Cocoa is a regional utility provider. As such, safe, reliable, quality drinking water is our job and we are dedicated to providing that to our customers.

Where can I find more information on Cocoa's drinking water?

Visit www.CocoaWaterWorks.com or www.CocoaFL.gov for more information about Cocoa's Drinking Water.

To view Cocoa's most recent Water Quality Report visit: www.CocoaFL.gov/WaterQualityReport.