



April 16<sup>th</sup>, 2019

**RE: Transitioning the East Water Treatment Plant operation process from lime softening to membrane softening, and changing the disinfection method from combined chlorine to free chlorine**

Dear Miramar Resident:

It is my greatest pleasure to inform you that the construction of the East Water Treatment Plant Process Enhancement is nearly completed. At this point, the Plant is ready to transition from a lime softening to a membrane softening treatment process, and the disinfection method will be changed from combined chlorine to free chlorine, starting April 21, 2019. The changes will enhance water quality and unify the distribution system throughout the service area between the East and the West Water Treatment Plants.

During the initial startup of this transitional period, customers may notice a slight change in taste and/or odor in the tap water. Please be rest assured that this is a normal occurrence and will not cause any adverse health effects.

Customers with special needs should be aware of potential problems with their equipment and systems (e.g. kidney dialysis machines). In addition, owners of tropical fish aquariums and holding tanks for fish and shellfish (i.e. stores and restaurants) should be aware of this changes in our disinfection process, which may be harmful to aquatic life if not properly addressed, and be advised to seek professional advice as the method of removing free chlorine residuals differs from removing combined chlorine residuals from tap water. Customer with inline filters may want to contact the equipment manufacturer for any precautions. Users are encouraged to contact an appropriate professional for guidance on how to use their equipment.

Should you have any questions, or you would like to receive this letter in Spanish or Créole please do not hesitate to contact the Customer Service Response Team at 954-602- HELP (4357); [www.miramar602help.com](http://www.miramar602help.com) and or visit our website at [www.miramarfl.gov/utilities](http://www.miramarfl.gov/utilities)

Sincerely,

Roy Virgin, Ph.D.  
Director of Utilities

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**"We're at the Center of Everything"**

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