

NOTICE: Annual Water Disinfection Change – March 2026

Hoke County Utilities Customers:

Beginning **March 1, 2026**, the Fayetteville Public Works Commission will begin its annual conversion to free chlorine disinfection (also known as a "burnout") within our water system: [Annual Water Treatment Changeover | FAYPWC.COM : FAYPWC.COM](https://www.faypwc.com).

This process involves feeding free chlorine as the primary disinfectant at our Water Treatment Facilities' entry points, rather than chloramines (chlorine combined with ammonia). This temporary change will also affect our customers and partners at Fort Bragg, Spring Lake, Hope Mills, Stedman, and Hoke County. The planned completion date is April 1, 2026.

## Frequently Asked Questions

- **What are the noticeable effects?** There are no associated health risks. During this period, customers may experience temporary lower water pressure, a slight chlorine odor or taste, minor discoloration, or small particles in the water. While PWC utilizes directional flushing to clear the mains, some of these effects may still reach individual service lines.
- **Is the water safe to drink? Yes.** PWC is dedicated to ensuring water safety and will monitor disinfectant levels continuously throughout the four-week burnout. Odors are a natural result of the free chlorine cleansing the system and will dissipate once the project is complete.
- **Why is this burnout necessary?** Over time, minerals, metals, and biofilm can accumulate on pipe walls, potentially reducing disinfectant effectiveness and affecting water quality. This burnout cleanses the system, reduces the occurrence of nitrification, and ensures we continue to provide high-quality water to our customers.
- **Do I need to continue ammonia removal during March? Yes.** We recommend that you continue to pre-treat your water for chloramines throughout March, as trace amounts of ammonia may remain in the system during the transition.

## Regulatory Compliance

PWC began adding ammonia to the treatment process in March 2003 to reduce disinfection by-products (such as Trihalomethanes and Haloacetic Acids) regulated by the EPA and NCDEQ. We have remained in full compliance with all limits since that time and do not expect any increases in these levels during this temporary burnout.