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PLATTSMOUTH WATER DEPARTMENT

Important Notice to Water Customers

Upcoming Water Source Transition and Water System Improvements

The City of Plattsmouth Water Department would like to inform customers of an important water system improvement project that will provide a new and reliable source of drinking water for our community.

Following the devastating 2019 Missouri River flood, the City's existing wells and water treatment facilities sustained significant damage. To improve the long-term reliability and resilience of Plattsmouth's water system, the City entered into a Wholesale Water Agreement with Metropolitan Utilities District (M.U.D.) to purchase treated drinking water from M.U.D. Connecting to M.U.D.'s regional water system provides access to a reliable, professionally operated treatment facility with substantial capacity and redundancy, helping ensure a dependable water supply during future emergencies and extreme weather events.

Water will be conveyed from M.U.D. beneath the Platte River and into Plattsmouth through a new transmission main entering the city near Avenue B and 16th Street.

Although the City will purchase treated water from M.U.D., the City of Plattsmouth will continue to own, operate, and maintain the local water distribution system, including water mains, service lines, and meters. The city will also continue to provide customer billing services. Customers will continue to receive their water utility bills from the City of Plattsmouth and should contact the city for water service needs, questions, and emergencies. Water supplied by M.U.D. meets all applicable federal and state drinking water standards and will remain safe for drinking, cooking, bathing, and other household uses throughout the transition.

As this new water source is introduced into the City's distribution system, customers should be aware of several important changes and temporary conditions.

Change in Water Disinfection Method

One of the most significant changes customers will experience is a transition from chlorine disinfection to chloramine disinfection.

What is Chlorine?

Chlorine has been used for more than a century to disinfect drinking water. It effectively eliminates harmful bacteria and viruses and helps ensure drinking water remains safe.

What is Chloramine?

Chloramine is a disinfectant created by combining chlorine with a small amount of ammonia. Like chlorine, chloramine is approved by the U.S. Environmental Protection Agency (EPA) and is widely used by public water systems throughout the country, including M.U.D.

Why Use Chloramine?

Chloramine offers several benefits:

· Provides long-lasting protection as water travels through the distribution system.

· Maintains water quality over greater distances.

· Produces fewer disinfection byproducts than traditional chlorine treatment.

· Is commonly used by large water utilities serving metropolitan areas.

Will Customers Notice a Difference?

Most customers will notice little or no difference in the appearance, taste, or odor of their drinking water. The water will remain safe for drinking, cooking, bathing, laundry, and other household uses.

Some customers may notice a slight change in taste or smell during the transition period, which is normal as the system adjusts to the new water source.

Important Information for Kidney Dialysis Patients

Customers who use home kidney dialysis equipment should consult their dialysis provider about appropriate water treatment requirements. Dialysis centers are familiar with chloramine and routinely use specialized filtration systems designed for this purpose.

Important Information for Aquarium and Fish Tank Owners

Customers who own fish tanks, aquariums, ponds, or other aquatic habitats should take special precautions.

Unlike chlorine, chloramine does not dissipate naturally by allowing water to sit. Water used for aquariums or aquatic systems must be treated with a water conditioner specifically designed to remove or neutralize chloramine before adding tap water.

Failure to properly treat water may be harmful to fish and other aquatic life.

Temporary Water Discoloration

As the new water source is introduced and water flow patterns change within the distribution system, some customers may experience temporary water discoloration.

This discoloration is typically caused by naturally occurring mineral deposits that have accumulated inside water mains. It does not indicate contamination or a problem with the water treatment process. Although the water remains safe for drinking, cooking, and everyday use, the change in appearance may be concerning.

If discoloration occurs:

· Run cold water from a faucet until the water clears.

· Avoid washing light-colored laundry until the water runs clear.

· Contact the Plattsmouth Water Department if discoloration persists for an extended period.

These effects are expected to be temporary and should pass quickly as the system stabilizes.

Water System Flushing Program

To minimize impacts on customers and improve water quality during the transition, the city will implement a systematic water main flushing program designed with our engineering consultants.

During flushing activities, customers may notice:

· Temporary water discoloration.

· Brief fluctuations in water pressure.

· Increased water flow in certain areas.

Flushing helps remove sediment from water mains and assists in achieving a smooth transition to the new water source. Additional information regarding flushing schedules and transition timelines will be provided as the project progresses.

Investing in Plattsmouth's Future

This project represents a major investment in the future reliability and resiliency of Plattsmouth's water system. By establishing a wholesale water supply connection with M.U.D. following the damage caused by the 2019 flood, the City is securing a dependable source of safe drinking water while continuing to locally operate and maintain the community's water distribution system.

We appreciate your patience and cooperation during this transition and look forward to continuing to provide safe, reliable drinking water to the residents and businesses of Plattsmouth.

For questions or additional information, please contact:

Plattsmouth Water Department Phone: 402-296-2522 Email: ntaylor@plattsmouth.org Website: www.plattsmouth.org

Thank you for your continued support as we work to strengthen and improve Plattsmouth's water infrastructure.

Expected Changeover Schedule

The changeover is expected to take three days and will occur within the window of **Mid November to late December 2026.**

Sign Up for Text Alerts

If you have not already done so, please visit the city website to register for text alerts. You will receive the exact changeover dates before the transition begins.