



## Frequently Asked Questions Concerning the Change in Water Disinfection Process

1. Do the residents need to boil their water?

Answer: No

2. Is it safe for pets to drink?

Answer: Yes. However, Customers should be aware that residual traces of ammonia and chlorine must be removed from the water prior to its use in fish aquariums.

3. Will the discolored water stain residents' laundry?

Answer: There is a possibility that white laundry could be stained if discolored water exists.

- a. What should residents do to prevent this?

Answer: If the customer notices that their water is discolored, the Customer should discontinue use and call the DPW Service Order Desk at 396-0321 and ASUS will respond to the water complaint.

- b. Should residents not use bleach during this time?

Answer: Normal laundering methods should not be affected.

4. Is this going to affect Linden Oaks?

Answer: Yes. Linden Oaks' this neighborhood receives its water directly from Harnett County which will be performing the change in treatment process which affects Fort Liberty. However, Linden Oaks distribution system is not a part of ASUS' water distribution system.

5. Can residents provide this water to their babies for drinking?

Answer: Yes, even though there is a change in disinfection process, ASUS continues to meet all State and Federal Regulations associated with the Safe Drinking Water Act.