



July 8, 2024
Contact: Charity Manfredi
919-777-1157

TriRiver Water Public Service Announcement

The Town of Pittsboro began to receive feedback about discolored water on June 28th after work was performed at the water treatment plant.

Upon acquiring the water services system on Monday, July 1, TriRiver Water began receiving calls about discolored water. Service crews began flushing hydrants in the Millbrook Drive, Pittsboro area July 1 and continued flushing hydrants in specific areas of Pittsboro based on customer calls. TriRiver Water received and responded to approximately 20 customer calls on Monday, July 1 and another ten calls Tuesday through Thursday. On Friday, one call was received regarding discolored water.

The water filtration team sampled and tested the water, determining it safe to drink. The water discoloration is due to iron and manganese, which is naturally occurring in river water and further affected during periods of low rainfall when iron and manganese concentrate more. The discoloration began after the contractor worked on the high service pump the week of June 27. Treatment adjustments have been made at the water filtration facility to address the issue.

The water filtration team conducted additional water sampling and testing today, July 8, 2024, and although water may appear discolored due to the naturally occurring iron and manganese, the water continues to be safe to drink and for cooking, bathing, and other household purposes. Please be advised that water could discolor clothing when doing laundry. Please call customer service at 919-775-8215 if this occurs and be sure to share your contact details. To report additional water services issues in your neighborhood, call TriRiver Water's service center at 919-775-8247.

[TriRiverWater.com](https://www.tririverwater.com)

Customer Service: 919-775-8215

Service Center: 919-775-8247