Water Treatment Change Coming for the Residents of Hidden Oaks Water System

November 2, 2026

What's going to happen?

Hidden Oaks will be conducting a chlorine flush of their water system beginning **November 18, 2026** and ending around **December 18, 2026**. This will affect only Hidden Oaks Water System customers.

The main impact is expected to be an increase in chlorine smell or taste of the potable water you receive.

What is being done?

Hidden Oaks is temporarily changing the distribution system disinfectant from chloramines to free chlorine. Although the level of disinfectant will remain the same, the type of disinfectant will change.

We will continue to monitor the chlorine levels throughout the water system.

What should I do?

You do not need to boil your water or take other actions. This is not an emergency. If it had been, you would have been notified immediately.

What can I do if I notice a chlorine taste or smell?

During the temporary switch, you may notice a chlorine taste and/or odor in your drinking water. Chlorine levels will continue to meet EPA standards and are not considered an immediate health risk. To minimize the impact of this flush, you can take the following steps:

- Run the cold water tap for several minutes when water is not used for several days.
- Collect and refrigerate cold tap water in an open pitcher. Be sure to collect water after running the cold water tap for two minutes. Within a few hours, the chlorine taste and odor will dissipate.
- Water filters can also reduce chlorine taste and smell. If you decide to use one, be sure to use a filter certified to meet National Sanitation Foundation (NSF) standards and replace the filter cartridge as recommended by the manufacturer.

Who should take special precautions during the flush and temporary switch to Chlorine?

Customers who normally take special precautions to remove chloramine from tap water, such as dialysis centers, medical facilities and aquatic pet owners, should continue to take the same precautions during the temporary switch to chlorine. Most methods for removing chloramine from tap water are effective in removing chlorine.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses).

Should you have any questions, please feel free to contact the Hidden Oaks Customer Service office main number at 318-343-6851.