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For Immediate Release
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Building Safety & City Operations Update

As a result of the pandemic, many City of Lincolnton water customers may have temporarily closed businesses, offices, or churches. Water that is held unused in pipes while buildings are closed becomes stagnant and can produce undesirable tastes or odors when the building is re-opened and water use is returned to normal. In addition, conditions may increase the risk for the growth and spread of waterborne bacteria, such as Legionella or biofilm, in the building piping. Disinfectant in the water, such as chlorine, will likely dissipate or become undetectable.

The Lincolnton Water Department strongly advises that ALL water pipes and water heaters should be flushed thoroughly before re-opening for normal use. Thorough flushing includes operating all sink, tub, shower, toilet, safety equipment such as eye washes, and may also include fire sprinkler systems. The Center for Disease Control (CDC) has very detailed information on reactivating plumbing systems after dormant conditions on its website at this [LINK](#). If and business or building owners need help or have any questions, please call the Lincolnton Water Resources Department 704-736-8970, or via email at RPearson@LincolntonNC.org.

City services continue to operate normally with some modifications to protect city staff, residents & visitors:

- The regularly scheduled City Council meeting on May 7 will be conducted electronically via WebEx. Any residents that wish to listen to the meeting or make public comments should request meeting access by submitting a request to city hall from the website home page.
- Please continue to conduct any business with City Hall via email or phone whenever possible.
- The Customer Service Center and Utility Billing office at City Hall is limited to 2 residents at a time, enter from the lobby. Please pay online or at the drive thru instead of in person if possible.
- The Fire Department & Police Department are still closed to visitors.

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