



NORTH  
TEXAS  
MUNICIPAL  
WATER  
DISTRICT

## NEWS RELEASE

### FOR IMMEDIATE RELEASE

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### **Annual System Maintenance Planned March 4 – April 1** ***Temporary Change in Water Disinfectant Critical for Safe Drinking Water Year Round***

**WYLIE, TX – Jan. 31, 2019:** The North Texas Municipal Water District (NTMWD) will temporarily change the disinfectant in its water treatment process from March 4 through April 1, 2019. The annual, routine change is necessary to maintain the regional system and year round water quality.

Disinfection is a critical part of the water treatment process that keeps drinking water free of harmful microorganisms, such as parasites and viruses. Disinfection involves a two-step process that first treats the water at the treatment plant and then chloramine disinfectant (chlorine + ammonia) is added to maintain water quality on its journey through the miles of pipes to homes and businesses. During the temporary change, NTMWD [suspends adding ammonia](#) and uses only free chlorine to keep water disinfected as it travels through pipes. According to the U.S. Environmental Protection Agency, this temporary conversion is a common practice for as many as 40 percent of water providers using chloramines for disinfection.

“NTMWD has conducted this routine, [temporary change in water disinfectant](#) annually for over 10 years, and we have always met safe drinking water standards,” said Zeke Campbell, NTMWD Water System Manager. “This common system maintenance practice does not increase the amount of chlorine, and the water remains safe to drink.”

[Tests](#) conducted by both NTMWD and the Texas Commission on Environmental Quality (TCEQ) confirm that NTMWD has maintained high water quality each year during its annual disinfectant change. Public concerns about water quality last year were thoroughly evaluated by TCEQ. Independent testing by TCEQ, compiled in a [May 2018 report](#), confirmed water quality met regulatory standards and “would not be expected to cause short- or long-term adverse health effects.” NTMWD has earned recognition from TCEQ as a Superior Public Water System.

The absence of ammonia during these few weeks may make the chlorine disinfectant more noticeable. There are [simple steps](#) to minimize taste, odor or skin sensitivities, including placing a pitcher of water in the refrigerator overnight or adding a slice of citrus to the water. Adding a crushed 1000 mg Vitamin C tablet to bath water will remove the chlorine.

During the change, the cities and districts served by NTMWD may help move the chlorine-disinfected water through the system by flushing water from fire hydrants. The combination of converting to chlorine disinfectant and [flushing the pipes](#) helps maintain the system and safe water year round.

NTMWD conducts over 250,000 tests annually in a state-certified laboratory to ensure water safety. Monthly and annual water quality reports are posted online, including results of tests conducted during the annual system maintenance. The public can view this information at [www.NTMWD.com/water-quality-reports](http://www.NTMWD.com/water-quality-reports). The TCEQ also conducts routine sampling and tests on the NTMWD and city distribution systems through an independent laboratory to confirm water quality compliance with state and federal standards.

NTMWD has posted new resources online, including [fact sheets](#), [frequently asked questions](#), [infographics](#), [videos](#), and [guidelines](#) for questions about water quality. NTMWD also recommends that customers review the water quality information posted on their city or utility websites. For more information, visit [www.NTMWD.com/safewater](http://www.NTMWD.com/safewater) and the TCEQ at [www.tceq.texas.gov/drinkingwater/disinfection/temporary-free-chlorine-conversion](http://www.tceq.texas.gov/drinkingwater/disinfection/temporary-free-chlorine-conversion).

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**About NTMWD**

*The North Texas Municipal Water District is a regional wholesale provider of water, wastewater and solid waste disposal services for approximately 1.7 million residents across 10 counties – a service territory covering 2,200 square miles.*

# Questions or Concerns about Your Water?

Homeowners who want more information about their water quality should consider these guidelines.

-  Review water quality information and Consumer Confidence Reports on your city or local water utility website and contact them with any questions (agency who sends your water bill).
-  View NTMWD water quality information online at [www.NTMWD.com](http://www.NTMWD.com), including monthly reports and the annual Consumer Confidence Report. Over 250,000 tests conducted annually.
-  Contact NTMWD to learn how the water is treated and distributed to your city (local provider) at: [www.NTMWD.com](http://www.NTMWD.com) [publicrelations.info@ntmwd.com](mailto:publicrelations.info@ntmwd.com) or 972-442-5405



## If you wish to perform additional testing...

Use a state-certified laboratory to provide sampling instructions, containers, and ensure accurate results. You can find an accredited laboratory in Texas on the **TCEQ website**. Consumers should be cautious of, and do research on, any private companies offering free testing to sell products or services.



## Pool test kits are not a reliable method to test drinking water.

According to the Centers for Disease Control (CDC), pool kits take inaccurate readings over time; do not provide reliable, quantitative results; and lack calibration and standardization. You can learn more at [CDC.gov](http://CDC.gov).



## Beware of claims from companies advocating filtration for water safety.

NTMWD's water is safe to drink without filtration. Some filters can help dissipate chlorine odor, taste and skin sensitivities. Look for filters labeled with National Science Foundation (NSF/ANSI) approval. [DrinkTap.org](http://DrinkTap.org) has some additional filter guidelines.

## Check out these water resources, too:



For more information on water quality testing visit [NTMWD.com/safewater](http://NTMWD.com/safewater).