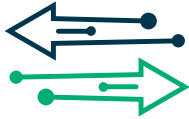


## FREQUENTLY ASKED QUESTIONS

# TEMPORARY CHANGE IN DRINKING WATER DISINFECTANT



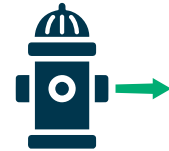
### WHAT IS THE TEMPORARY CHANGE IN WATER DISINFECTION?

NTMWD first disinfects water using ozone and chlorine as part of the treatment process to eliminate bacteria and viruses. Then, for most of the year, NTMWD also adds ammonia (to form chloramines) as a secondary disinfectant to keep drinking water clean as it travels from the treatment plants through miles of pipes to homes and businesses. Each spring for one month, NTMWD temporarily suspends the use of ammonia and uses free chlorine as the secondary disinfectant to maintain water quality year-round.



### IS THE CHLORINE LEVEL TESTED DURING THIS PERIOD?

Yes, during this 28-day period, as well as year-round, chlorine levels in treated drinking water plus many other compounds are monitored continuously. NTMWD conducts over 140,000 tests each year in a state-certified laboratory to monitor, adjust treatment operations and report on water quality. NTMWD voluntarily monitors and reports above what is required.



### WHY ARE FIRE HYDRANTS FLUSHED DURING THIS PROCESS?

Hydrant flushing is performed year-round to maintain water quality by shortening water age. During the temporary change, local water providers (cities or utility districts) who receive NTMWD treated water may help move water through the system faster by flushing water out of fire hydrants. Frequent flushing helps maintain the system, ensure high water quality and reduce the chlorine odor and taste. Performing system flushing in the spring also helps save valuable water during the summer months.



### WHAT CAN I DO IF I DON'T LIKE THE CHLORINE TASTE OR SMELL?

The closer you live to the water treatment plant, the more noticeable the chlorine odor or taste may be. Some tips include refrigerating water in an open pitcher, adding a slice of citrus/cucumber or using a NSF International (NSF/ANSI) approved water filter. Check out more tips at [NSF.org](https://www.nsf.org).



### WHY IS THIS TEMPORARY CHANGE NECESSARY?

This change is a common water system maintenance practice among water providers in states with warmer climates. NTMWD uses it to maintain the system and ensure high water quality. NTMWD follows the Texas Commission on Environmental Quality (TCEQ) regulatory guidance documents.



### WHAT DID THE 2023 TEST RESULTS SHOW?

Regular testing confirms NTMWD's chlorine levels during its temporary disinfectant change are within the chlorine residual levels required by TCEQ and EPA. Test results also indicate monthly chlorine levels remain consistent with the rest of year and within annual average amounts required by TCEQ and EPA.



### WHEN DOES THE TEMPORARY CHANGE OCCUR?

The temporary change usually occurs for about a month each year from around the end of February through early April. It is done before the hotter summer temperatures which can increase the potential for bacterial growth in pipes.



### WHERE CAN I SEE THE TEST RESULTS?

Monthly and annual water quality reports can be found at [www.NTMWD.com/water-quality-reports](https://www.NTMWD.com/water-quality-reports). NTMWD also posts chlorine levels and results from monthly testing for DBPs at [www.NTMWD.com/water-testing/](https://www.NTMWD.com/water-testing/).



### FOR MORE INFORMATION

Contact us at 972-442-5405 or [ntmwd.com/safewater](https://www.ntmwd.com/safewater)