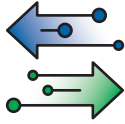


## FREQUENTLY ASKED QUESTIONS

# 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 chloramine (chlorine + ammonia) 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.



### Why is this 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.



### When does the change occur?

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



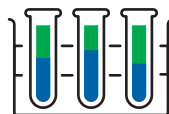
### Is the chlorine level tested during this period?

Yes, chlorine is tested, and many other compounds in water are monitored continuously. NTMWD conducts a quarter million tests each year in a state-certified laboratory to monitor, regulate and report water quality. During the disinfectant change in 2018, the Texas Commission on Environmental Quality (TCEQ) also collected 117 samples from 31 public water systems that deliver NTMWD water to confirm compliance. In some cases, NTMWD is voluntarily increasing the frequency of testing above what is required.



### What did the 2019 test results show?

NTMWD and TCEQ tests in 2019 confirmed NTMWD's chlorine levels during its disinfectant change were within the chlorine residual levels required by TCEQ and EPA.



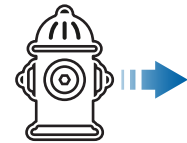
### How do test results during the disinfectant change compare to other months?

Test results in 2019 indicate chlorine levels were consistent with the rest of the year and within the annual average amounts required by TCEQ and EPA.



### 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 several hours before using or using a NSF International (NSF/ANSI) approved water filter. Check out more tips at [NSF.org](https://www.nsf.org).



### Why are fire hydrants flushed during this process?

Local water providers (cities or utility districts) who receive NTMWD water may help move the chlorine-disinfected 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.



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