



### **IMPORTANT NOTICE ABOUT YOUR DRINKING WATER SUPPLY**

Texarkana Water Utilities (TWU) will soon implement a temporary change to the method we disinfect your water. Your water will be safe to drink throughout this process. TWU currently use chloramines (a combination of free chlorine and ammonia) to disinfect the drinking water supply prior to distributing it to our customers. This is a very reliable disinfection process that has been recommended by the U.S. Environmental Protection Agency, the Texas Commission on Environmental Quality and the Arkansas Department of Health for systems predominately treating surface waters, such as Texarkana's water supply.

However, it is standard industry practice to periodically convert from chloramines back to free chlorine as a means of improving and maintaining the highest water quality standards in potable water distribution systems. In addition, the Environmental Protection Agency, the Arkansas Department of Health and the Texas Commission on Environmental Quality support this process as a necessary and effective measure for maintaining water quality. ***Free chlorine is the disinfectant that the Cities of Texarkana used for many years prior to converting to chloramines.***

TWU will begin converting its disinfection process to free chlorine for a period of approximately five weeks beginning on **March 9, 2015** and ending on or around **April 13, 2015**. We do not anticipate any serious or long lasting changes in water quality as a result of this temporary conversion. However, some individuals may notice taste and odor changes related to chlorine and a slight discoloration to the water as the conversion takes place. This discoloration is more likely in areas that have two inch galvanized pipe in their neighborhood. We will implement directional flushing, combined with routine water monitoring, as measures to remove particulates from water lines and to maintain the highest water quality for our customers during the conversion. However, some particulates may still make it into customer service lines during the first week of the change despite our efforts. Customers who experience discoloration should temporarily flush faucets, tubs and toilets, until their water has cleared. Clothing should not be washed during times of discoloration so as to reduce the possibility of staining. Prior to washing clothing, customers may want to run a little water in their bathtub to check for discoloration. Periodic pressure drops may also be experienced due to the extensive flushing efforts. Noticeable water quality changes associated with conversions are normally short lived and are not associated with public health risks. ***Customers can safely consume and use their drinking water as normal during the conversion period.***

**However, dialysis patients should consult with their physicians prior to the conversion to ascertain whether pretreatment adjustments are necessary for their dialysis equipment. Most dialysis equipment has already been outfitted with charcoal filters that remove free chlorine and chloramines; however, customers should check as a precautionary measure. We will also notify local hospitals and dialysis clinics in advance so that they can implement process changes if needed. Additionally, anyone conditioning water for fish or aquariums may also need to make changes to their water pre-treatment process.**

At the conclusion of the conversion period, which should occur on or around **April 13, 2015**, TWU will convert its disinfection process back to chloramines. Should you have questions or concerns regarding this temporary disinfection conversion or wish to report a problem, please contact **Texarkana Water Utilities** at (903) 798 3850 or (903) 798 3800.

Frequently asked questions may be found on the Texarkana Water Utilities website [www.txkusa.org/twu](http://www.txkusa.org/twu).