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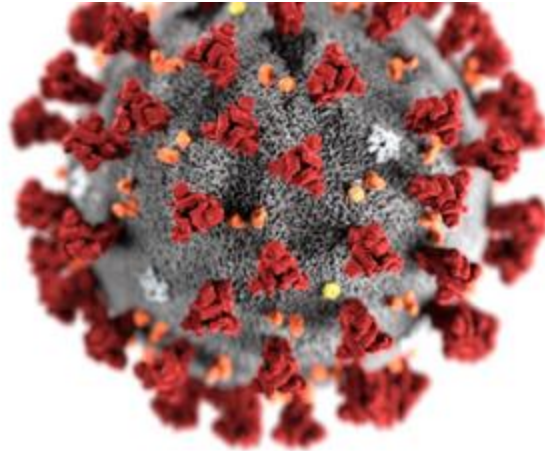
SPECIAL EDITION

MARCH 17, 2020

WATER IS SAFE TO DRINK AND USE EVERYDAY

We understand there are numerous questions about the current Coronavirus (COVID-19) crisis. First and foremost, **the water we provide is safe and reliable to drink and use everyday**. Our operators and lab technicians continue working 24/7 to provide this essential service.

Below are current facts and resources about the virus related to drinking water and wastewater treatment. We continue to work closely with the cities we serve and urge you to follow your city's website and social media for local updates.



RESOURCES AND INFORMATION AVAILABLE ABOUT WATER AND WASTEWATER TREATMENT

We are closely monitoring guidance from the [Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov) and local public health agencies on the appropriate preparations and response to potential impacts from the new coronavirus (COVID-19).

- NTMWD has state-of-the-art water treatment processes in place – using ozone for primary disinfection and chlorine/chloramines for disinfection throughout the water distribution system at levels required by the [Texas Commission on Environmental Quality \(TCEQ\)](https://www.tceq.texas.gov).
 - NTMWD continuously monitors disinfection levels in treated water and wastewater to ensure compliance with public and environmental health standards. **Our water is safe and reliable to drink and use everyday.**
 - The [World Health Organization \(WHO\)](https://www.who.int) stated the COVID-19 virus has not been detected in drinking-water supplies, and the risk to water supplies is low.
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- Coronaviruses (and other viruses) do not persist in chlorinated/chloraminated waters, such as those used in the water treatment process and the transmission of drinking water.
- Standard municipal wastewater system disinfection practices, including ultraviolet irradiation and/or chlorination, are effective in controlling the virus provided utilities monitor and maintain required disinfection levels during treatment.
- NTMWD will adjust response plans as needed to ensure continuity of operations and is taking the following initial actions to keep our employees, partners, contractors and vendors safe and healthy:
 - Observing all CDC recommendations, including requiring self-quarantine for employees who:
 - recently traveled outside the continental U.S. or took a cruise
 - have been exposed in close proximity to someone who has/may have the virus
 - exhibited flu like symptoms
 - are vulnerable to infections
 - Reducing or freezing all nonessential business travel.
 - Using remote and virtual methods to meet with members of the public and vendors, where possible.
 - Postponing all NTMWD hosted events and large meetings.
 - Increasing the cleaning and disinfecting of work areas.
 - Distancing personnel by having some employees work from home, where possible, to reduce potential exposure to essential employees and those whose jobs cannot be done remotely.

[See NTMWD Update](#)

SAFETY OF WATER, WASTEWATER & SOLID WASTE SERVICES

Our staff for water, wastewater and some solid waste services continue around-the-clock, non-stop operations to ensure those we serve have access to these safe and reliable essential services. Not only do we serve North Texas, we live here, too. We encourage you to share the timely reminders and assurances about these services across social media channels.



NO NEED TO STOCKPILE WATER BOTTLES – Our tap water is safe to drink and bottled water isn't necessary. Public water systems such as NTMWD meet or surpass strict federal and state standards set forth by the U.S. Environmental Protection Agency and Texas Commission on Environmental Quality. Our operators and lab technicians will continue working 24/7 to provide safe and reliable water for those we serve.

ONLY FLUSH TOILET PAPER, PEE AND POO – Do your part to KEEP WIPES OUT OF PIPES! Wipes labeled as “flushable” or “disposable” and other products such as paper towels, Kleenex, cotton swabs, etc., do not break down and cause clogs in sewer systems creating costly repairs. Visit [DefendYourDrainsNorthTexas.com](https://www.defendyourdrains.com) and share this critical message with your community, family and friends.



[Connect with @NTMWD](#)

ADDITIONAL RESOURCE LINKS

Water Environment Federation (WEF)

- [General Information and Updates](#)
- [Water Professional's Guide to COVID-19](#)

American Water Works Association (AWWA)

- [General Information and Updates](#)
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World Health Organization (WHO)

- [General Information and Updates](#)
- [Technical Brief - Water, sanitation, hygiene and waste management for COVID-19](#)

Centers for Disease Control and Prevention

- [General Information and Updates](#)
 - [Water Transmission and COVID-19](#)
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