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Annual Water System Maintenance Planned March 3 – 31, 2025

Temporary change in water disinfectant is essential for safe drinking water

WYLIE, TX – Jan. 31, 2025 -- The North Texas Municipal Water District (NTMWD) will temporarily change the disinfectant in its water treatment process from March 3 through 31, 2025. The annual, routine change is necessary to maintain the regional system and year-round water quality.

"Safeguarding public health and ensuring safe water is our highest priority," said Zeke Campbell, NTMWD Director of Water Treatment and Conveyance. "Our advanced treatment processes are among the most effective available, providing the communities we serve with safe and reliable drinking water."

Disinfection is a critical part of the water treatment process that keeps drinking water free of harmful microorganisms, such as parasites and viruses. NTMWD's water treatment plants use a two-step disinfection process where the water is treated, and then chloramine disinfectant (chlorine + ammonia) is added to maintain the water quality as it journeys through miles of pipes to homes and businesses. During the temporary change, NTMWD [suspends adding ammonia](#) and uses chlorine only to keep the water disinfected. This temporary change helps prepare the pipes for summer, when hotter temperatures can increase the potential for bacterial growth.

"This routine, temporary adjustment in water disinfectant is essential for maintaining optimal conditions within our pipelines and ensuring year-round water quality," said Campbell. "This standard maintenance practice does not increase chlorine levels, and the water remains safe to drink, consistently meeting or exceeding safe drinking water standards."

According to the U.S. Environmental Protection Agency, this temporary conversion is a [common practice](#) for many water providers using chloramines for disinfection. NTMWD follows the specified guidelines set forth by the Texas Commission on Environmental Quality (TCEQ) on [how public water systems disinfect drinking water](#).

The absence of ammonia during these few weeks may make the chlorine disinfectant more noticeable to some people. Simple steps to minimize taste, odor, or skin sensitivities include placing a pitcher of water in the refrigerator overnight or adding a

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slice of citrus to the water. Adding a crushed 1000 mg Vitamin C tablet to bath water will neutralize the chlorine.

NTMWD has conducted the [temporary change in water disinfectant](#) for over fifteen years and continues to meet safe drinking water standards, earning recognition from the Texas Commission on Environmental Quality (TCEQ) as a Superior Public Water System.

During the change, the communities served by NTMWD may help move the chlorine-disinfected water through the system faster 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 hundreds of tests daily 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. Customers can view this information at www.NTMWD.com/water-testing/. The TCEQ also conducts routine sampling and testing in NTMWD and city distribution systems through an independent laboratory to confirm water quality compliance with state and federal standards.

NTMWD has posted resources at www.NTMWD.com/SafeWater, 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 on their city or utility websites.

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About NTMWD

The North Texas Municipal Water District (NTMWD) was created in 1951 as a special district of the state. Today, NTMWD is a regional wholesale provider of water, wastewater, and solid waste disposal services with a service territory covering 2,200 square miles. NTMWD serves about 2.3 million people with drinking water, 1.6 million with wastewater collection and treatment, and 980,000 with waste management services.