July 2, 2021

1. A temporary change will be made to the treatment process with a system-wide flushing program as a preventative maintenance measure to the water distribution systems. The change will begin **July 19, 2021** and last for approximately 6 weeks, no later than **August 30, 2021**.
2. Free chlorine, instead of combined or total chloramines, will be utilized as a disinfection agent. Periodic conversion to free chlorine is a routine distribution maintenance measure conducted by utilities using chloramines for disinfection and is suggested by Texas Commission on Environmental Quality (TCEQ) to ensure safe potable drinking water. Water boiling is ***not*** necessary. The *water will be safe* to drink during this period. However, you may notice some brief changes in taste and odor. There are no associated health risks. The water is not contaminated. *This is preventative maintenance measure*.
3. It is very possible no discoloration will happen, however, there is a chance it could happen. If you see discoloration, do not wash clothes during the time frame of discoloration. The water will not be discolored for the 6 weeks. You still can wash your laundry during this time, just watch for the discoloration! If you experience discoloration, temporarily flush faucets, tubs, and toilets until the water has cleared!
4. Periodic pressure drops may be experience due to the extensive flushing efforts.
5. **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.**
6. Additionally, anyone conditioning water for fish or aquariums may also need to make changes to their water pre-treatment process.

FAQs can be found on the Texarkana Water Utilities website at [www.txkusa.org](http://www.txkusa.org/twu).

Anyone with any questions please feel free to contact Rick Barton or Robert Bean at 903-798-3850.

Sincerely,

Andria Whitehurst

City Secretary