

CUSTOMER ASSURANCE OF SAFE WATER QUALITY

Posted August 3, 2022

The water that Harlingen Waterworks System (HWWS) provides to its customers remains safe to consume and use for all normal purposes despite recent “Boil Water” or “Do Not Consume” notices that have been issued in two neighboring communities who purchase water from HWWS.

HWWS provides water directly to 27,300 customers and supplies wholesale water to five neighboring communities who operate their own public water systems. Water quality problems were recently detected within the distribution systems operated by two of our wholesale customers, prompting the State agency who regulates public water systems, Texas Commission on Environmental Quality (TCEQ), to begin a comprehensive investigation of those systems and of HWWS.

The investigation at HWWS examined our treatment operations and sampled water at many locations in our water distribution system including points between our treatment plants and the two communities who issued notices. TCEQ found no violations in our operations, nor in the water we supply to our customers.

During hot weather, the level of disinfectant in water distribution systems deteriorates more quickly. HWWS continually monitors disinfectant levels to ensure proper levels are maintained and regularly flushes water at the extremities of the system to draw in newer water with higher disinfectant levels. In the month of June 2022, HWWS flushed 65 million gallons of water as part of our water quality maintenance program.

HWWS has occasionally changed its disinfectant from a combination of chlorine and ammonia to free chlorine (i.e., without ammonia) to refresh the distribution system and reduce the amount of flushing otherwise required. HWWS last undertook this temporary change during July 2021. Though not required to do so, HWWS again changed its disinfectant on August 2, 2022, in an effort to augment the measures currently being taken by neighboring communities to restore their normal water system operations. HWWS will revert to using our normal disinfectant on September 1, 2022.

To learn more about our temporary change in disinfectant, please visit www.hwws.com.