



## Texarkana Water Utilities

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June 15, 2020

Mayor Jimmy Clary  
City of Maud  
PO Box 100  
Maud, TX

Dear Jimmy Clary:

The Texarkana Water Utilities (TWU) is planning their annual Free Chlorine Conversion. TWU will be performing a conversion from disinfection of the drinking water with chloramine to disinfection with free chlorine. Accompanying the conversion will be a system wide flushing program. This is a common preventive maintenance practice among cities in both Texas and Arkansas. The conversion to free chlorine is scheduled to begin on July 19th, lasting approximately 6 weeks and ending around August 23<sup>rd</sup>. Throughout this process the water is safe to drink.

TWU is informing you of these changes so you may notify your customers, if desired, and allow time to plan for additional flushing that may be necessary in your system. TWU recommends both customer notifications and flushing to minimize potential complaints. Prior to the conversion start date, you may want to contact TCEQ to inform them of the change in disinfectant and postpone any sampling scheduled for THM's and HAA5s. Special notification shall be given to any medical facility in your service area performing dialysis, and to businesses handling live fish such as pet shops, bait shops, or businesses with aquariums. Large scale industrial customers may be notified as well if they utilize any specialized water treatment equipment.

Initially, all sampling residuals should be measured as both total and free chlorine. During the conversion, the monochloramine will drop and be replaced by an increase in free chlorine. Generally, there are no noticeable changes in water quality because of this temporary conversion. Although, some individuals may notice taste and odor changes and a slight discoloration to the water as the conversion takes place. Directional flushing, combined with increased water monitoring, may be implemented 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 despite best 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 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.

A list of frequently asked questions and answers will be posted on TWU's website at [twu.txkusa.org](http://twu.txkusa.org). If you have any questions or would like more information, please contact Rick Barton, Water Production Manager, or Robert Bean, Laboratory Supervisor at 903 798 3850.

Sincerely,

Robert Bean  
Laboratory Supervisor