



HARLINGEN WATERWORKS SYSTEM

134 E Van Buren • PO Box 1950 • Harlingen, TX 78551 • (956) 430-6100 • www.hwws.com

August 2, 2022

RE: Planned temporary change in treatment method

Dear Valued Wholesale Customer:

From August 2 through September 1, 2022, HWWS will implement a temporary change in treatment using free chlorine as the disinfectant.

As with all water providers in our region who obtain their water from the Rio Grande, HWWS normally uses monochloramine, formed from a combination of ammonia and free chlorine, to disinfect the water that we deliver to our retail and wholesale customers. The efficiency of this type of disinfection can degrade over time because of high temperatures, stagnation of water, and biological nitrification activity occurring within the pipes of the distribution system. These factors can hinder the ability to maintain an adequate disinfectant residual, so Texas Commission on Environmental Quality (TCEQ) generally encourages the temporary change in treatment we will be undertaking to restore optimal treatment performance and water quality.

TCEQ limits the duration of conversion to free chlorine to 30 days in a 12-month period. Depending on weather and source water conditions, the interval between free chlorine conversions can range from 12 months to several years. HWWS last performed this conversion in July 2021, and though our nitrification action plan (NAP) does not indicate the need to do so at this time, we are electing to implement a temporary conversion for the benefit of our wholesale customers who have been contending with reduced disinfection residuals caused by nitrification in their distribution systems. We recommend you continue the higher levels of flushing indicated by your NAP to speed the introduction of free chlorine into your system.

During this process, you may notice mild taste or odor not usually present in your water. Be assured that this taste or odor is not harmful, but precautions must be taken by your customers for equipment or processes that may be sensitive to free chlorine.

On September 1, 2022, HWWS will resume use of monochloramine for disinfection of the water we supply for your system. If you have any questions or concerns regarding this process, please refer to www.hwws.com for a Q&A or feel free to call me directly at 440-6582.

Respectfully,
HARLINGEN WATERWORKS SYSTEM

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