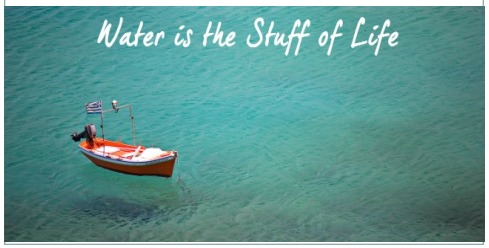
Helpful Maintenance Tips

There are some maintenance steps that homeowners can take to help mitigate iron discoloration. If you experience discolored water, you can open your outside faucets and flush the discolored water out of your plumbing. That is why we include 2,000 gallons of water with each minimum water bill charge to allow for flushing purposes. Additionally, please remember to flush your water heater at least once a year; if not more frequently. Lastly, given the nature of our water, Member-installed home filtration systems may require more frequent filter changes above and beyond what the manufacturer recommends.

We have previously been discouraged from giving water away, but as long as the potential for water discoloration exists, we will continue to provide free water with each minimum bill to flush your system from the meter to your furthest faucet.



In many cases the source of the discoloration is in the hot water heater. As you heat the water with the sequestered iron, the iron has a tendency to fall to the bottom of the heating vessel.

What about clothing? If your clothes do get stained, do not dry! Come by the office for some Iron Out Powder (Free) and run those clothes through another rinse cycle.

IMPORTANT FACTS

We have some of the best water in the area! So much so that other water districts and communities are trying to tap into this water source.

Our source groundwater is naturally soft and low in contaminants, which lowers maintenance costs.

S S Water Supply Corporation

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S.S Water Supply Corporation

Understanding Iron in Our Groundwater Source

Iron is a natural deposit that is present in our groundwater!

We want to take this opportunity to address your concern about the water quality in our area. We have a great source of groundwater and we are always proud of our annual water quality report.

Please refer to our water quality report on our web site: www.sswater.net. Our annual and monthly samples routinely exceed the standards set by the State of Texas and the federal Environmental Protection Agency for safe drinking water standards. We have a very safe and reliable drinking water supply.

Iron - How We Treat for it

Our system's water is sourced from the Carrizo-Wilcox Aquifer, and the particular area of the aquifer we have access to has higher levels of naturally occurring iron. This iron is not a contaminant, but is officially considered a nuisance or known constituent. The iron content is such that the State of Texas requires our water to be treated either by filtering or sequestering.

For over 30 years, S.S. Water Supply Corporation has been using the sequestering method to treat for iron. When the water is pumped out of the ground you can't see the iron particles with the naked eye, but when the iron is oxidized it will discolor the water from a slight yellow to a red color if no treatment method is used.

We treat our water with a chemical known as a polyphosphate to "sequester" the iron to keep it from oxidizing (actually seeing the iron discoloration). And like most water utilities, we use chlorine to disinfect our water. But chlorine is also a potent oxidizer, and when you mix an oxidizer with iron in the water, you end up with yellow to red water discoloration. This treatment method works 99 percent of the time, and is an iron treatment method approved by the Texas Commission on Environmental Quality (TCEQ) for mitigating this water quality issue.

The other TCEQ-approved method is to filter the iron from the water. This method removes most of the iron from the water, reducing the chances of discoloration. However, these filters are very expensive, and the cost to install a system sufficient in size to treat all of our system's water runs into the tens of millions of dollars. And despite this enormous cost, they will not remove 100% of the iron!

Our Board of Directors has contemplated this treatment method for years, and is actively setting money aside to build a filtration system. S.S. Water has zero loans outstanding, and our Board and Staff take great pride in the excellent financial stewardship that is performed on behalf of the Corporation's Membership.

Iron—Not an Easy Fix

If and when a system-wide water filtration system is finally placed into service, the potential for discolored water will not decrease for several years due to iron deposits coating the inside of every water main in the distribution system. This coating is a result of the polyphosphate working to coat/stick the oxidized iron to the PVC water mains, preventing this oxidized iron from getting in the water. Additionally, water treatment costs will very likely increase due to additional maintenance, chemical and waste disposal costs.

We will continue using the sequestration method of treating the iron in our water since it works 99 percent of the time, and is cost effective. The process of adding polyphosphates to the water causes some iron to oxidize and coat the inside of the main lines, and whenever we experience a water main break or an increased water velocity situation, some of this iron coating can become dislodged. We actively flush our system to try and prevent this, but try as we might the possibility of water discoloration coming through your taps will always be a distinct possibility.

All that being said, our water is clean and potable, meaning that it's safe to drink. We also strive to provide palatable water (or water that looks appealing), but sometimes our water doesn't look good enough to drink. If you experience any discoloration, try some of the