

Water Quality Maintenance FAQs

The City of Spring Valley Village will conduct maintenance throughout the water supply system from May 16 – June 15, 2018. Periodically, the water distribution system needs to be flushed with chlorinated water as a preventive measure. Although there may be no noticeable change, the maintenance may result in temporary taste, odor, color, or water pressure changes during that time. The water will continue to be safe for use. The Environmental Protection Agency (EPA) and the Texas Commission on Environmental Quality (TCEQ) support this process as a necessary and effective measure for maintaining water quality.

During the time period, the City of Spring Valley Village will make some temporary adjustments to disinfectant levels, but will remain within safe ranges. In addition, the City will be flushing portions of the system at hydrants throughout the community on a continuous basis during the time period. The City of Spring Valley Village is dedicated to making sure the water is safe to drink and will be monitoring the disinfectant levels continually during the work. Should you have any questions, please contact the City of Spring Valley Village's Utility Supervisor, Douglas Williams, at 713-875-8375.

FAQs

Q. What is a “free chlorine conversion”?

A. A free chlorine conversion is a process by which a water system periodically switches its disinfection process from chloramines (a combination of chlorine and ammonia) to free chlorine in order to improve the long term quality of its drinking water.

Q. Why is the City of Spring Valley Village implementing a “free chlorine conversion” for the public water system distribution system?

A. To improve the overall water quality in our distribution system.

Q. Is this the first time that the City of Spring Valley Village implemented a free chlorine conversion plan?

A. Yes.

Q. Are “free chlorine conversions” a common practice among water systems?

A. Yes. This is a common industry standard for preventative maintenance in drinking water distribution systems. Many utilities throughout Texas that use chloramines for their primary distribution disinfectant convert to free chlorine on an “as needed” basis. The Environmental Protection Agency (EPA) and the Texas Commission on Environmental Quality (TCEQ) endorse and support this procedure.

Q. Why has the City of Spring Valley Village not implemented a “free chlorine conversion” until now?

A. Until recently, the City of Spring Valley Village has been able to maintain an excellent water quality for its customers without needing to flush excessively. Excessive flushing to maintain water quality is one of the most significant triggers that a water system uses to determine whether a “free chlorine conversion” is warranted. The City of Spring Valley Village feels that it has reached the time where a “free chlorine conversion” can significantly improve the quality of our drinking water, while also minimizing our water loss due to flushing.

Q. How long will the “free chlorine conversion” last?

A. The duration of the “free chlorine conversion” will be approximately thirty (30) days; May 16, 2018 to June 15, 2018.

Q. Does the “free chlorine conversion” pose any health risks? Will the water be safe to drink and use?

A. The process is entirely safe and poses no health risk to customers. The water is safe to drink and customers can use the water as normal.

Q. Will I need to do anything differently during the “free chlorine conversion”?

A. No action is necessary by the customers during the conversion. Customers may drink and use their water as normal.

Q. Why all the flushing?

A. City crews will need to perform directional flushing procedures to move the free chlorine through the entire water distribution system. After the reversion back to the chloramines (a combination of chlorine and ammonia), City crews will need to perform the same directional flushing procedures to move the chloramines through the system to return the distribution system back to normal operation. Flushing should significantly subside after completion of the conversion.

Q. I have low water pressure. What do I do?

A. If you are completely out of water or have extremely low water pressure, please contact the City of Spring Valley Village’s Public Works Department at 713-465-8308. If your water pressure is just lower than normal, but is adequate to carry out your daily routine, please be patient, as this pressure drop will likely be for a short period of time. Water pressure should return to normal after flushing has been completed in your area.

Q. I have discolored water. What do I do?

A. Flush toilets, bathtubs, and faucets until your water clears. If it doesn't clear with minor indoor flushing, please contact the City of Spring Valley Village's Public Works Department at 713-465-8308, so that they can determine whether additional flushing in your area is warranted.

Q. My water has a strong chlorine smell. What's going on?

A. A chlorine smell is very normal during the conversion period, as the disinfectant is transitioning from chloramines to free chlorine. Chlorine concentrations maintained during the conversion will be well within the TCEQ and EPA standards and will be entirely safe to consume and use as normal.

Q. I have a fish tank. How will it affect my fish?

A. Processes in place to remove chloramines in the water will remove free chlorine. No change or adjustment should be needed. However, the City of Spring Valley Village suggests that you contact your equipment supplier with questions. Remember that the "free chlorine conversion" process will only take place for thirty (30) days. This process should only be of concern if you are adding water to the fish tank or changing the water in the tank during this 30 day period.