

2021

Water Quality Report



MESSAGE FROM THE DIRECTOR



With the February 2021 winter storm, much of the discussion related to water utilities in Texas has focused on resilience.

Fort Worth has participated in those discussions, submitted an emergency preparedness plan to the state of Texas, and has committed additional resources toward weatherproofing facilities and infrastructure replacement.

Though water utilities often must address changing regulatory, economic, and legislative environments, we want our customers to know that Fort Worth places water quality as its highest priority. Utility staff is dedicated to ensuring that the water you drink is of the highest quality, from treatment, through storage and distribution, to your home or place of business.

I hope you will read this report to gain a better understanding of the work necessary to provide high quality drinking water to you. The rules and regulations are complex. Employees must be trained and hold licenses for treating the water, operating distribution systems, taking samples and repairing pipes.

We realize the technical information and presentation format can be confusing. There are federal rules we must follow in presenting this information to you. The most important thing you need to know is that the quality of our drinking water is excellent.

We want the community we serve to be knowledgeable regarding their water supply and assured that their drinking water is of the highest quality. If you have any questions regarding this report or water quality in general, please contact us at 817-392-4477 or wpe@FortWorthTexas.gov.



With kind regards,

Chris Harder
Director, Fort Worth Water

Compromised immune systems may be more vulnerable

You may be more vulnerable than the general population to certain microbial contaminants, such as *Cryptosporidium*, in drinking water. Infants, some elderly, or immunocompromised persons such as those undergoing chemotherapy for cancer; those who have undergone organ transplants; those who are undergoing treatment with steroids; and people with HIV/AIDS or other immune system disorders can be particularly at risk from infections. You should seek advice about drinking water from your physician or health care provider. Additional guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* are available from the Safe Drinking Water Hotline at (800) 426-4791.

ABOUT THIS REPORT

For the Fort Worth Water utility this document is more than just a requirement. It is a way of informing you about the high quality drinking water we enjoy. Providing safe, reliable and affordable drinking water to our customers is a top priority for everyone here.

The redesigned Water Quality Report provides clear and concise information about our repeatedly tested tap water and the water utility in general. Every day, the utility invests in training, education and development to shape our employees into some of the best in the industry with you in mind.

Employees are proud of their accomplishments and are dedicated to providing you with the best tap water. Over the years, staff has received countless awards for their hard work and efforts, and it all comes back to providing the highest standards of drinking water.

There is a lot of information in this report. If you have any questions about the information provided, have other questions about the utility, or would like to request a hard copy of the report, contact us at 817-392-4477 or wpe@FortWorthTexas.gov.



Source & Treatment

Municipal water sources can include surface, ground, and/or recycled water. In Fort Worth, the utility uses 100% surface water from area lakes to provide drinking water.

This section identifies the water sources used to provide you with quality drinking water, details on the water treatment process used by the utility, and information about the staff committed to keeping our water supply safe and reliable.

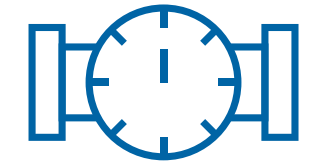


At Home

Water quality is Fort Worth's highest priority. Staff is dedicated to ensuring the water you drink is of the highest quality, from treatment, through storage and distribution, to your home or place of business.

The private plumbing in homes and businesses can impact water quality.

This section includes information related to water that directly affects the homes and business of customers.



Delivery

The water distribution system is the network of pipes, storage facilities, pumps and other equipment that carry potable water from a treatment plant to customers' homes and businesses.

In addition to providing statistical facts about the Fort Worth Water utility, this section's goal is to explain many utility actions some people might not understand—such as flushing fire hydrants.

This section also serves to convey information about the quality of our water.



Data & More

The Texas Commission on Environmental Quality and the Environmental Protection Agency require most public water systems to provide this report to their customers. The utility must include certain information to keep customers well informed about the water they receive at home and place of work.

In this section, you will find information about chemical and bacteriological contaminants, compliance with drinking water rules, and educational health information. In addition, it provides answers to common public questions.

SOURCE WATERS & TREATMENT

Where Does My Water Come From?

Supplying water to the nation's 12th largest city is no easy feat and the challenges going forward as Fort Worth continues to grow will become even greater as demand for water increases. Sure, we see water in many places, such as the lakes, rivers and streams that dot the Texas landscape, and think our water supply is plentiful. That's not the case. Water is a precious commodity and it takes so much more to get clean, quality water to your kitchen faucet than just pumping it from those sources.

Currently, Fort Worth's water supply comes from Lake Worth, Lake Bridgeport, Eagle Mountain Lake, Benbrook Lake, Richland Chambers Reservoir, Cedar Creek Lake and the Clear Fork of the Trinity River (see map below). Fort Worth owns Lake Worth and Benbrook Lake is the responsibility of the U.S. Army Corps of Engineers. The Tarrant Regional Water District owns the four remaining lakes as well as the water rights to them.

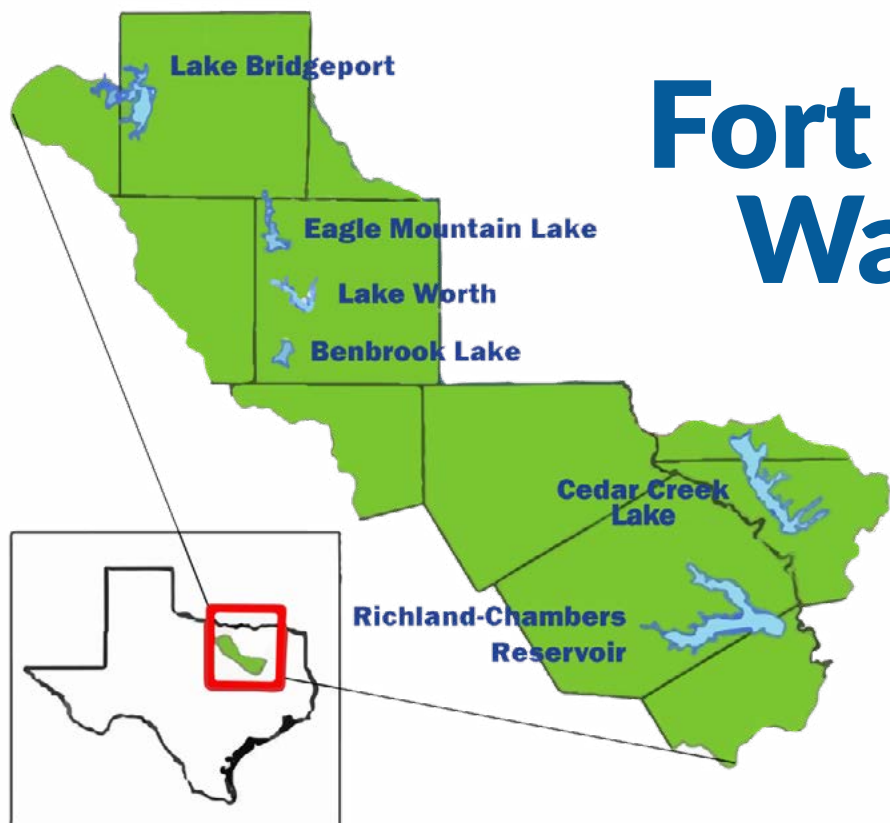
Rainfall and Lake Levels

Locally, the average annual rainfall totals about 37 inches compared to just over 40 inches a year south of Dallas where Richland Chambers and Cedar Creek reservoirs are located.

In 2021, the city bought 76.3 billion gallons of raw water from TRWD.

Fort Worth can treat about 500 million gallons of drinking water a day. The utility provides water to more than 1.3 million people in Fort Worth and surrounding communities.

TRWD constructed Cedar Creek Lake in the 1960s, and in 1972, the Rolling Hills plant began treating



Fort Worth's Water Supply

Who is Who & Who Does What? Fort Worth Water & Tarrant Regional Water District

Fort Worth and the Tarrant Regional Water District provide much of North Texas with safe and reliable water, and raw water, respectively. Through conservation efforts, each play a role in making sure we have enough water for the future. Both are committed to conserving our natural resources.

Fort Worth Water

FWW provides drinking water, wastewater and reclaimed water services to its roughly 280,000 accounts and one or more of those services to 38 wholesale customers. In Fiscal Year 2021, the city purchased 76.3 billion gallons of raw water from TRWD to treat for drinking and other uses.



Tarrant Regional Water District

TRWD provides raw water to 70 customers, including Fort Worth. The district owns Bridgeport, Cedar Creek, Eagle Mountain lakes, and Richland-Chambers Reservoir. The district owns 250 miles of pipeline that transports raw water from the lakes east of Dallas to Tarrant County.

Conservation is a Water Source

Water is a limited resource in the West and Fort Worth is no exception. While building new lakes seems like a simple solution to increasing water supply, the reality is lake construction is a massive financial and planning venture. The construction of any new lake would need to take place east of Fort Worth, where rainfall is more plentiful. Nevertheless, this would still increase the infrastructure needed and future water costs to pump the water back West.

A painless solution is to save the water we have through conservation. According to the current State Water Plan, water conservation strategies will supply approximately 25% of our future water. Fort Worth Water added a conservation section in 2008 and has since worked hard to extend resources.

Fort Worth has a series of "Smart" programs that advance water conservation. These are available to all Fort Worth water account holders. Conservation also supports the city's maximum twice a week watering schedule adopted by City Council in 2014. Fort Worth's watering schedule has been instrumental in reducing local water needs. For more information, visit savefortworthwater.org.

2021
Per capita usage
153 gallons per day
In 2021 saved
2.9 billion gallons

SOURCE WATERS & TREATMENT

TCEQ Assess Raw Water Supplies for Susceptibility

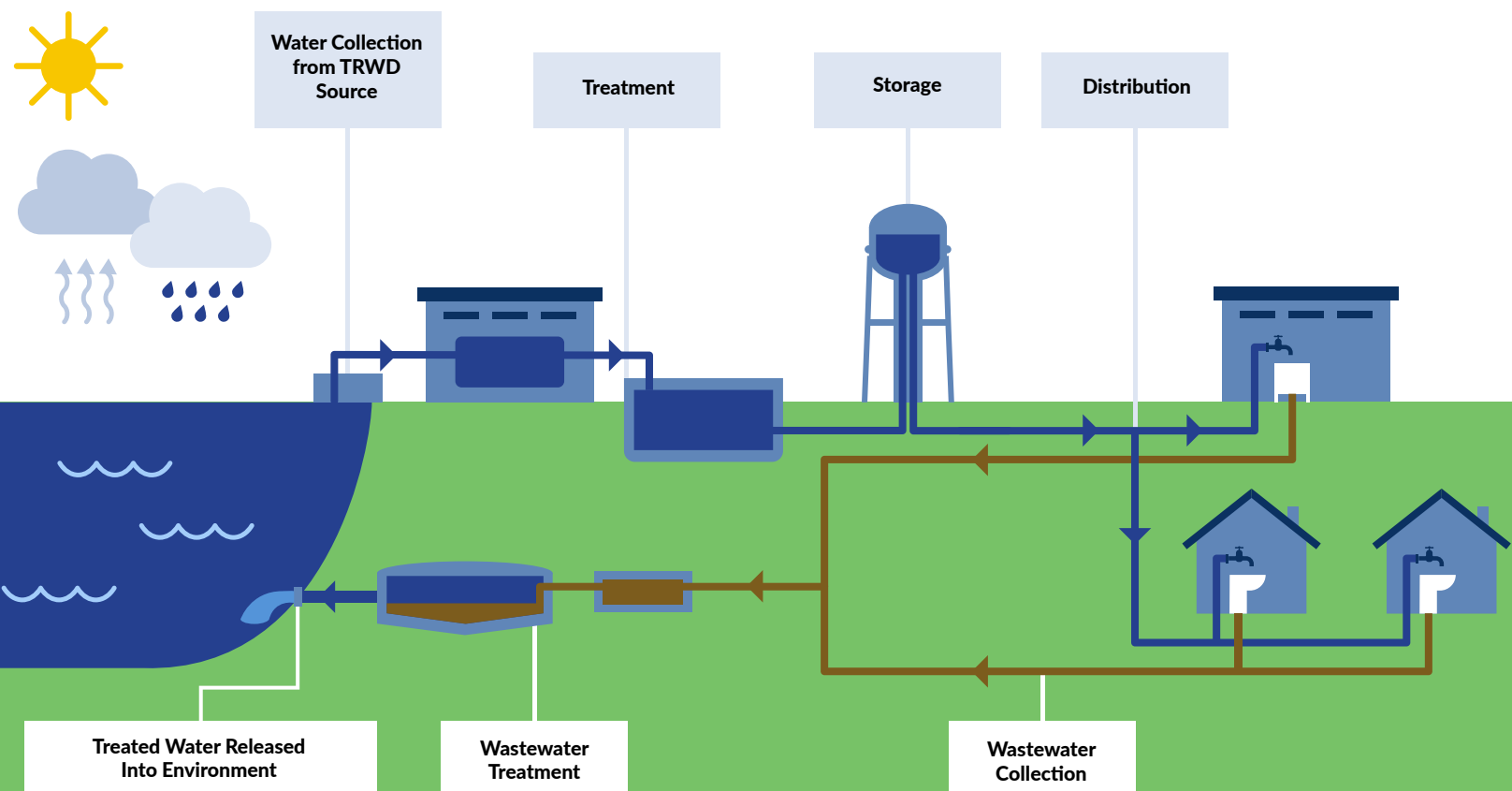
The Texas Commission on Environmental Quality completed an assessment of Fort Worth's source waters. TCEQ classified the risk to our source waters as high for most contaminants.

The sampling requirements for Fort Worth's water system is based on this susceptibility and previous sample data. Any detections of these contaminants are found in this water quality report.

For more information on source water assessments and protection efforts at our system, contact Stacy Walters at 817-392-8203.

Further details about the source-water assessments are available in the Texas Commission on Environmental Quality's Drinking Water Watch database at bit.ly/TCEQDWW2021.

From Raw Water to My Faucet. How Does It Get There?



The A-Team: Our Class "A" License Holders

A strong commitment to the safety of the public water system in Fort Worth and around the world led four Fort Worth Water employees to achieve the highest level of certification available in Texas as a water operator and a wastewater operator.

According to the Texas Commission on Environmental Quality, which oversees licensing, 373 water professionals statewide have dual Class A certification.

Fort Worth requires field and treatment employees to be licensed in their respective area by the TCEQ. The licensing process is extensive, requiring education and work experience before being allowed to test.

Individuals typically work their way up from a Class D to the top Class A license. Nearly 300 Fort Worth Water employees have earned at least one license and of those, 19 are Class A. Dozens more have earned dual certification at various levels.

The four employees earning the highest dual certification are Adam Ferguson, assistant water superintendent in field operations; Farida Goderya, senior project manager in capital delivery; Erik Irwin, assistant water superintendent and the Westside Water Treatment Plant manager; and, Laura Wilson, deputy water director.

For Goderya and Irwin, growing up in Pakistan and Guatemala, respectively, where the public water and wastewater systems are challenging, influenced them to seek careers in the water industry.

Goderya, who has 25 years in the water industry, volunteers for Water for People, a nonprofit group of the American Water Works Association and the Water Environmental Federation that focuses on clean water worldwide.

"I'm quite passionate about the water profession," Goderya said. "I am very grateful to be working in a field that is fun and stimulating"

Wilson has 39 years in the water industry. She said it is important for women to attain certification.

Wilson said she worked toward the Class A licenses to show she "had a place in the water industry. It



Fort Worth Water employees from left, Adam Ferguson, assistant water superintendent in field operations; Farida Goderya, senior project manager in capital delivery; Erik Irwin, assistant water superintendent and the Westside Water Treatment Plant manager; and, Laura Wilson, deputy water director.

does matter. You need to become licensed to show proficiency."

Irwin, who has 32 years in the water industry, says he returns to his hometown and meets with local officials to raise awareness about the importance of water testing and providing clean drinking water.

"Knowing more about the process of cleaning water for drinking and cleaning it before we return it to the environment was crucial to me coming from a country that doesn't have those capabilities of technology or the money to be able to put those practices to use," Irwin said.

Ferguson has 20 years in the water industry. Having the Class A licenses is a point of pride and shows the public how dedicated Fort Worth Water employees are to providing a quality public water system.

"That really helped me to be ready," Ferguson said. "Both of these tests were very, very tough. Public water systems, there's a lot of trust there. The public needs to trust the utility."

DELIVERY

Why Does Fort Worth Flush Fire Hydrants?



It might alarm some people to see water rushing from a fire hydrant, seemingly for no apparent reason.

What's happening, though, is that nearby water mains are being flushed, an important water quality activity for Fort Worth Water.

Flushing is necessary in maintaining the integrity of the city's water system, said David Nelson, Fort Worth Water's laboratory manager.

Each month, the water utility's water quality section flushes about 450 mains. Flushing removes sediment from the water lines and reduces the age of water in the pipe. It is also required after any repairs are made on a water line.

"Flushing requests can also come in from the laboratory when water quality issues are detected in the distribution system," Nelson said. "The goal is to maintain chlorine residuals and water quality throughout the system."

The Texas Commission on Environmental Quality requires a minimum chlorine residual of 0.5 milligrams per liter of water in the farthest reaches of the distribution system. The standard chlorine residual in Fort Worth's system is a minimum of 2.0 milligrams per liter.

Maintaining the higher residual gives the water utility the opportunity to get ahead of any potential issues, Nelson said.

After the flushing is complete, laboratory samplers visit the site to determine if the flushing was effective in resolving the water quality issue.

Fort Worth carries the designation of **Superior Public Water System**, having met stringent requirements of the Texas Commission on Environmental Quality.

Having the superior rating reflects the commitment and dedication of the Fort Worth Water utility staff to exceed minimum acceptable standards.

In addition to water quality, the high designation points to the overall water system operations, for treatment, how many licensed operators it has, storage capacity and facility conditions, among other things.

To receive or maintain recognition as a superior water system, TCEQ inspects and evaluates the utility as to physical facilities, appearance and operation.

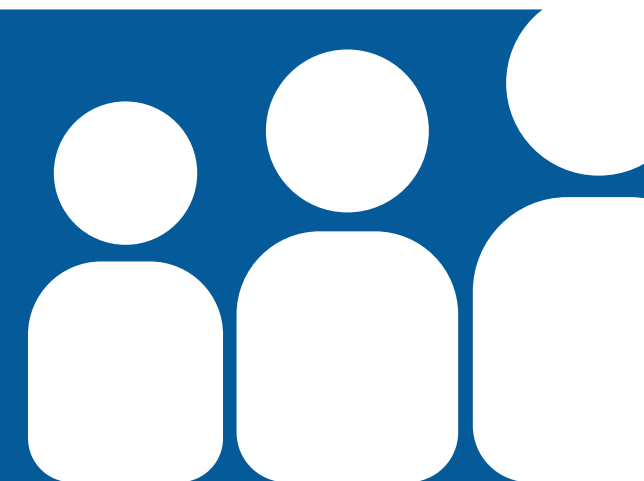
Did You
KNOW

Water By the Numbers

Population Served

Water: 1,320,846

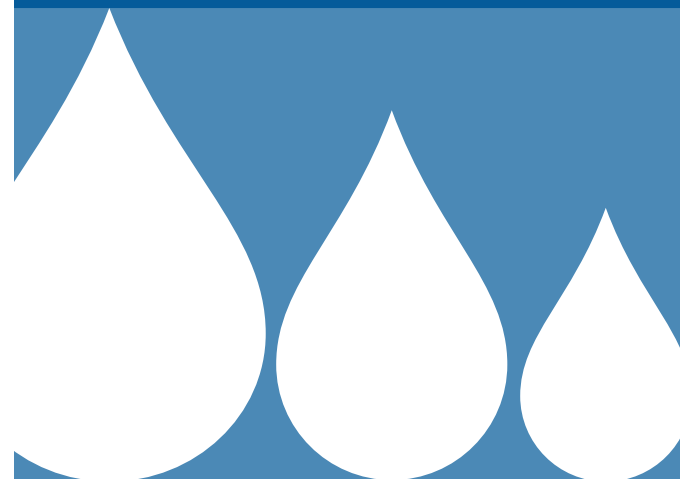
Wastewater: 1,240,056



Treatment Capacity

Water: 500 million gal. per day

Wastewater: 166 million gal. per day

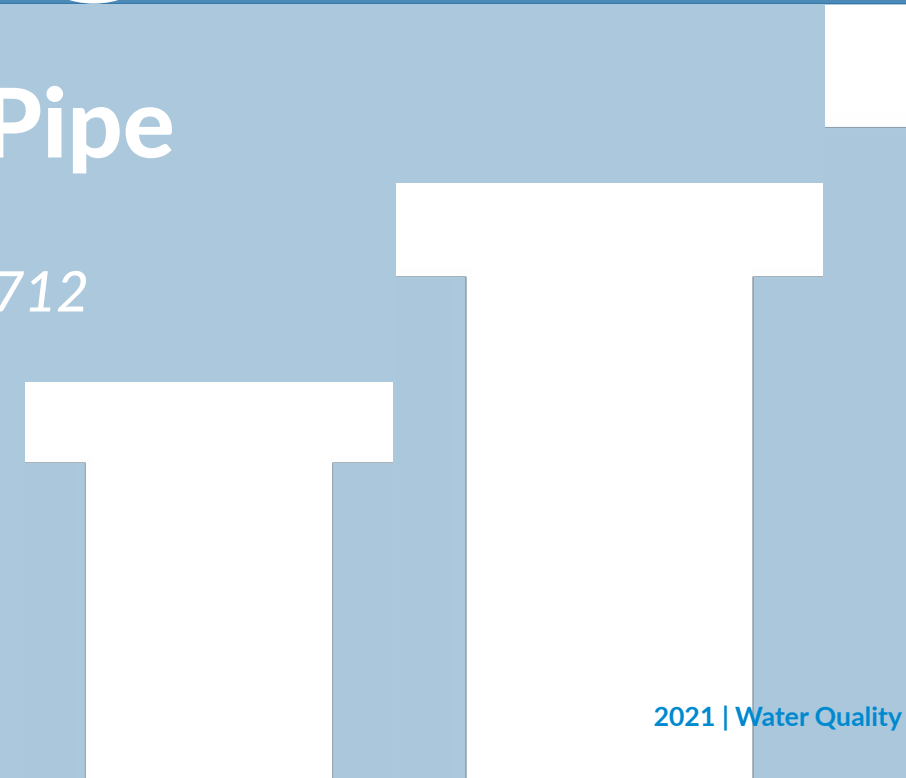


Miles of Pipe

Water: 3,800

Wastewater: 3,712

Total: 7,512



AT HOME

Customers Have Tools, Resources to Manage Their Water Use, Costs

In addition to the quality of our water, making sure our customers can afford the water they use is also a priority. Managing rates, operating efficiently and providing customers the tools and resources to manage and understand their water use all play a role.

Many factors go into establishing water rates. Chief among them are an efficiently run utility, well-maintained facilities and infrastructure improvements. Because of these efforts, Fort Worth has not had a retail rate increase in three of the last four years.

To help meet its state-required conservation goals, Fort Worth Water has tiered rates, meaning the more water you use the more it costs. This encourages customers to use their water wisely, making it more affordable.

Fort Worth recently exchanged its water meters to enable remote-reading, which saves customers money by reducing costs for fuel and vehicle maintenance. The accompanying technology solutions provide improved billing accuracy and equity by ensuring that customers pay for the water they use.

As a part of the technology solution, the utility now offers an online portal for residential customers to see for themselves their water usage on a daily and hourly basis. Moreover, customers can make sure they are using their irrigation systems efficiently and on their assigned days. Customers can detect possible leaks when water use appears to be continuous. Access to near real time water use information through this new tool enables customers to become better stewards of our water resources and save money in the process.

However, sometimes the unexpected happens. To reduce the financial impacts to customers, the utility offers a bill adjustment for fixing leaks. Fort Worth also offers the “SmartRepair” program for qualifying homeowners. The program provides assistance for minor plumbing issues that may contribute to higher bills.

Fort Worth also offers direct financial assistance to customers who may need help paying their water bill. The number of customers helped depends on donations, generously made by other customers and others in the community. The Neighborhood Services Department’s Community Action Partners (CAP) distributes the funds. CAP serves as the community action agency for Tarrant County, providing comprehensive services to economically disadvantaged individuals, families and the elderly.

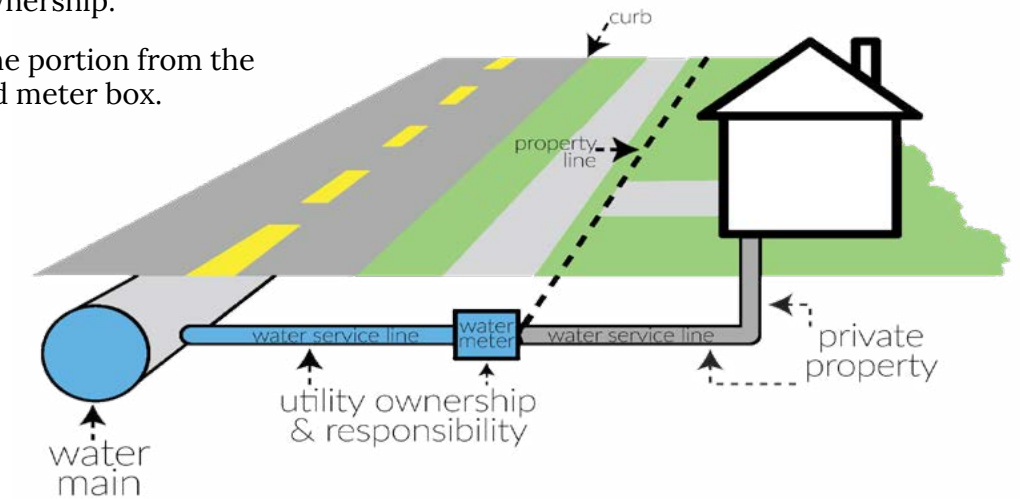


Where Your Service Line Ends & the Utility's Begins

The Environmental Protection Agency defines the service line as the main that goes from under the street to the point it enters a home or complex. There is a shared ownership.

The property owner is responsible for the pipeline exiting from the meter to the home or business and all plumbing and fixtures inside the home or business.

In Fort Worth, the utility owns the portion from the main to the meter, the meter and meter box.



Lead & Copper Testing

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children.

If you are concerned about lead in your water, you may want to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at epa.gov/safewater/lead.

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Fort Worth is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components.

When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to two minutes before using water for drinking or cooking.

Corrosion Control

To meet the requirements of the Lead and Copper Rule, Fort Worth achieves corrosion control through pH adjustment.

Lead and Copper Testing								
Contaminant	Measure	Year	Violation	Action Level	90th percentile	# of sites exceeding action level	Public Health Goal	Common Sources of Substance
Lead	ppb	2021	No	15	7.1	0	0	Corrosion of household plumbing systems; erosion of natural deposits
Copper	ppm	2021	No	1.3	0.5	0	1.3	
<p>90th Percentile Value: 90 percent of the samples were at or below this value. EPA considers the 90th percentile value the same as an “average” value for other contaminants. Lead and copper are regulated by a treatment technique that requires systems to control the corrosiveness of their water. If more than 10 percent of tap water samples exceed the action level, water systems must take additional steps.</p> <p>Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.</p>								

DATA & MORE

Drinking Water Quality Test Results

Compound	Measure	Year	Violation	MCL	Your Water	Public Health Goal	Common Sources of Substance
Turbidity	NTU	2021	No	TT=1 TT= Lowest monthly % of samples ≤ 0.3 NTU	0.7 99.3%	N/A	Soil runoff (Turbidity is a measure of the cloudiness of water. It is monitored because it is a good indicator of the effectiveness of the filtration system.)

Compound	Year	Violation	MCL	Your Water	Range	Public Health Goal	Common Sources of Substance
Total Coliforms (including fecal coliform & E. coli)	2021	No	TT = 5% of monthly samples are positive	2.0%	0 to 2%	0	Coliforms are naturally present in the environment as well as feces; fecal coliforms and E. coli only come from human and animal fecal waste.

Compound	Measure	Year	Violation	MCL	Your Water	Range	Public Health Goal	Common Sources of Substance
Beta/photon emitters	pCi/L	2021	No	50	7	7 to 7	0	Decay of natural and man-made deposits
Uranium	ppb	2021	No	30	1.1	1.1 to 1.1		Erosion of natural deposits
Arsenic	ppb	2021	No	10	1.5	0 to 1.5	0	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Atrazine	ppb	2021	No	3	0.1	0 to 0.2	3	Runoff from herbicide used on row crops
Barium	ppm	2021	No	2	0.07	0.05 to 0.07	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Chromium	ppb	2021	No	100	1.8	0 to 1.8	100	Erosion of natural deposits; discharge from steel and pulp mills
Cyanide	ppb	2021	No	200	197	66.2 to 197	200	Discharge from plastic and fertilizer factories; discharge from steel and metal factories
Fluoride	ppm	2021	No	4	0.68	0.18 to 0.68	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate (as Nitrogen)	ppm	2021	No	10	0.66	0.13 to 0.66	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Bromate	ppb	2021	No	10	4.23	0 to 13.6	0	By-product of drinking water disinfection
Haloacetic Acids	ppb	2021	N/A	60	12.4	2.6 to 15.9	N/A	By-product of drinking water disinfection
Total Trihalomethanes	ppb	2021	N/A	80	22.4	1.05 to 22.3	N/A	By-product of drinking water disinfection

Compound	Measure	Year	Violation	MRDL	Your water	Range	Public Health Goal	Common Sources of Substance
Chloramines	ppm	2021	No	4	3.4	0.6 to 4.6	4	Water additive used to control microbes

Compound	MCL	Year	Violation	High	Low	Average	Public Health Goal	Common Sources of Substance
Total Organic Carbon	TT = % removal	2021	No	1	1	1	N/A	Naturally occurring

It is used to determine disinfection by-product precursors. Fort Worth was in compliance with all monitoring and treatment technique requirements for disinfection by-product precursors. **A removal ratio of 1 in Specific Ultra Violet Absorbance calculations is considered passing.**

Unregulated Contaminants

Unregulated contaminants are those for which EPA has not established drinking water standards. The following items are all disinfection by-products that are not regulated individually, but as two groups – Total Trihalomethanes and Haloacetic Acids. The chart on the previous page lists the group levels.

Compound	Measure	Year	MRDL	Public Health Goal	Average	Range of Detects	Common Sources of Substance
Bromoform	ppb	2021	Not regulated	0	0.5	0 to 3.69	By-products of drinking water disinfection; regulated as a group called Total Trihalomethanes
Bromodichloromethane	ppb	2021	Not regulated	0	2.55	2.48 to 6.91	
Chloroform	ppb	2021	Not regulated	70	2.43	2.5 to 10.6	
Dibromochloromethane	ppb	2021	Not regulated	60	2.33	2.02 to 6.61	
Dibromoacetic Acid	ppb	2021	Not regulated	N/A	1.24	1.2 to 4	By-products of drinking water disinfection; regulated as a group called Haloacetic Acids
Dichloroacetic Acid	ppb	2021	Not regulated	0	3.54	3.80 to 9.4	
Monobromoacetic Acid	ppb	2021	Not regulated	N/A	0	0 to 0	
Monochloroacetic Acid	ppb	2021	Not regulated	70	0.68	1 to 2.3	
Trichloroacetic Acid	ppb	2021	Not regulated	20	0.14	0 to 2.4	

Secondary Constituents

These items do not relate to public health but rather to the aesthetic effects. These items are often important to industry.

Compound	Measure	Your water
Bicarbonate	ppm	99.9 to 138
Calcium	ppm	37.8 to 58.5
Chloride	ppm	13.7 to 36.7
Conductivity	µmhos/cm	296 to 470
pH	units	7.8 to 8.3
Magnesium	ppm	2.91 to 9.10
Sodium	ppm	15 to 29.9
Sulfate	ppm	22.6 to 40.8
Total Alkalinity as CaCO ₃	ppm	99.9 to 142
Total Dissolved Solids	ppm	149 to 249
Total Hardness as CaCO ₃	ppm	107 to 183
Total Hardness in Grains	grains/gallon	6 to 11

Microorganism Testing Shows Low Detections in Raw Water

Tarrant Regional Water District monitors the raw water at all intake sites for *Cryptosporidium*, *Giardia lamblia* and viruses. The source is human and animal fecal waste in the watershed.

The 2021 sampling showed occasional low level detections of *Cryptosporidium*, *Giardia lamblia* and viruses in some but not all of the water supply sources. These are either deactivated or removed through disinfection and/or filtration.

Abbreviations Used In Tables

MCL: Maximum Contaminant Level – the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MCLG: Maximum Contaminant Level Goal – the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MRDL: Maximum Residual Disinfectant Level – the highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG: Maximum Residual Disinfectant Level Goal – the level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

N/A: not applicable/does not apply

NTU: Nephelometric Turbidity Unit; a measure of water turbidity or clarity

pCi/L: Picocuries per liter; a measure of radioactivity

ppb: Parts per billion or micrograms per liter (µg/L)

ppm: Parts per million or milligrams per liter (mg/L)

TT: Treatment Technique – a required process intended to reduce the level of a contaminant in drinking water

Level 1 assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria were found.

Level 2 assessment: A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an Escherichia coli (E. coli) maximum contaminant level (MCL) violation has occurred and/or why total coliform bacteria were found on multiple occasions.

DATA & MORE

Drinking Water Violation Affected Part of FW Water System

Fort Worth had a non-acute drinking water violation in 2021. The violation affected only Fort Worth homes and businesses in the westside pressure planes, and three other cities — Aledo, Westover Hills and White Settlement.

The Westside Water Treatment Plant failed to meet the minimum treatment technique requirements for the month of March 2021. The Texas Commission on Environmental Quality classifies the violation as a failure to maintain microbial treatment.

The Westside plant uses membranes to achieve removal credits for *Cryptosporidium*, *Giardia lamblia* and viruses. To receive the removal credits, TCEQ requires that each membrane rack pass a direct integrity test (DIT) every seven days.

The DIT is performed by pressurizing air through the membrane modules and holding that pressure for a pre-established duration. If the pressure drops below a minimum value, the test fails. Then the utility places the rack off line and inspects each module, looking for broken fibers that may impact the filtration effectiveness.

The treatment technique violation occurred because eight days elapsed between the successful integrity test and membrane rack #5 was in service for three days after a failed test.

The Westside Water Plant, is the only Fort Worth plant to use membranes in the treatment process. Unlike most drinking water membrane filtration plants, the Westside plant has a full conventional treatment process upstream of the membrane filters. The pre-membrane treatment includes using ozone for taste and odor control and disinfection, chemical mixing, settling and granular media filtration. After the membranes, final disinfection occurs prior to being pumped to the water distribution system for use by our customers.

The other four membrane racks had successful DIT performed within the required timeframe and without any failures. Both the conventional granular filters and membrane filters recorded exceptionally good water quality levels throughout the period in question. The effectiveness of filters is measured by the turbidity (clarity) of the water. All routine bacteriological samples taken in the westside pressure planes on March 2, 3, 8, 10, 11, 15 and 25 passed.

The utility retrained all of the Westside plant's operations staff on how to respond to alarms pertaining to the membrane system.

Water Loss Prevention Activities Increasing

Reducing water loss in the distribution system conserves a vital resource. It also can reduce the purchased amounts of raw water, treatment chemicals and electricity.

Fort Worth's water loss in 2021 was 8,919,352,350 gallons. That number includes losses from main breaks and leaks, service line leaks, theft of water and meter inaccuracies.

Fort Worth adheres to a Real Water Loss Management Plan. The utility is in the midst of the 5-year road

map for implementing or modifying water loss monitoring and control programs.

The plan recommends increasing leak detection activities, establishing district metered areas and increasing transient pressure monitoring.

If you have any questions about the 2021 water loss audit, please contact our Water Conservation group at WaterConservation@FortWorthTexas.gov.

Information About Drinking Water

Contaminants found in drinking water may cause taste, color, or odor problems. These types of problems are not necessarily causes for health concerns. For more information on taste, odor, or color of drinking water, please contact customer service at 817-392-4477.

Drinking water, including bottled water, may reasonably be expected to contain at least

small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at 800-426-4791.

Potential Raw Water Impurities

As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff and residential uses.

- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water that must provide the same protection for public health.



Photo: Basins & storage tank at Westside Water Treatment Plant

COMMUNITY

JOIN US ONLINE!



@FortWorthWater | @FortWorthAgua



@SaveFWwater



Fort Worth Water



@FWWater | @FWAgua



youtube.com/fortworthwater

OTHER RESOURCES

Environmental Protection Agency

www.epa.gov

Texas Commission on Environmental Quality

www.tceq.texas.gov

Texas Water Development Board

www.twdb.texas.gov

American Water Works Association

www.awwa.org

Drink Tap

www.drinktap.org



Want to Know More About Water?

Fort Worth Water has employees who volunteer to talk at Career Day presentations as well as work events for the utility, city and community. The H2O Heroes talk about a typical work day, education training requirements and what students need to focus on in studies to have a career with the water industry.

If you are interested in a school or community group presentation, email us at wpe@FortWorthTexas.gov.

CONTACT US

Water Customer Service

817-392-4477

7 a.m.-7 p.m. | Monday-Friday

24-Hour Emergencies select Option 1

Water Bill Payment Portal

www.FortWorthTexas.gov/paywaterbill

Water Administration

Fort Worth City Hall
200 Texas Street, 2nd floor
Fort Worth, TX 76102

www.FortWorthTexas.gov/water

www.SaveFortWorthWater.org

City Council

The Water Department is part of the City of Fort Worth, Texas. Council meetings are open to the public and take place Tuesdays, at City Hall. See the City Calendar for meeting dates and times.

www.FortWorthTexas.gov/calendar/council



Check Out Our Award-Winning Podcast, H2OMG!

Just search for "H2OMG" on your favorite podcast app or check us out at

www.theh2omg.podbean.com

Fort Worth Water's Mission

Enable our community to thrive with clean water done right every time.

