

Dear City of Kerrville Water Customer...

We'd like to share with you some useful information about the city's stewardship of our water and some helpful resources currently available to city residents. We also have some information to share with you regarding recent test results affecting a limited area of Kerrville water customers.

The City of Kerrville works diligently to manage both the quality & quantity of water available to Kerrville residents & businesses. Most recently, the city has allocated several million dollars to fund important improvements & maintenance to our overall water system, including an additional water source, storage improvements & upgraded water mains.

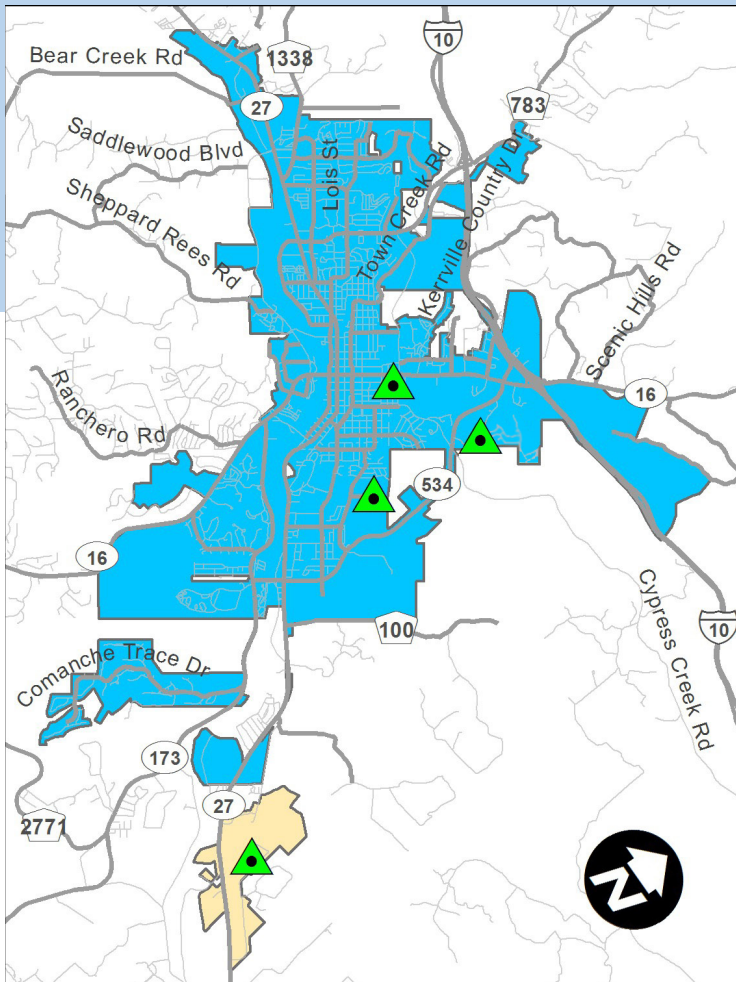
Our team of planning & production engineers, water quality experts, laboratory technicians, administration & staff provide more than 1.5 billion gallons of safe, drinkable water to the citizens of Kerrville each year.

Important Information About Your Drinking Water

Recently, our water system received a notice of violation from the Texas Commission on Environmental Quality (TCEQ) for sampling results that exceeded the maximum standards for Total Trihalomethanes (TTHM) in the water supplied to some customers. Even though this is not an emergency, the city believes that all customers need to be informed on the test results & what the city is doing to correct the violation.

Quarterly sampling events are conducted throughout Kerrville at various locations. This violation pertains to an eastern portion of town (please see attached map). Although this violation only affects a small percentage of our customers, city staff is working diligently to implement additional strategies & procedures to prevent future violations at sampling locations.

The affected areas are highlighted in the map below.



Unaffected Area
Affected Area
Sampling Location

This product is for informational purposes & may not have been prepared for or be suitable for legal, engineering or surveying purposes. It does not represent an on-the-ground survey & represents only approximate relative locations.

How Are These Sampling Locations Selected?

After a series of tests conducted from 2006 to 2013, the Texas Commission on Environmental Quality identified four locations where the City of Kerrville would be required to test TTHM levels on a quarterly basis. The TCEQ selected these particular locations because of their distance from the Water Treatment Plant. Locations that are far away from the Water Treatment Plant have an increased likelihood of experiencing elevated TTHM levels. If your home is not located within a designated sampling site this is because the TCEQ has determined the water delivered to your area is not at risk for elevated TTHM levels.

Understanding TTHM

What is TTHM?

When Chlorine is used for the disinfection of water, it reacts with organic matter in the water & creates a by-product. This by-product is called Total Trihalomethane (TTHM) & is the most common by-product formed during the disinfection process.

Where else can you find TTHMs?

They can be found in swimming pools, soft drinks, coffee, tea, & some foods. TTHMs enter the body through inhalation during bathing / showering, skin contact during swimming & during food or drink consumption.

What are the maximum contaminant levels & who establishes them?

The current maximum contaminant levels for TTHMs are .080 milligrams per liter (mg/L) which is equal to 80 parts per billion. These levels are established by the U.S. Environmental Protection Agency (EPA) & regulated by the Texas Commission on Environmental Quality (TCEQ).

What were the sampling results for our water?

The latest results from one sampling location in the 4th quarter of 2018, showed a running average result of 0.081 mg/L which is 0.001 mg/L over the limit. This is equivalent to being over the limit by 1 part per billion. For comparison, 1 part per billion is equal to 1 drop of water in an Olympic size swimming pool.

What causes high TTHM levels?

Heavy rainfall can often introduce large amounts of organic matter into the water supply. When this organic matter reacts with chlorine during the disinfection process, it creates TTHMs. Additionally, when drought conditions & extreme high temperatures exist, the water becomes warmer than usual & requires more chlorine be used for disinfection.

What is the city doing to eliminate TTHMs?

In April, 2017, the Kerrville City Council directed staff to move forward with the "Water Treatment Plant Trihalomethane Reduction Project." As the first step in that process, the council approved an engineering contract in the amount of \$287,000 to study the issues and design improvements at the Water Treatment Plant to reduce TTHM's. The design stage is nearing completion. Once the final design is completed and a construction bid is approved by City Council, the project should be completed in six to eight months. The anticipated completion date of the Trihalomethane reduction Project is late 2019. These improvements to the Water Treatment Plant should eliminate traces of TTHM from the City of Kerrville's drinking water.

The Texas Commission on Environmental Quality (TCEQ) has notified the City of Kerrville water system that the drinking water being supplied to customers has exceeded the Maximum Contaminant Level (MCL) for total trihalomethanes. The U.S. Environmental Protection Agency (U.S. EPA) has established the MCL for total trihalomethanes to be 0.080 (mg/L) based on locational running annual average (LRAA), & has determined that it is a health concern at the levels above the MCL. Analysis of drinking water in your community for total trihalomethanes indicates a compliance value in quarter four 2018 of 0.081mg/L for DBP2-04.

Trihalomethanes are a group of volatile organic compounds that are formed when chlorine, added to the water during the treatment process for disinfection, reacts with naturally occurring organic matter in the water.

Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidney or central nervous system & may have an increased risk of getting cancer.

You do not need to use an alternative water supply. However, if you have health concerns, you may want to talk to your doctor to get more information about how this may affect you.

Please share this information with all people who drink this water, especially those who may not have received this notice directly (i.e. people in apartments, nursing homes, schools & businesses.) You can do this by posting this notice in a public place or distributing copies by hand or mail.

If you have questions regarding this matter, you may contact the City of Kerrville at 830.257.8000.

Helpful Resources



Brochures, Literature & Presentations - Need information on water for your home, business, school, club or organization? The City of Kerrville will provide free written information or speakers for your event.



Data Logs - In order to better manage water usage or help pinpoint a leak, it is useful to see how & when water is used. Customers can call Water Records at 830.258.1504 to request a free data log. This easy to read report shows water usage by day & even hour for the last 90 days.



Leak Letters - If our meters detect continual or unusual water usage, the city will send you a courtesy notification. Often leaks are not visible or are small so this may be the only clue to check for a leak!