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To our Mitchell County Customers:

Recently we have seen increased iron content in the water coming from the wells that supply the Mitchell County water system which can lead to discoloration. Some customers have contacted us about this. We are diligently working to address this issue and, as discussed below, have a defined plan of action that will resolve the issue. In the meantime, we want to assure you that the water meets EPA and state primary drinking water quality standards despite the discoloration.

We have cleaned and treated some of our wells to remove iron that has accumulated in the wells and to improve the volume of water pumped. Additionally, we have increased line flushing in various locations in the system and have added additional valves to be able to flush in more locations. When iron in water is exposed to air, its chemical form changes and as a result causes discoloration. Also, we have requested approval from the Texas Commission on Environmental Quality (TCEQ) to allow us to start treating the water with chemicals that will isolate and prevent the iron from changing when exposed to air. As soon as we receive approval, we will begin that treatment. Based on experience elsewhere, we believe that this treatment will be a long-term solution.

In the meantime, if you are experiencing discoloration in your water, please call us at 1-877-718-4396 to let us know about it and we will adjust our flushing or perform additional flushing to clear the water. We will let you know when we begin treating the water to control the impact of the iron. We understand this has been frustrating for some of you and we appreciate your patience as we work to improve the quality of your water.

Corix Utilities (Texas) Inc.
Customer Service
1-877-718-4396