

FREQUENTLY ASKED QUESTIONS

Important Notices About Your Drinking Water

City of Whitehouse residents may receive one or two different mailed notices regarding our public water system. These notices address separate, unrelated requirements. Not all customers will receive both. Below are some FAQ to help provide more information.

Why did I receive a notice from the City about my water?

You may receive a notice for one of two reasons:

1. Lead & Copper Service Line Inventory Notice

This notice is required by the U.S. Environmental Protection Agency (EPA) and informs you of that the material classification of your water service line is unknown.

2. TCEQ Reporting Violation Notice

This notice is required by the Texas Commission on Environmental Quality (TCEQ) and relates to a late report submission, not a water quality issue.

These notices are separate and unrelated.

LEAD & COPPER SERVICE LINE INVENTORY

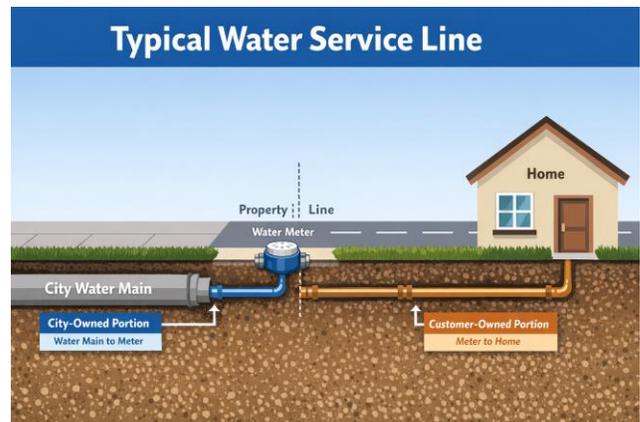
What is a service line and where can it be located?

A water service line is the pipe that delivers drinking water from the City's water main in the street to a home or building.

The service line typically has two portions:

- The City-owned portion runs from the water main to the water meter, usually located near the street or property line.
- The customer-owned portion runs from the water meter into the home or building.

Service lines are usually located underground and may pass beneath yards, driveways, sidewalks, or landscaping.



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What does “Unknown (may contain lead)” mean?

“Unknown” means the City is working through records confirming the material of your service line. It does not mean lead has been found, only that the material could not be verified. Because many service lines were installed decades ago and records may be incomplete, the exact material of a service line is not always known.

Is my water unsafe to drink?

No. This notice does not indicate a water quality violation or that lead is present in your drinking water. It is an informational notice required by federal regulations.

Why is the City sending these notices now?

The EPA now requires all public water systems to:

- Complete a full service line inventory
- Notify customers of their service line classification

This is part of a nationwide effort to reduce potential lead exposure.

What can I do if I’m concerned about lead?

You may choose to:

- Use a certified water filter that removes lead
- Use cold water for drinking and cooking
- Flush your pipes by running water before use
- Clean faucet aerators regularly

These are precautionary steps recommended by the EPA.

What if I believe my service line is incorrectly classified?

If you have documentation or knowledge of your service line material, contact TJ Henderson at 903-510-7509 or TJHenderson@whitehousetx.org.

We can review your information and update our records if appropriate.

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TCEQ REPORTING VIOLATION NOTICE

What was the violation?

The City did not submit a required quarterly disinfectant report on time to TCEQ for the 4th Quarter of 2024.

Was there a problem with the water itself?

No. This was a reporting violation only.

- All required testing was completed
- Disinfectant levels were within state and federal limits
- Water quality remained safe to drink

Is this an emergency?

No. There is no health risk associated with this violation, and no action is required by customers.

Why did the report get submitted late?

The delay occurred during a change in system leadership at the time the report was due.

What has the City done to correct this?

The missing report has been submitted to TCEQ and internal procedures have been updated. Additional oversight measures are now in place to prevent future delays.

Do I need to do anything?

No action is required. Your water remains safe to drink.

Who can I contact with questions?

Questions should be directed to TJ Henderson at 903-510-7509 or TJHenderson@whitehousetx.org.