



NORTH  
TEXAS  
MUNICIPAL  
WATER  
DISTRICT

North Texas Municipal Water District

# WATER HARDNESS

REGIONAL SERVICE THROUGH UNITY...MEETING OUR REGION'S NEEDS TODAY AND TOMORROW

## North Texas Municipal Water District

Administration Building  
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Wylie, TX 75098

**972.442.5405**  
[www.NTMWD.com](http://www.NTMWD.com)

### FAST FACTS:

**80**  
COMMUNITIES  
SERVED

SERVICE AREA:  
**2,220**  
SQUARE MILES IN  
**10** COUNTIES

**1.7**  
MILLION  
POPULATION  
SERVED



WATER



WASTEWATER



SOLID WASTE

## WHAT IS CAUSING THE WHITE, CLOUDY RESIDUE ON MY GLASSWARE AND DISHES?

### Where does my water come from?

The North Texas Municipal Water District (NTMWD) is a regional wholesale water provider for about 1.7 million consumers in the North Texas area. We hold exclusive water rights in Lavon Lake, our main water supply and storage source.

We also hold water rights for supplies from Lake Texoma, Jim Chapman Lake (Cooper Lake), Lake Bonham, Lake Tawakoni and the East Fork Water Reuse Project (wetland) which pulls water from the East Fork of the Trinity River.

### What is hard water, and why do we have it here?

Hard water build-up comes from naturally occurring minerals — such as calcium bicarbonate, magnesium carbonate, iron, lime and others — that are present in lakes and other water sources across North Texas. The treated water supplied by NTMWD is considered “moderately hard” primarily due to the minerals found in Lavon Lake. Hard water can cause scaling, also known as “lime scale,” which is the leftover mineral deposits formed after hard water has evaporated.





## WHAT IS CAUSING THE WHITE, CLOUDY RESIDUE ON MY GLASSWARE AND DISHES?

*cont.*

### Why do I notice spots on my glassware?

Minerals dissolved in water may leave deposits behind after water is heated and evaporated. Hard water build-up can make tile and glass in your bath or shower appear spotty or leave a cloudy residue. You may also notice this buildup in your dishwasher, washing machine, or on your faucets.

### What should I do to combat the white, cloudy residue?

There are several ways to remove scaling in your dishwasher, washing machines and faucets as well as your glassware.

- Adjust the amount of dishwasher detergent used to only what is recommended by the appliance manufacturer.
- Try commercial rinse aid products, or use vinegar as a natural alternative.
- Home remedies can sometimes help clean hard water stains including vinegar, epsom salt or baking soda.



Hard water may also leave residue in hot water heaters. For scale build-up, NTMWD recommends following the manufacturer's instructions to regularly flush out hot water heater tanks.

### Does hard water affect drinking water quality?

Hardness of the water does not alter the safety of your drinking water. While it may leave unpleasant scaling on your dishes, glassware, or utensils, the treated water delivered by NTMWD meets and/or surpasses all state and federal Safe Drinking Water Standards.

### What is NTMWD doing in response to elevated water hardness?

Depending on lake conditions, water hardness may be higher or lower at different times of the year. Because this is a naturally occurring process, an increase or decrease in hardness is difficult for NTMWD to predict at any given time. We continuously test the quality of the water entering the plant, conducting more than 250,000 water quality tests per year, and use that data to determine adjustments to the treatment process. Our experts are always evaluating raw water supplies for Lavon Lake and analyzing the treatment processes to determine if any adjustments to the treatment processes might result in a reduction of scaling.

### How can I find out about the level of hardness my drinking water may have?

NTMWD Water Quality Reports are posted monthly on the NTMWD website:

[NTMWD.com/Water-Quality-Reports](https://www.ntmwd.com/Water-Quality-Reports).