



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

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## 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 over 2.2 million consumers in the North Texas area. We hold exclusive water rights in Lavon Lake, our main water supply and storage source, and own and operate Bois d'Arc Lake, our newest water supply.

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 area lakes. Hard water can cause scaling, also known as “lime scale,” which is the leftover mineral deposits formed after hard water has evaporated.



### 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.

### 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](http://NTMWD.com/Water-Quality-Reports)



WATER



WASTEWATER



SOLID WASTE



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### 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.

### What can I do if my skin is sensitive to hard or moderately hard water?

Those with sensitivity may experience dry and itchy skin which is a result of a soapy residue that hard or moderately hard water may not completely rinse away.

- Use less soap products to decrease soapy residue, or use specified "cleansing" or "dermatological" soap.
- Avoid extra hot water, and take shorter showers to reduce your skin's exposure and sensitivity.
- While not necessary for water safety, some people opt to install water filters to "soften" the water. Beware of claims from companies advocating filtration for water safety. NTMWD's water is safe to drink and use without filtration. Look for filters labeled with NSF International (NSF/ANSI) approval (NSF.org). DrinkTap.org has some additional filter guidelines.

### 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. Our experts are always evaluating raw water supplies, and we continuously test the quality of the water entering the plant.

Learn more online:

[NTMWD.com/Water-Hardness](https://ntmwd.com/Water-Hardness)