Exciting News: Our New Water Treatment System Is Coming Online Soon!

Construction of our new treatment system began last summer (remember that amazing groundbreaking ceremony on August 23, 2025?) and is now complete. While a few final touches are being made, the PIWD has received State approval to operate the new system and expects to bring it online beginning around **August 3**.

PIWD Greensand Filter

Once the system is online, bacteria, viruses, iron, and manganese will be removed from the water at the source. While this will eventually lead to clean, clear water throughout the system and a lifting of the boil water advisory, **water quality will not improve overnight**. It will take some time for the 100,000 gallons of water in the "big blue" storage tank to be replaced with treated water, and the distribuion pipes and household plumbing still contain residual iron and sediment, so we do not have an exact time frame for when clear water will reach customer taps. Our operators will be monitoring the system and will make adjustments. A full system flush is not possible at this time because of the ongoing drought.

The State will determine when the boil water advisory can be lifted. They expect to see continuous operation of the treatment facility, consistent chlorine residuals throughout the system, and a variety of water samples before they would consider lifting the order.

What To Expect

In the short term, you may notice temporary changes in water color, odor, or taste:

- Orange or brown water caused by iron sediment: This harmless nuisance has been common in the PIWD system since the deep wells were drilled in the 1990s. Eliminating this iron is one of the key goals of the treatment project.
- Clear water with a slight chlorine smell: This is the treated water from the plant.
- Yellowish water or small black specks: This can occur when the treated water encounters untreated water or iron residue in pipes is disturbed. This is also a harmless nuisance and is a sign that the treated water is beginning to clean the distribution system and household plumbing.

What To Do

If you prefer to remove chlorine or are seeing residual sediment, a standard household carbon filter will remove both. Pitchers, faucet attachments, under-sink, and whole-house filters are all effective options. Many refrigerators and other appliances also include built-in carbon filtration. Replace filter cartridges according to the manufacturer's instructions.

We appreciate your patience as we take this important step toward providing better water service for our community. We'll continue to share updates as we make progress.