



MEMORANDUM

To: Crystal Mountain HOA
From: Ben Ingallina
Subject: Chlorine Conversion
Date: 11/06/25

Dear Crystal Mountain HOA residents,

The **West Travis County Public Utility Agency** public water system, (PWS) ID **2270235**, will temporarily convert the disinfectant used in the distribution system from chloramine to free chlorine. The conversion will begin on **November 14, 2025** and continue through **December 13, 2025**. During this period, you may experience taste and odor changes associated with this type of temporary disinfectant conversion.

Public water systems are required to properly disinfect their water and maintain an adequate disinfectant residual in the distribution system. Chloramine, free chlorine combined with ammonia, is widely used as a disinfectant because it persists for long periods while also limiting the formation of disinfection by-product contaminants. Prolonged use of chloramine coupled with other factors that can impact water quality, such as high temperatures or stagnation of water, may result in the growth and/or persistence of organic matter within the pipes of the distribution system, which may hinder the ability to maintain an adequate disinfectant residual. A temporary conversion to free chlorine, partnered with flushing activities, helps to rid distribution pipes of this organic matter and improve the quality of your water overall.

If you would like more information please see the link below.

<https://www.wtcpua.org/news-releases/chlorine-conversion-may-cause-temporary-odor/>