

Frequently Asked Questions

- **Where does my water come from?**
The City utilizes brackish groundwater from the local aquifer that is highly treated through reverse osmosis. The water consistently exceeds State and Federal drinking water standards.
- **Do we have hard water?**
Based on our calcium hardness target of 45 mg/L, your water is softer than the average hardness of 192 mg/L that you have received in the past.
- **Why are City fire hydrants seen flowing sometimes?**
Flushing the water mains improves water quality by keeping fresh water in the mains and removing any sediment buildup that commonly occurs in water distribution systems. This flushing is a normal and necessary part of maintaining the drinking water supply.
- **What should I do if I have a concern about my water quality?**
Please contact the City's Water Division at (727) 937-2557. We can assist in reviewing your water quality and take corrective actions as applicable.

Below: Brackish production well



Reverse Osmosis Membrane Vessels at the City of Tarpon Springs Reverse Osmosis Water Facility

Award Winning Facility:

- Two-time recipient of the American Water Works Association, Florida Section "**Outstanding Water Treatment Plant Award**" (2016, 2018).
- Received an Award of Merit from *Engineering News Record* for the Southeast's "Best Projects" of 2016.

Tarpon Springs Reverse Osmosis Water Supply



City of Tarpon Springs Water Division
(727) 937-2557
Website: www.ctsfl.us



REVERSE OSMOSIS WATER FACILITY

The City of Tarpon Springs has been operating our Reverse Osmosis (RO) Water Facility since August, 2015. Co-funded with a grant from the Southwest Florida Water Management District (SWFWMD), this local water supply allows for **minimal travel time to your tap** while utilizing free chlorination for disinfection, which is a superior disinfectant that provides the highest EPA standard for disinfection.

Having Our Own Water Supply Provides:

- Sustainable supply through the use of alternative water sources (brackish groundwater)
- Consistent high quality water through state-of-the-art reverse osmosis (RO) treatment
- Environmental benefit through use of solar power at the facility
- The ability to plan the City's future, including rate schedules and planning for growth
- Choice of projects required to maintain or improve water quality
- Choice of treatment and disinfectant processes



State-of-the-Art Treatment

The RO Water Facility has been designed and built to produce high quality drinking water to serve our City for many years to come. This includes a brackish well field, a 5-micron pre-filtration system, 3 RO treatment trains, a biological air treatment and degasifying system, a 68,000 gallon clear well, and a 5-million gallon finished water storage tank system. All of these components - and many more - work together to provide quality water sent straight to your tap.



Water Quality

The City's RO Water Facility produces a consistent high quality water produced by the same or better treatment processes found in bottled drinking water. The table below shows a comparison of the average water quality in our distribution system from 2014 (Previous) and the water quality from the RO facility.

The treatment process allows us to control the hardness of the water, resulting in a **softer water** with a hardness of about 45 mg/L and alkalinity of about 70-90 mg/L. This softer water eliminates the need for residential softening systems under many circumstances, unless it is preferred by the customer

Comparison of Water Quality Parameters

Parameter	2014	RO Facility
Disinfectant	Chlorine +Ammonia 3.8 mg/L	Chlorine 1.5-3.0 mg/L
Hardness	192 mg/L	45 mg/L
Alkalinity	173 mg/L	70-90 mg/L
Fluoride	0.64 mg/L	0.6-0.8 mg/L