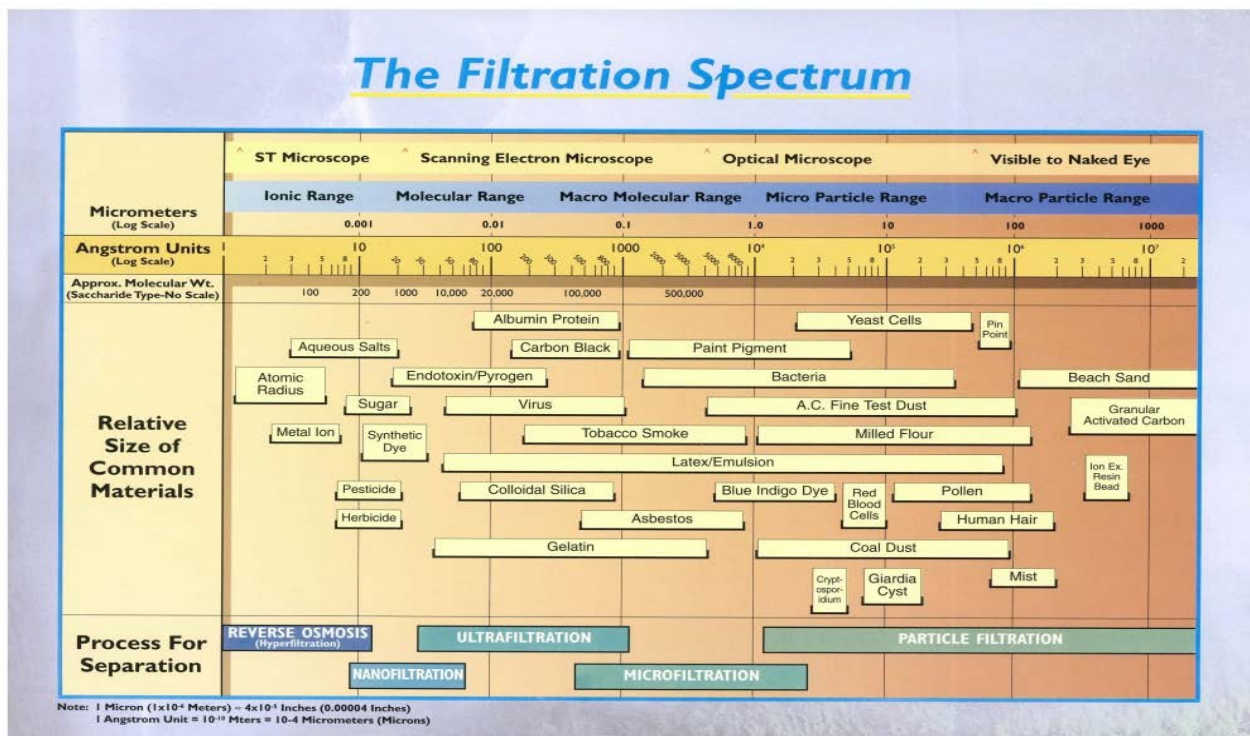


## Your Water is Safe

With rising public concern over the spread of COVID-19 (coronavirus), you can be confident that the coronavirus has no impact on the quality or supply of your tap water.\* While it's always recommended to stock food, bottled water, and medicine at home in case of an emergency, Travis County WCID No17 does not expect this health outbreak to disrupt service to our customers. Travis County WCID No17 uses the best industry practices to keep your water safe and deliver water of the highest quality, meeting or exceeding all stringent state and federal drinking water standards requirements.

## Membrane Process

Travis County WCID No17 uses a State of the Art Membrane process, at both of our water plants. It uses a barrier filtration process utilizing specialized membranes. The water, from which the solids are being removed, passes through the membranes. Membranes provide a physical barrier to viruses, bacteria, organic pollutants, and other contaminants by preventing passage of solids larger than the pores in the membrane.\* The following illustration provides a complete overview of the Filtration Spectrum process.



## Disinfection

Once water is filtered through the Membrane, it then goes through a disinfection process. In the unlikely scenario where pathogens, such as a virus, make it through the filtration process, they are inactivated when sodium hypochlorite (chlorine) is added. Sodium hypochlorite serves as an effective line of defense against viruses.\* This ensures safe drinking water for all our customers.

\* = Research regarding the novel coronavirus is ongoing. According to the World Health Organization, "Currently, there is no evidence about the survival of the COVID-19 virus in drinking-water..." and that "...there is no current evidence from surrogate human coronaviruses that they are present in surface or groundwater sources or transmitted through contaminated drinking-water." "Conventional, centralized water treatment methods that utilize filtration and disinfection should inactivate the COVID-19 virus." (World Health Organization. (2020). *Water, sanitation, hygiene and waste management for COVID-19*. Retrieved from <https://www.who.int/publications-detail/water-sanitation-hygiene-and-waste-management-for-covid-19>)