



DRINKING WATER QUALITY REPORT

*Este reporte incluye información importante sobre el agua para tomar.
Para asistencia en español, favor de llamar al teléfono (940) 691-1153.*

CCR WELCOME

It is my privilege to present this year's Consumer Confidence Report. The City of Wichita Falls is required by the United States Environmental Protection Agency and the Texas Commission on Environmental Quality to comply with strict Federal and State regulations for drinking water. Part of those requirements is to provide this annual Consumer Confidence Report describing our water quality to our customers. I am pleased to report that our drinking water system had zero failures and meets or exceeds all Federal and State drinking water standards.

Safe and abundant drinking water is vital to every community. The City of Wichita Falls is dedicated to delivering a dependable supply of high-quality water both now and for generations to come. Using state-of-the-art technology and a highly trained and dedicated staff, we continuously monitor and treat your water to maintain the highest standards. Wichita Falls proudly holds Texas's highest water quality designation—"Superior"—recognizing our commitment to excellence in water safety and reliability. Every time you turn on the tap, you can trust the quality of your water.

The staff of our Water Source and Water Purification Divisions consist of 20 treatment plant operators, 10 plant mechanics, two electronics instrument technicians, two utility service workers, two laboratory technicians, one administrative clerk, three supervisors, and one superintendent. Our treatment facilities are staffed 24/7, and everyone is subject to emergency/on-call response. These men and women are responsible for treating water from Lakes Arrowhead, Kickapoo, and Kemp, through five conventional treatment plants and the advanced microfiltration/reverse osmosis plant. They also maintain over 100 miles of raw water pipeline, three distribution pump stations, and seven water towers. Their telemetry systems and laboratory analyses produce hundreds of thousands of data points each year, ensuring the safety of our drinking water.

Current major projects include upgrades to the 1961 Plant to replace the filter media, and rehab pipes, valves, and electronics. The 1961 Plant is one of our two conventional treatment plants

that can operate in tandem with the microfiltration/reverse osmosis plant to blend treated water from Lake Kemp with conventionally treated water from Lakes Arrowhead and Kickapoo, making it essential to our long term water resources and drought planning.

Another important part of the city's conservation efforts is the Indirect Potable Reuse project. In calendar year 2025, we discharged over 1.3 billion gallons of high-quality, highly-treated, and polished effluent to Lake Arrowhead. Since 2018, over 15.3 billion gallons have been pumped into the lake through the end of 2025. This means that approximately 30% of the total raw water treated at the Cypress and Jasper Water Treatment Facilities was replaced in Lake Arrowhead using Indirect Potable Reuse from the River Road Resource Recovery Facility, keeping this vital resource in our watershed for our customers.

This report reflects the dedication of our highly trained and certified water system employees who work tirelessly every day. Inside, you will find detailed laboratory test results for our water, along with other valuable information. We appreciate your trust in us and remain committed to providing you with the highest quality drinking water.

Sincerely,

Jeffrey Jenkins

MPA, ICMA-CM
City Manager

"Safe and abundant drinking water is vital to every community. The City of Wichita Falls is dedicated to delivering a dependable supply of high-quality water both now and for generations to come."



RO Trains for Reverse Osmosis

WATER RATES COMPARISON

Customer Name

Service Address

Bill Number

Bill Date

Account Number - Customer Number

Current Billing Due Date

Monthly Usage

25

20

15

10

5

0

Curr 02/24

01/24

12/23

11/23

10/23

09/23

08/23

07/23

06/23

05/23

04/23

1 UNIT = 100 cu. ft. or 748 gallons

READ CODE

A = Actual

E = Estimate

F = Final

Previous Read Date

Current Read Date

Previous Reading

Current Reading

Read Code

Usage (100 cu. ft.)

Charge

02/26/2024

03/25/2024

485

491

A

6

24.82

19.75

7

21.82

17.47

1.70

3.18

5.00

1 unit of billed water usage = 100 cubic feet of water

1 unit of billed water usage = 748 gallons

The monthly usage bar graph shows the customer how much water they used each month over the previous year.

Customers can use this to determine if they have abnormally high water usage for a month, which could be caused by a leak on the customer's plumbing system.

93.74

97.92

0.00

98.00

93.66

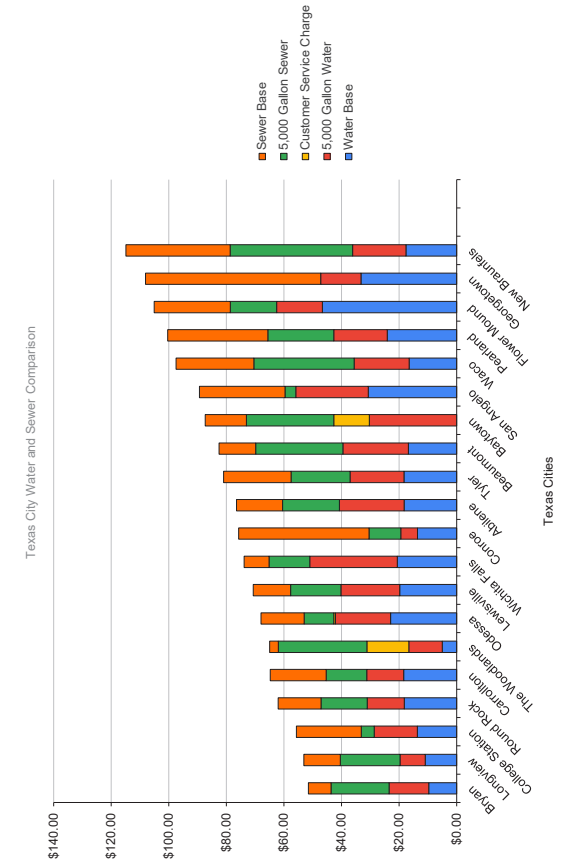
Total Current Billing

Previous Balance

Adjustments

Less Payments Received

Total Due



Stuff You Find in the WATER



ROCKS / ALGAE / PLANKTON / DEBRIS / SHIPWRECKS / TREASURE / REPTILES / FISH / INSECT LARVAE / SNAILS / ZOOPLANKTON / PHYTOPLANKTON / PROTOZOA / MUSSELS / REEDS / RUSHES / PONDWEED / CRITTERS / FROGS / TURTLES / SNAKES / NEWTS / BEAVERS / OTTERS / MUD / BIRDS / SEDIMENT / TOXINS

SOURCES

The City of Wichita Falls has previously only utilized two of its surface water reservoirs; Lake Arrowhead and Lake Kickapoo. While these two lakes have provided the citizens of Wichita Falls with a reliable source of drinking water for the last 80 years, the addition of Lake Kemp became possible in 2008 with new, advanced treatment technologies. In 2018, the addition of the indirect potable reuse project further bolstered the City's supply for years to come.

SOURCE WATER SUSCEPTIBILITY ASSESSMENTS

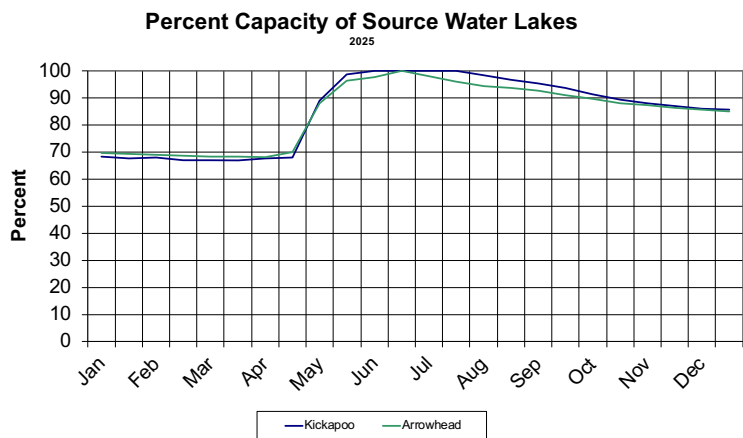
A Source Water Susceptibility Assessment for lakes Arrowhead, Kickapoo & Kemp is currently being updated by the Texas Commission on Environmental Quality. This information describes the susceptibility and types of constituents that may come into contact with our drinking water source based on human activities and natural conditions. The information contained in the assessment allows the City of Wichita Falls to focus its source water protection strategies. Some of this source water assessment information will be available later this year on Texas Drinking Water Viewer at <https://dwv.tceq.texas.gov/>. For more information on source water assessments and protection efforts at our system, please contact the City of Wichita Falls Public Works Department at 761-7477.

LAKE LEVELS

"What are the lake levels?" is one of the most frequently asked questions about the city's source waters. Below is a graph of both Lake Kickapoo & Arrowhead levels through the calendar year of 2025. If you would like to know the current lake levels at any time during the year, the city posts the current lake levels on its web site at www.wichitafallstx.gov/986/Lake-Levels.

LAKE KICKAPOO

Lake Kickapoo is the first lake in the Little Wichita River watershed and has a drainage area of 275 square miles. Kickapoo was constructed in 1945, 18 miles southwest of Wichita Falls in Archer



Source Water Monitoring

County. At its maximum capacity, Lake Kickapoo contains 106,000 acre feet (35 billion gallons) of water, which makes it the 61st largest fresh water reservoir (out of 122) in the State of Texas. It was named for the Kickapoo Indians and for Kickapoo Creek, which empties into the reservoir.

LAKE ARROWHEAD

Lake Arrowhead is the last lake in the Little Wichita River watershed and has a drainage area of 832 square miles. Construction on Lake Arrowhead began in 1965, 15 miles southeast of Wichita Falls, primarily in Clay County. At its maximum capacity, Lake Arrowhead contains 228,000 acre feet (74 billion gallons) of water, which makes it the 40th largest fresh water reservoir (out of 122) in the State of Texas.

LAKE KEMP

Lake Kemp is the largest lake in the Big Wichita River watershed and has a drainage area of 2,086 square miles. Construction of Lake Kemp was completed in 1924, 37 miles west of Wichita Falls. At its maximum capacity, Lake Kemp contains 245,308 acre feet (80 billion gallons) of water, which makes it the 39th largest fresh water reservoir (out of 122) in the State of Texas. It was named for Joseph A. Kemp, who sought its construction to alleviate flooding issues within Wichita Falls.

CRYPTOSPORIDIUM

Cryptosporidium is a microscopic parasite that can be found in the digestive tracts of animals. It is shed in the feces and when ingested by humans may result in diarrhea, cramps, fever, and other gastrointestinal symptoms. People with healthy immune systems usually recover within a couple of weeks. However, individuals with weakened immune systems may be unable to clear the parasite from their intestines and suffer a chronic and debilitating illness known as cryptosporidiosis. (NOTE: The table below is providing you data on monitoring the City of Wichita Falls has undertaken to keep track of certain protozoans in its source waters. The city has tested its source water and drinking water for these parasites since 1994.)

The EPA Source Water Protection Web site can be found at: <https://www.epa.gov/sourcewaterprotection>

Constituent	WICHITA FALLS WATER RESULTS		EPA REGULATIONS		Analysis Year
	Reportable Value	Range of Detection	Maximum Contaminant Level	Maximum Contaminant Level Goal	
<i>Giardia</i> ; cysts Not naturally present in the environment	0	0 - 0	Not Regulated	0	2025
<i>Cryptosporidium</i> ; oocysts Not naturally present in the environment	0	0 - 0	Not Regulated	0	2025

2025 WATER QUALITY ANALYSIS

The following tables contain all of the chemical and microbiological constituents which have been found in your drinking water for the calendar year 2025. The U.S. Environmental Protection Agency requires water systems to test up to 97 regulated constituents annually. Only nineteen (19) regulated constituents were detected in your water during 2025 and prior.

UNITS OF MEASURE

- Nephelometric Turbidity Unit (NTU): A measure of water's clarity. Turbidity in excess of 5 NTU is just noticeable to the average person.
- Parts per Million (ppm): A measure of the concentration of a substance roughly equivalent to one packet of sugar in 250 gallons of iced tea.
- Parts per Billion (ppb): A measure of the concentration of a substance roughly equivalent to one packet of sugar in an olympic-size swimming pool.
- PicoCuries per liter (pCi/L): A measure of the radioactivity of the water.

DEFINITIONS

- Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
- Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- Maximum Residual Disinfectant Level (MRDL): The highest level of disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.
- Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.
- Action Level: The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow.

Water Analysis

Regulated Compounds

These compounds either occur naturally within the watersheds or are products of human activities. Turbidity is a measure of the "cloudiness" of the water due to suspended material. The City of Wichita Falls monitors it because it is a good indicator of the effectiveness of our filtration systems. For the year 2025, 100% of the >4300 turbidity samples that were taken for regulatory compliance fell below the Treatment Technique of 0.3 NTU. Also, you will notice that some of our data, though representative, are more than one year old. The State of Texas allows the City of Wichita Falls to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently.

Constituent	Wichita Falls Water Results		EPA Regulations		Analysis Year
	Reportable Value	Range of Detection	Maximum Contaminant Level	Maximum Contaminant Level Goal	
Arsenic; ppb					
Erosion of Natural Deposits; Orchard Runoff	1.3	0-1.3	10	0	2025
Atrazine; ppb					
Runoff from Herbicide Used on Row Crops	0.1	0-0.1	3	3	2025
Barium; ppm					
Natural Geology; Drilling Waste	0.031	0.029-0.031	2	2	2025
Chromium; ppb					
Natural Found in Rocks, Plants, Soil	1.6	1.3 - 1.6	100	100	2022
Cyanide; ppm					
Steel Plants, Wastewater Facilities	46.9	0-46.9	0	200	2025
Fluoride; ppm					
Water Additive; Natural Geology	0.731	0.583-0.731	4	4	2025
Nickel; ppm					
Natural geology; Mining, Power Plants, Sewage	0.0013	0.0012-0.0013	N/A	0.1	2025
Nitrate; ppm					
Fertilizer Runoff; Septic Tanks; Animal Waste	0.345	0.157-0.345	10	10	2025
Nitrite; ppm					
Fertilizer Runoff; Septic Tanks; Animal Waste	0.0624	0.0624-0.0624	1	1	2024
Total Organic Carbon; ppm	The percentage of TOC removal was measured each month and all TOC removal requirements were met.				
Naturally Present in the Environment					
Turbidity; NTU - Highest Single Measurement		0.9	TT = 1 NTU	N/A	2025
Turbidity; NTU - Lowest Monthly % Meeting Limit		100%	TT = 0.3 NTU	N/A	2025
Combined Radium 226/228; pCi/L					
Decay of Natural & Man-Made Deposits	1.5	1.5-1.5	5	0	2023
Gross Beta Emitters; pCi/L					
Decay of Natural & Man-Made Deposits	12.3	12.3-12.3	50	0	2023

Regulated Disinfectants

The City of Wichita Falls utilizes Chloramines (Total Chlorine) to inactivate disease causing viruses and bacteria in your drinking water. Disinfectants are monitored to ensure that they are adequately applied to the drinking water.

Constituent	Wichita Falls Water Results		EPA Regulations		Analysis Year
	Reportable Value	Range of Detection	MRDL	MRDLG	
Chlorine (Total); ppm					
Disinfectant (MRDL for Running Annual Average)	3.31	3.00-3.56	4	4	2025

Regulated within the Distribution System

There were 2 regulated disinfection by-products that were detected in your drinking water in 2025. Disinfectants are very active compounds that not only inactivate disease causing organisms, but also react with other naturally occurring compounds in the source waters to produce new compounds referred to as disinfection by-products, or DBPs. The City of Wichita Falls takes great care in keeping the concentrations of these by-products below their regulated limits.

Constituent	Wichita Falls Water Results		EPA Regulations		Analysis Year
	Reportable Value	Range of Detection	Maximum Contaminant Level	Maximum Contaminant Level Goal	
Total Trihalomethane; ppb By-Product of Chlorination	32	24.1-37.0	80	N/A	2025
Haloacetic Acid 5; ppb By-Product of Chlorination	24	8.4-37.4	60	N/A	2025

Lead and Copper

Lead and Copper are regulated at the consumer's tap under the Lead and Copper Rule of 1991. This monitoring is conducted every 3 years, and the City has completed 12 cycles of monitoring. The City of Wichita Falls has an effective program of corrosion control to keep these two metals from being leached out of your household plumbing.

Constituent	Wichita Falls Water Results		EPA Regulations		Analysis Year
	Reportable Value	90th Percentile	Contaminant Level	Contaminant Level Goal	
Lead; ppb Corrosion of Household Plumbing	9.80	2.53	15	0	2023
Copper; ppm Corrosion of Household Plumbing	0.0784	0.04394	1.3	1.3	2023

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. This water supply is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water>. A lead service line inventory has been prepared and is available online at <https://www.wichitafallstx.gov/2675/Lead-and-Copper-Rule>.

Regulated Microbiologicals

Coliform bacteria are naturally present in the environment.

Constituent	Total Coliform Bacteria		E. coli Bacteria		Analysis Year
	MCL	Highest No. of Positive	MCL	Highest No. of Positive	
Coliform Bacteria	5	1	1	0	2025

Wichita Falls Water Loss

According to the Texas Water Development Board, "the Total Water Loss Control Program considers water loss from an environmental stewardship perspective, reviews public utility revenue loss, and promotes the protection of public health by eliminating the threat of sanitary defects associated with leaking or broken pipes."

In the water loss audit submitted to the Texas Water Development Board for the time period of Jan-Dec 2025, the City of Wichita Falls lost an estimated 11% of water treated. The goal of maintaining water loss less than 15% was exceeded.



Water Treatment Plant



Fishing Pier at Lake Arrowhead

Puzzle Answers

R	O	C	K	S	E	Q	S	I	R	B	E	D	B	Z	Y	P
E	Z	D	F	D	K	J	P	N	N	M	R	Z	I	Z	S	L
P	Q	W	N	E	W	T	S	S	Q	S	U	X	R	Y	E	A
T	D	Y	U	E	T	M	N	E	S	H	S	S	D	X	K	N
I	E	B	B	R	M	B	Z	C	R	I	A	R	S	W	A	K
L	E	S	E	L	T	R	U	T	E	P	E	E	Q	M	N	T
E	W	F	S	R	G	A	D	L	V	W	R	T	H	U	S	O
S	D	N	R	B	Z	U	E	A	A	R	T	T	S	S	Q	N
P	N	B	C	O	M	Y	O	R	E	E	H	I	N	S	I	A
O	O	V	T	K	G	T	R	V	B	C	F	R	I	E	L	F
Q	P	O	H	J	Z	S	Z	A	Q	K	T	C	X	L	T	E
J	H	Y	Y	R	U	S	H	E	S	S	D	W	O	S	D	A
P	H	Y	T	O	P	L	A	N	K	T	O	N	T	W	E	G
A	B	C	D	N	O	T	K	N	A	L	P	O	O	Z	D	L
S	R	E	T	T	O	Q	S	N	A	I	L	S	X	Y	Z	A

For questions about this report contact:

J. Hunter Adams, M.S.
Water Source & Purification Superintendent
hunter.adams@wichitafallstx.gov / (940) 691-1153

To report water quality issues:
Cypress Environmental Laboratory
(940) 691-1153 (Answered 8 AM – 5 PM)
or Water Distribution after hours

To report leaks contact:
Water Distribution
(940) 761-4333 (Answered 24/7)





Blue Skies. Golden Opportunities.

City of Wichita Falls

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