

Safe, Clean and Reliable Water

El Paso Water provides safe, high-quality drinking water. Every time you turn on the tap, you can feel confident knowing that your water is safe to drink.

How We Keep Your Water Safe

- **Extensive Testing** – Our team conducts hundreds of thousands of water quality tests every year in a certified laboratory to ensure safety at every step.
- **Continuous Monitoring** – Water quality specialists take thousands of samples from treatment facilities and throughout the system, making sure your water meets or goes beyond all state and federal regulations.
- **Advanced Technology** – We use highly sensitive detection methods to test for even the smallest traces of metals, bacteria and other substances, ensuring your water remains pure and safe.

We take water quality seriously because we know how important it is for your family's health. Water hydrates your body and is a better alternative to drinks made with sugar and additives. **You can trust every drop!**

HAVE QUESTIONS?

Please Email:

CUSTOMER.SERVICE@EPWATER.ORG

Call: **915-594-5500**

Or Visit: EPWATER.ORG



Texas Tech Health El Paso
Promotores de Salud



Drinking Tap Water is Healthy, Safe and Cost Effective

Hot Topics In Water:
BE AWARE OF
DECEPTIVE NOTICES



Hot Topics In Water: BE AWARE OF DECEPTIVE NOTICES

El Paso Water prioritizes your safety and values your trust. We want to keep you informed about deceptive notices about our tap water quality. Here's what you need to know:

- ❌ **We Don't Leave Notices About Water Quality** – If you find a flyer or door hanger claiming your water is unsafe, it did not come from El Paso Water. Any official communication from us will always include our El Paso Water logo.
- ❌ **Beware of Door-to-Door Sales Pitches** – Some companies try to sell costly and unnecessary water filtration systems by making alarming claims about water quality. Rest assured—your tap water is safe to drink and meets all state and federal health standards.
- ❌ **We Will Never Ask to Test Your Tap Water** – If water testing is needed, it is conducted by certified professionals in a laboratory. If someone asks to test your water in your home, it's likely not valid.

Stay informed and protect yourself from misleading information. If you ever have questions about your water quality, visit epwater.org. **Trust the facts—your water is safe!**



Trust Your Tap Water: NO COSTLY EXTRAS NEEDED!

Your tap water is safe, clean and reliable—no expensive filtration systems required! Don't fall for misleading claims that could cost you more.

- 💧 **Think Twice Before Buying** – Water filtration systems can be costly to install and maintain, and they are not necessary.
- 💧 **Verify Before You Trust** – If someone claims to be from El Paso Water, it's your right to ask for official identification. Our employees wear uniforms and drive vehicles with the El Paso Water logo.
- 💧 **Need to Confirm?** – Call **915-594-5500** to verify before providing any information.
- 💧 For trusted information about your water, visit epwater.org. Trust your tap!

Water Quality FAQ's

At El Paso Water, providing safe, high-quality drinking water is our top priority. Every time you turn on the tap, you can feel confident knowing that your water meets and exceeds all safety and quality standards.

Why Is My Tap Water Sometimes Cloudy?

Cloudy water is normally caused by air that enters the pipes and then escapes in your tap water in the form of oxygen bubbles. Air bubbles do not present a health risk. This cloudiness should disappear in a few minutes of running the tap. You can also fill a clear glass with tap water and watch as it clears after a few minutes.

What Causes Water To Appear Discolored?

Dirty pipes is the typical cause of discolored water. In some cases, rusty or dirty water may come from the distribution system as the result of a main break or fire hydrant use. Usually, rusty water will clear after running cold water for a few minutes. Although rusty or dirty water does not create a health risk, we recommend that you do NOT drink water that is not clear.

If your tap water does not appear clear after running for a few minutes, call El Paso Water at 915-594-5733.

Have Other Questions About Water Quality?

Visit the water quality section at epwater.org.