

# What Is Causing the White, Cloudy Residue On My Glassware and Dishes?

## Where does my water come from?

The NTMWD is a regional wholesale provider of potable water serving over 1.6 million consumers in the North Texas area. Lavon Lake serves as NTMWD's main raw water supply source, with NTMWD holding water rights in the reservoir in addition to serving as a holding reservoir for additional supplies that are transferred into Lavon Lake to augment supplies. The NTMWD holds water rights for raw water supplies from Lavon Lake, Lake Texoma, Jim Chapman Lake, Lake Bonham, and the East Fork Raw Water Supply Project (Wetland). Additional supplies are available through a contract with the Sabine River Authority (SRA) providing for water transfer to Lavon Lake from Lake Tawakoni; and from a contract with the Greater Texoma Utility Authority (GTUA) for additional supplies from Lake Texoma. Please visit the NTMWD Web site at [www.ntmwd.com](http://www.ntmwd.com) for a list of all NTMWD Member Cities and Customers, as well as information regarding current and potential future water sources.

## What is hard water, and why do we have it here?

The treated water supplied by NTMWD is considered moderately hard due primarily to the raw water source from Lavon Lake. Hard water can cause scaling, which is the left-over mineral deposits formed after the hard water has evaporated. This may also be referred to as "lime scale". Hard water build-up comes from the natural minerals that are in the water supply. These minerals are calcium bicarbonate, magnesium carbonate, iron, lime, and other minerals.

## Why do I notice spots on my glassware?

Minerals dissolved in water may leave deposits behind after water is heated and evaporated. Hard water build-up can make bath/shower tiles and glass appear cloudy and spotty or leave a cloudy residue on glassware. In addition, some may see a white, cloudy film on the elements within their dishwasher.

## Does hard water affect drinking water quality?

Hardness of the water does not alter the quality of your drinking water; however, it does alter the aesthetics of the water through the scaling of dishes, glassware, utensils, etc. The treated water supply delivered by NTMWD meets and/or exceeds state and federal Safe Drinking Water Standards.

## How do I find out how hard my drinking water is?

NTMWD Water Quality reports are posted monthly on the NTMWD Web site at the following address: [www.ntmwd.com/water\\_quality.html](http://www.ntmwd.com/water_quality.html)

## What should I do to combat the white, cloudy residue?

To aid in the removal of the scaling in your dishwasher, first try adjusting the amount of dishwashing detergent by using only what is recommended by the appliance manufacturer. Secondly, try using commercial rinse aid products or use white vinegar as a rinse aid. Information on rinse aids or brand types can be found by searching the internet.

## What is NTMWD doing in response to the elevated water hardness?

At times, depending on lake conditions, the raw water hardness may be higher than other times. This is a naturally occurring process, therefore; an increase or decrease in hardness is difficult for NTMWD to predict at any given time. However, NTMWD continuously tests the quality of the raw water entering the plant, and uses that data to determine adjustments to the treatment process. The NTMWD is evaluating raw water supplies from Lavon Lake and analyzing the treatment processes to determine if any adjustments to the treatment processes might result in a reduction of scaling.