



**Texas
Water Utilities**

A SouthWest Water Company

Frequently Asked Questions

What is ice pigging?

Ice pigging is an award-winning, innovative and low-risk advanced pipe cleaning technology to clean main water lines and siphons for drinking water, raw water and sewer. The process has been proven to be between 100 and 1,000 times more effective at removing sediment and debris than water flushing alone and uses approximately 50% less water.

Why is Texas Water Utilities implementing this technology?

The water supply in your geographic area contains naturally occurring minerals such as iron and manganese. Over time, these harmless minerals build up inside water distribution pipes, impacting the color of your drinking water. Ice pigging is effective at improving the quality and clarity of drinking water.

What is in the ice?

The process for making the ice slurry has been carefully developed with the understanding of how ice crystals are formed and maintained. A freezing point suppressant controls the consistency of the ice. Normally the only additive needed is food grade sodium chloride (salt) so the ice is completely harmless. However, sodium levels above the recommended upper limit of 50 milligrams per liter may be a concern to individuals on sodium restricted diets or those on dialysis.

How long will this process take?

This project will be administered in scheduled segments, beginning April 17 with an anticipated three-week overall completion timeline. Each scheduled segment should take about two hours while the main is isolated and ice pigging is operated, flushed and sampled before returning the main to service. American Pipeline Solutions will work hand in hand with Texas Water Utilities operators every step of the way to ensure customers know what to expect.

What do I need to do when the project reaches my street?

It is important that customers avoid using water during the time their street is being flushed. It is likely you will experience temporary discoloration of your water during and shortly after your street's lines are flushed. (The water will look darker than before, as it is pushing out

the build up of sediment in the pipes.) *After* the procedure on your street, customers should run their tap for 2 to 3 minutes prior to using water for drinking or cooking. If the water tastes salty or becomes colder than usual, customers should continue to run their tap for an additional 2 to 3 minutes.



*Image courtesy of American Pipeline Solutions
(Left) After, (Middle) During, (Right) Before Ice Pigging*