

PBWR FAQ – WATER QUALITY & SAFETY

Who is PBWR?

Permian Basin Water Resources (PBWR) is the holding company for Greenwood Water Corporation (GWC) and Park Water Company (PWC). The systems share staff and are often collectively referred to as “PBWR,” but your home is serviced by either GWC or PWC.

Is PBWR water safe to drink?

Yes. Water provided by PBWR meets all federal and state drinking water standards established by the US Environmental Protection Agency (EPA) and enforced by the Texas Commission on Environmental Quality (TCEQ). Certified, third-party laboratories routinely test PBWR water, which must comply with strict regulatory limits.

Where does PBWR water come from?

PBWR water is sourced from groundwater wells in the Ogallala Aquifer in Midland County. This water is treated at the Greenwood Regional Water Campus before being distributed to customers.

How is PBWR water treated before distribution?

PBWR water is treated using advanced reverse osmosis, which removes dissolved minerals, followed by disinfection using sodium hypochlorite (chlorine), caustic for pH adjustment, and orthophosphate to minimize pipe corrosion. This TCEQ-approved treatment process ensures water remains safe throughout the distribution system.

Why is chlorine used in drinking water?

Chlorine is an EPA- and TCEQ-approved disinfectant, widely used in communities throughout the US, that protects drinking water from bacteria and other microorganisms. It helps ensure water remains safe as it is distributed through pipes to homes and businesses.

Are chlorine levels in PBWR water safe?

Yes. PBWR maintains chlorine levels well within regulatory limits. TCEQ requires chlorine levels to be between 0.2 and 4.0 milligrams per liter (mg/L), and PBWR typically maintains chlorine levels at or below approximately 2.0 mg/L. Daily testing throughout the GWC and PWC distribution systems ensures compliance.

Why does my water sometimes smell or taste like chlorine?

Customers may occasionally notice a stronger chlorine taste or odor, particularly after distribution system maintenance and repairs. This is temporary and indicates the system is being properly disinfected. Running the tap for a short time usually resolves the issue. If the taste or odor persists, please call 888-812-6268, and an operator will investigate the concern.

How often is water quality tested?

PBWR conducts daily sampling throughout the GWC and PWC distribution systems to monitor disinfectant levels and other key water quality indicators. Additional testing is performed regularly in accordance with EPA and TCEQ requirements, and results are reported to regulators, often directly by certified, third-party laboratories.

Who regulates water quality?

Water distribution systems in Texas are regulated by EPA and TCEQ. The Public Utility Commission of Texas (PUCT) oversees rates, which are not set by PBWR, and certain business practices.

PBWR FAQ – WATER QUALITY & SAFETY CON'T.

What water quality parameters are tested for in PBWR water?

PBWR tests for a wide range of water quality parameters, including inorganic compounds (such as arsenic and nitrate), bacteria, disinfection byproducts, and radioactive substances. All levels are maintained below EPA and TCEQ regulatory limits, established for safe drinking water.

Is it normal for drinking water to contain small amounts of minerals?

Yes. Drinking water naturally contains small amounts of minerals; water comprised of only pure hydrogen and oxygen (H₂O) can be harmful. The presence of such minerals does not present a health risk as long as levels remain within regulatory standards.

What about nitrate levels in the water?

Nitrate levels are monitored closely. While some nitrate readings may exceed 5 mg/L from time to time, they remain below the EPA limit of 10 mg/L. PBWR conducts ongoing, enhanced monitoring to ensure nitrate levels remain safe, particularly for sensitive populations such as infants and the elderly.

Does PBWR monitor for lead?

Yes. PBWR tests for and meets all EPA and TCEQ requirements for lead, which typically enters water from household plumbing rather than the distribution system itself. Customers can reduce potential exposure by flushing taps after water has been sitting for several hours. If you would like to be part of our free lead testing program, please call 888-812-6268.

What should I do if I notice changes in my water (taste, odor, or color)?

If you notice taste, odor, or color changes in your water, you should first run the tap for several minutes. If the issue persists, please call 888-812-6268, and an operator will investigate the concern.

What happens during a boil water notice?

A boil water notice, widely used in communities throughout the US, is issued when distribution system pressure drops, or there is a potential risk to water quality. This situation typically arises from a waterline repair or other water or power outage. Customers are instructed to boil water before use, until third-party laboratory testing confirms the water is safe for consumption. PBWR notifies customers when the notice is lifted.

How do I get on the notification list?

The phone numbers and emails for notifications are updated monthly from our customer service database. Please call 888-812-6268 to ensure your account includes your current email and phone number.

How does PBWR ensure water remains safe during emergencies?

PBWR follows TCEQ protocols, including issuing boil water notices when required, conducting sampling for third-party laboratory testing, and quickly restoring distribution system pressure. Backup systems, such as generators, are used to maintain system operations during power outages.

How can customers learn more about their water quality?

Customers can review various water quality documents, including annual TCEQ Consumer Confidence Reports (CCRs) with detailed water quality data, by visiting <https://pbwr.myutilitydirect.com/customerportal/home/resources/>, or by contacting PBWR directly at 888-812-6268 for sampling test results or additional information.