A Message from John Balliew, P.E., President/CEO

EPWater ensures customers can trust their tap

Day after day, El Paso Water employees work 24/7 to ensure safe, high-quality water flows at the turn of the tap. Utility employees understand the value of safe drinking water because we, and our families, live here and drink the water too. During National Water Quality Month in August, we want to assure our customers and stakeholders that water quality is of utmost importance to our mission to provide first-rate water services. At a time when lead-tainted water crises in cities such as Newark, New Jersey, and Flint, Michigan, stir fears and frustration, El Pasoans can trust their tap.

How we do it

EPWater invests money in state-of-the-art equipment and facilities, tests water continuously through all phases of treatment and distribution to customers, and ensures that employees receive training in leading water quality practices and technologies.

We start at the source. The water we supply our customers originates from the Rio Grande, as well as the Mesilla Bolson and Hueco Bolson aquifers. Our utility uses highly reliable treatment processes, and throughout these processes we perform monitoring and testing. EPWater plants treat water to levels that meet or go beyond compliance with state and federal standards that are set to protect public health and safety.

Our 27,000-square-foot International Water Quality Laboratory in Central El Paso serves as a national industry model for water quality labs. Our lab employees assess more than 45,000 samples from utility treatment plants and throughout the water distribution system and execute more than 370,000 tests each year.

Checks, balances

August is National Water Quality Month, and it serves as a reminder not to take clean, safe drinking water for granted. El Pasoans have easy access every day to high quality water, but that is not the case around the world. The United Nations reports that one out of every nine people in the world don’t have reliable access to clean water.

Rest assured that we at EPWater are taking the necessary precautions to provide our customers clean, safe drinking water every time they open the tap. We take pride in the water we serve and invite our customers who have concerns about water quality to call our Safe Drinking Water Hotline at 915-594-5733. If you have any lead level concerns, we will test your water upon request. We also produce an annual Water Quality Report, available at epwater.org.

Using our diverse, sustainable water supply, we look forward to ensuring that El Paso has safe, reliable and high-quality water for years to come.

On the Water Front is a publication of El Paso Water.
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