

FAQs

So this system reuses wastewater?

Yes. Reusing water alleviates pressure on freshwater sources like area rivers and aquifers. All effluent is fully filtered, treated, and disinfected. Effluent is also virtually unlimited, which makes this process very sustainable regardless of drought conditions. State and federal agencies heavily regulate the entire process for recycled water quality.

How is my wastewater system different than a septic system?

Your effluent wastewater system's underground tank operates similarly to a septic tank. However, your system's effluent is pumped to a Membrane Bio-Reactor (MBR) that further treats the water, making it cleaner and usable for irrigation, landscaping, or industrial purposes.

Do I have to do anything different since I have an underground tank?

Like any sewer system, you should be mindful of what you put down the drain or toilet. With misuse, underground tanks can become clogged or damaged. For more information, refer to the "Do's and Don'ts" in your The Texas Water Company Homeowner's Manual.

What happens to the solids that accumulate in my underground tank?

The tank digests more than 80% of the solids!
The rest are managed through scheduled pumping.

What if something goes wrong with my underground tank?

Your system includes a control panel with an alarm. If the alarm is activated, silence it by pushing the "Alarm" button on the outside of the panel. Then, contact The Texas Water Company at **830.312.4600** or txwaterco.com.

What if there's a smell around my system, the MBR, or the holding pond?

If a system is operating correctly, there should not be an odor. However, if the system has faulty parts or customer misuse issues, it can develop odors. If you notice a bad smell, contact The Texas Water Company at **830.312.4600** or txwaterco.com.

What if there is a large number of insects around my system, the MBR, or the holding pond?

Sometimes insects nest in or near holding pond to be close to a water source. There are processes in place to continually mitigate this issue. If you notice a large number of insects near a system or the holding pond, contact The Texas Water Company at **830.312.4600** or txwaterco.com.



Do you have questions not answered here?
Visit txwaterco.com or call **830.312.4600**.