TRUE TEXAN
WATER SHIELD

HOMEOWNER FIELD GUIDE / 001

BETTER WATER.

The questions to ask before choosing a water treatment system.

An educational starting point for Texas homeowners. No pressure, no universal claims, and no assumption about what is in your water.

TRUE TEXAN WATER SHIELD | PRE-LAUNCH EDUCATIONAL EDITION

01 / START WITH THE SOURCE

Know where your water comes from

Municipal drinking water and private well water are managed differently. Municipal utilities publish water quality information and are subject to public drinking-water requirements. Private well owners generally have direct responsibility for testing and maintaining their wells.

- **Municipal supply:** review your local utility's annual Consumer Confidence Report and any relevant advisories.
- **Private well:** ask a qualified laboratory which analyses are appropriate for the area, property, and well history.
- **Home plumbing:** fixtures and internal plumbing can influence the water at the tap, even when the source water meets applicable standards.

Write down your provider, any recent changes in odor or appearance, and the fixtures where you notice a problem. These details make an assessment more useful.

Separate symptoms from conclusions

A visible symptom is a reason to ask questions; it is not proof of a particular contaminant or safety issue.

Spots and chalky residue

May be related to hardness minerals, but a hardness measurement is needed to evaluate the concern.

Taste or odor

Can have multiple causes. A targeted assessment should consider your source, plumbing, and specific observations.

Sediment or discoloration

Could involve source conditions or plumbing. Sudden changes warrant careful investigation and may require professional help.

Appliance scale

Consider water hardness, appliance design, cleaning, and maintenance before assuming a treatment will resolve all issues.

Safety note: If you receive a boil-water notice or other official advisory, follow the utility or health authority's instructions. Do not rely on a household filter to substitute for advisory guidance.

Different technologies, different jobs

Water softening

Commonly uses ion exchange to address calcium and magnesium hardness. Softening alone is not broad contaminant removal.

Whole-home filtration

May address specific aesthetic or water-quality targets depending on filter media, operating conditions, and verified product claims.

Activated carbon

Often used to address certain taste and odor concerns. Specific contaminant reduction depends on tested product performance.

Reverse osmosis

Usually installed at a drinking-water point of use. Reduction capabilities and waste-water ratios vary by system and operating conditions.

UV treatment

Can be used for microbial treatment in appropriately engineered systems but does not remove dissolved minerals or chemical contaminants.

One technology is not automatically better for every home. Match the treatment to a defined problem and applicable test data.

Ask what the test actually measures

Not all water tests serve the same purpose. Field tests may measure hardness, pH, total dissolved solids, or selected parameters. They do not establish that a water supply is free of all contaminants.

- Ask which parameter was measured, what method was used, and what the result means.
- For health-related contaminant questions, ask whether certified or accredited laboratory analysis is appropriate.
- Keep copies of results, dates, and any relevant laboratory information.
- Separate observations and preliminary screening from verified laboratory findings.

If any salesperson claims that one simple demonstration proves water is unsafe, ask for the exact underlying test and evidence.

Seven questions for any water company

- What specific water issue is this system designed to address?
- What testing supports that recommendation?
- What certifications or independent performance evidence apply to this exact product model?
- What is included in the installation price?
- What are the ongoing salt, filter, energy, water, and service requirements?
- What does the written warranty cover and exclude?
- Who performs the installation and what licenses or permits apply?

Be cautious of broad health guarantees, urgent pressure tactics, vague warranty promises, and financing terms that are not written down.

06 / WHAT HAPPENS NEXT

A practical home water assessment

A productive assessment starts with your priorities and your water source. The representative should explain the scope of any screening, review relevant findings, and distinguish what is known from what requires further testing.

If equipment is recommended, compare the purpose, specifications, installation scope, ongoing care, and all costs. Make a decision only when the fit is clear.

Your notes

Primary concern:

Water source / utility:

Questions I want answered:

Equipment already installed:

Preferred next step:

Your research matters

Helpful primary sources include your water utility's Consumer Confidence Report, the U.S. Environmental Protection Agency's drinking-water resources, the Texas Commission on Environmental Quality, and NSF/ANSI certification listings for specific equipment.

Important: This guide is educational only. It is not a water test, health assessment, product warranty, financing offer, or confirmation that any particular treatment is needed or effective in your home. Product and installation claims must be verified separately.

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Better water starts with understanding yours.

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