

We are following up regarding the discolored water you experienced this summer as a customer of our Park Shores Water Treatment Plant. We understand how concerning this issue was, and we want to address your concerns directly.

While we worked tirelessly to address the changing water quality of our water source, Canyon Lake, we acknowledge that the water delivered to your home did not meet our expectations for clarity and caused you concern and frustration.

Due to the treatment changes, we made for water clarity; we also saw a slight increase in disinfection by-products, or trihalomethanes, in the finished water. These are a group of volatile organic compounds that are formed when chlorine, added to the water during the treatment process for disinfection, reacts with naturally-occurring organic matter in the water. This issue has been resolved and we will send you further communication on this specific matter.

We know that you expect—and deserve—water that is clear and inspires confidence. We apologize for not meeting your expectations during this time.

As a token of our appreciation for the inconvenience this issue caused you, we will be applying a \$20 credit to your next water bill. On average, this credit is roughly a 65% discount on the volumetric charge you incurred for the full month since the water sold was not up to our standards. We are taking several steps to prevent this issue from occurring again including:

- Engineering improvements that allow us to intake water from different depths of the lake, where water quality parameters are more favorable
- Retaining water quality consultants to evaluate each step of our water treatment process
- Adding new filtration materials to our treatment plant to strengthen performance
- Upgrade over 21,000 feet of water mains to enhance efficiency and deliver high-quality service to you.
- Improved pumps and motors which take less energy to run, resulting in avoided power costs.

We're committed to providing you with reliable water you can trust, and we thank you for your patience while we worked to adapt to challenging source water conditions. We thank you for being a Texas Water customer.