

ANNUAL WATER QUALITY REPORT

Reporting Year 2021



Presented By
**SJW TX for
Triple Peak**

Este reporte incluye información importante sobre el agua para tomar.
Para asistencia en español, favor de llamar al telefono (830) 312-4600.

PWS ID#: 0460172

From the General Manager

We are proud to provide you with our 2021 Consumer Confidence Report (CCR). This annual water quality report covers all testing performed between January 1 and December 31, 2021. Our team of professionals has spent countless hours collecting samples, analyzing data, and focusing on superior-quality water and our vision: "To serve customers, communities, employees, shareholders, and the environment at world-class levels." Our mission, vision, and values bind us together to provide life-sustaining water for our customers, our community, and each other.

As you review the data in the Test Results section, keep in mind that many substances are detected at levels that vary throughout the year and at different locations. As a reminder, just because a substance is detected does not mean the water is unsafe. Natural waters, including the sources used by SJWTX, contain a wide range of natural substances; in fact, some of the minerals detected are essential for good health.

The water source is one of the primary factors that affect the levels of the substances reflected in this report. SJWTX supplies both groundwater and surface water to the customers in your system. As water percolates from the surface into the aquifer, it absorbs many of the minerals it comes into contact with. On the other hand, surface water typically contains small levels of natural organic substances and requires treatment by filtration. Regardless of the source, regulations require that we disinfect the water with chlorine and maintain a minimum level of chlorine residual throughout the distribution system.

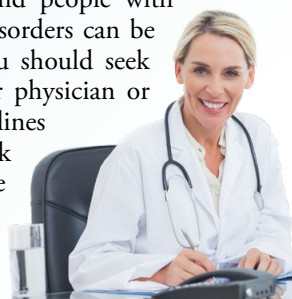
Water Treatment Process

Surface water for the Triple Peak system is produced at our 2.5-million-gallon-per-day (mgd) Triple Peak Surface Water Treatment Plant. Raw water is pumped from Canyon Lake Reservoir through our raw water pump station using three 800-gallon-per-minute (gpm) pumps. As the water travels to the filters, it is injected with alum and polymer (coagulating agents) and chlorine dioxide (a disinfecting agent). The alum-and-polymer injection causes smaller particles in the water to join together to form bigger particles. The particles are captured in the clarifier located at the front of each filter.

There are three filters at the plant, two of which are rated at 1 mgd each; the third filter is rated at 0.5 mgd. The filters are up-flow clarifiers, meaning the water enters the bottom of the filter clarifier and makes its way up through layers of gravel and sand before spilling over into the filter chamber. Once the water enters the top of the filter chamber, it percolates through the media, which consist of layers of anthracite and varying sizes of gravel. As the water leaves the filters, it is injected with chlorine for final disinfection and storage prior to being pumped to the distribution system.

Important Health Information

You may be more vulnerable than the general population to certain microbial contaminants, such as *Cryptosporidium*, in drinking water. Infants, some elderly, or immunocompromised persons such as those undergoing chemotherapy for cancer; those who have undergone organ transplants; those who are undergoing treatment with steroids; and people with HIV/AIDS or other immune system disorders can be particularly at risk from infections. You should seek advice about drinking water from your physician or health care provider. Additional guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* are available from the Safe Drinking Water Hotline at (800) 426-4791.



Lead in Home Plumbing

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. This water supply is responsible for providing high-quality drinking water, but we cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to two minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at (800) 426-4791 or epa.gov/safewater/lead.

When the well is dry, we know the worth of water.

—Benjamin Franklin

Think Before You Flush!

Flushing unused or expired medicines can be harmful to your drinking water. Properly disposing of unused or expired medication helps protect you and the environment. Keep medications out of our waterways by disposing responsibly. To find a convenient drop-off location near you, please visit <https://bit.ly/3IeRyXy>.



QUESTIONS? For more information about this report, or for any questions relating to your drinking water, please contact Kristen Collier, Water Quality Specialist, at (830) 312-4600.

Contaminants in Source Water

To ensure that tap water is safe to drink, the U.S. EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water that must provide the same protection for public health. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily indicate that the water poses a health risk.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it can acquire naturally occurring minerals, in some cases, radioactive material, and substances resulting from the presence of animals or from human activity. Substances that may be present in source water include:

Microbial Contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, or wildlife;

Inorganic Contaminants, such as salts and metals, which can be naturally occurring or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming;

Pesticides and Herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses;

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production and may also come from gas stations, urban stormwater runoff, and septic systems;

Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

Contaminants may be found in drinking water that may cause taste, color, or odor problems. These types of problems are not necessarily causes for health concerns. For more information on taste, odor, or color of drinking water, please contact our business office at (830) 312-4600. For more information about contaminants and potential health effects, call the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

Tip Top Tap

The most common signs that your faucet or sink is affecting the quality of your drinking water are discolored water, sink or faucet stains, a buildup of particles, unusual odors or tastes, and a reduced flow of water. The solutions to these problems may be in your hands.

Kitchen Sink and Drain

Handwashing, soap scum buildup, and the handling of raw meats and vegetables can contaminate your sink. Clogged drains can lead to unclean sinks and backed-up water in which bacteria (e.g., pink or black slime) can grow and contaminate the sink area and faucet, causing a rotten egg odor. Disinfect and clean the sink and drain area regularly and flush with hot water.

Faucets, Screens, and Aerators

Chemicals and bacteria can splash and accumulate on the faucet screen and aerator, which are located on the tip of faucets and can collect particles like sediment and minerals, resulting in a decreased flow from the faucet. Clean and disinfect the aerators or screens on a regular basis.

Check with your plumber if you find particles in the faucet screen, as they could be pieces of plastic from the hot water heater dip tube. Faucet gaskets can break down and cause black, oily slime. If you find this slime, replace the faucet gasket with a higher-quality product. White scaling or hard deposits on faucets and shower heads may be caused by water with high levels of calcium carbonate. Clean these fixtures with vinegar or use water softening to reduce the calcium carbonate levels for the hot water system.

Water Filtration and Treatment Devices

A smell of rotten eggs can be a sign of bacteria on the filters or in the treatment system. The system can also become clogged over time, so regular filter replacement is important. (Remember to replace your refrigerator filter!)



Where Does My Water Come From?

The SJWTX Triple Peak Plant provides surface water from Canyon Lake Reservoir, located in Canyon Lake, Texas, and groundwater from the Trinity Aquifer. The SJWTX Triple Peak Plant also purchases water from GBRA Western Canyon Water Supply, which also provides purchased surface water from Canyon Lake Reservoir.

SOURCE NAME / LOCATION	SOURCE WATER	TYPE OF WATER	REPORT STATUS	TCEQ SOURCE ID
Astro Hills	Trinity Aquifer	Groundwater	Active	G0460172W / G0460172X
GBRA Western Canyon Water Supply	Canyon Lake Reservoir	Surface Water	Active	P0460172A
Canyon Lake Forest	Trinity Aquifer	Groundwater	Active	G0460172S / G0460172T
Canyon Lake Hills - Hampton	Trinity Aquifer	Groundwater	Active	G0460172AI
Canyon Lake Hills - Riviera	Trinity Aquifer	Groundwater	Active	G0460172Y
Lakeview Park	Trinity Aquifer	Groundwater	Active	G0460172P
Netherhill	Trinity Aquifer	Groundwater	Active	G0460172A
Rolling Hills	Trinity Aquifer	Groundwater	Active	G0460172Q / G0460172R
The Woodlands - Dorothy Drive	Trinity Aquifer	Groundwater	Active	G0460172AK / G0460172AL
The Woodlands - Watts Lane	Trinity Aquifer	Groundwater	Active	G0460172U
Triple Peak Treatment Plant	Canyon Lake Reservoir	Surface Water	Active	S0460172A
Vintage Oaks - Passare	Trinity Aquifer	Groundwater	Active	G0460172AJ
Vintage Oaks - Vintage Way	Trinity Aquifer	Groundwater	Active	G0460172AB
Clear Water Estates	Trinity Aquifer	Groundwater	Active	G0460172AN / G0460172O

Further details about sources and source water assessments are available from Drinking Water Watch, dww2.tceq.texas.gov/DWW/.

What are PFAS?

Per- and polyfluoroalkyl substances (PFAS) are a group of manufactured chemicals used worldwide since the 1950s to make fluoropolymer coatings and products that resist heat, oil, stains, grease, and water. During production and use, PFAS can migrate into the soil, water, and air. Most PFAS do not break down; they remain in the environment, ultimately finding their way into drinking water. Because of their widespread use and their persistence in the environment, PFAS are found all over the world at low levels. Some PFAS can build up in people and animals with repeated exposure over time. SJWTX has proactively started voluntary sampling for PFAS throughout its service area in order to gain an understanding of the impact PFAS pose to our area.

The most commonly studied PFAS are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). PFOA and PFOS have been phased out of production and use in the United States, but other countries may still manufacture and use them.

Some products that may contain PFAS include:

- Some grease-resistant paper, fast food containers/wrappers, microwave popcorn bags, pizza boxes
- Nonstick cookware
- Stain-resistant coatings used on carpets, upholstery, and other fabrics
- Water-resistant clothing
- Personal care products (shampoo, dental floss) and cosmetics (nail polish, eye makeup)
- Cleaning products
- Paints, varnishes, and sealants

Even though recent efforts to remove PFAS have reduced the likelihood of exposure, some products may still contain them. If you have questions or concerns about products you use in your home, contact the Consumer Product Safety Commission at (800) 638-2772. For a more detailed discussion on PFAS, please visit atsdr.cdc.gov/pfas/index.html.

Water Loss Audit

In the water loss audit submitted to the Texas Water Development Board during the year covered by this report, our system lost an estimated 200,434,691 gallons of water. If you have any questions about the water loss audit, please call (830) 312-4600.



Source Water Assessment

SJWTX Triple Peak System

The Texas Commission on Environmental Quality (TCEQ) completed an assessment of your source water, and results indicate that some of our sources are susceptible to certain contaminants. The sampling requirements for your water system are based on this susceptibility and previous sample data. Any detections of these contaminants will be found in this CCR. For more information on source water assessments and protection efforts at our system, contact Kristen Collier, Water Quality Specialist, at (830) 312-4600.

SYSTEM SUSCEPTIBILITY SUMMARY: CLWS CANYONE LAKE SHORES										
ASBESTOS	CYANIDE	METALS	MICROBIAL	MINERALS	RADIOCHEMICAL	SYNTHETIC ORGANIC CHEMICALS	DISINFECTION BYPRODUCT	VOLATILE ORGANIC CHEMICALS	DRINKING WATER CONTAMINANT CANDIDATE	OTHER
LOW	LOW	HIGH	LOW	HIGH	LOW	HIGH	HIGH	LOW	HIGH	LOW

GBRA Western Canyon Water Supply

TCEQ completed an assessment of your source water, and results indicate that some of our sources are susceptible to certain contaminants. The sampling requirements for your water system are based on this susceptibility and previous sample data. Any detections of these contaminants will be found in this CCR.

SYSTEM SUSCEPTIBILITY SUMMARY: GBRA WESTERN CANYON WATER SUPPLY										
ASBESTOS	CYANIDE	METALS	MICROBIAL	MINERALS	RADIOCHEMICAL	SYNTHETIC ORGANIC CHEMICALS	DISINFECTION BYPRODUCT	VOLATILE ORGANIC CHEMICALS	DRINKING WATER CONTAMINANT CANDIDATE	OTHER
LOW	HIGH	HIGH	HIGH	HIGH	HIGH	HIGH	MEDIUM	HIGH	HIGH	LOW

ENTRY POINT SUSCEPTIBILITY SUMMARY										
ASBESTOS	CYANIDE	METALS	MICROBIAL	MINERALS	RADIOCHEMICAL	SYNTHETIC ORGANIC CHEMICALS	DISINFECTION BYPRODUCT	VOLATILE ORGANIC CHEMICALS	DRINKING WATER CONTAMINANT CANDIDATE	OTHER
LOW	HIGH	HIGH	HIGH	HIGH	HIGH	HIGH	MEDIUM	HIGH	HIGH	LOW



Benefits of Chlorination

Disinfection, a chemical process used to control disease-causing microorganisms by killing or inactivating them, is unquestionably the most important step in drinking water treatment. By far, the most common method of disinfection in North America is chlorination.

Before communities began routinely treating drinking water with chlorine (starting with Chicago and Jersey City in 1908), cholera, typhoid fever, dysentery, and hepatitis A killed thousands of U.S. residents annually. Drinking water chlorination and filtration have helped to virtually eliminate these diseases in the U.S. Significant strides in public health are directly linked to the adoption of drinking water chlorination. In fact, the filtration of drinking water and the use of chlorine are probably the most significant public health advancements in human history.

How chlorination works:

- Potent Germicide Reduction** of many disease-causing microorganisms in drinking water to almost immeasurable levels.
- Taste and Odor Reduction** of many disagreeable tastes and odors from foul-smelling algae secretions, sulfides, and decaying vegetation.
- Biological Growth Elimination** of slime bacteria, molds, and algae that commonly grow in water supply reservoirs, on the walls of water mains, and in storage tanks.
- Chemical Removal** of hydrogen sulfide (which has a rotten egg odor), ammonia, and other nitrogenous compounds that have unpleasant tastes and hinder disinfection. It also helps to remove iron and manganese from raw water.

Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule. Also, the water we deliver must meet specific health standards. Here, we show only those substances that were detected in our water. (A complete list of all our analytical results is available upon request.) Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels.

For each substance listed, compare the value in the Highest Amount Detected column against the value in the MCL (or AL or SCL) column. If the Highest Amount Detected value is smaller, your water meets the health and safety standards set for the substance. If there was a violation, you will see a detailed description of the event in this report.

The Range column displays the lowest and highest sample readings. If the lowest sample reading and the highest sample reading are the same, that means that only a single sample was taken to test for the substance (assuming there is a reported value in the Highest Amount Detected column).

If there is sufficient evidence to indicate from where the substance originates, it will be listed under Typical Source.

The state recommends monitoring for certain substances less often than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

The percentage of total organic carbon (TOC) removal was measured each month, and the system met all TOC requirements set.

REGULATED SUBSTANCES									
				SJWTX Triple Peak Plant		GBRA Western Canyon			
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	HIGHEST AMOUNT DETECTED	RANGE LOW-HIGH	HIGHEST AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Barium (ppm)	2021	2	2	0.0299	0.0181–0.0299	0.0268	0.0268–0.0268	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Beta/Photon Emitters (pCi/L)	2021	50 ¹	0	9	0–9	NA	NA	No	Decay of natural and human-made deposits
Chlorine (ppm)	2021	[4]	[4]	1.31 ²	0.21–3.80	NA	NA	No	Water additive used to control microbes
Combined Radium (pCi/L)	2021	5	0	2	0–1.82	NA	NA	No	Erosion of natural deposits
Fluoride (ppm)	2021	4	4	0.3	0.21–2.37	0.2	0.19–0.19	No	Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories
Gross Alpha Particles [excluding radon and uranium] (pCi/L)	2021	15	0	10.3 ³	0–10.3	NA	NA	No	Erosion of natural deposits
Haloacetic Acids [HAAs]–Stage 2 (ppb)	2021	60	NA	7 ⁴	0–10.3	16	15.9–15.9	No	By-product of drinking water disinfection
Nitrate (ppm)	2021	10	10	2	0–2.33	NA	NA	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Selenium (ppb)	2021	50	50	4.3	0–4.3	NA	NA	No	Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines
Total Coliform Bacteria (positive samples)	2021	TT	NA	1	NA	NA	NA	No	Naturally present in the environment
TTHMs [total trihalomethanes]–Stage 2 ⁴ (ppb)	2021	80	NA	45	4.7–69.1	48	47.9–47.9	No	By-product of drinking water disinfection
Turbidity ⁵ (NTU)	2021	TT	NA	0.86	0–0.86	0.15	ND–0.15	No	Soil runoff
Turbidity (lowest monthly percent of samples meeting limit)	2021	TT = 95% of samples meet the limit	NA	100	NA	100	NA	No	Soil runoff
Uranium (ppb)	2021	30	0	1	0–1.2	NA	NA	No	Erosion of natural deposits

Tap water samples were collected for lead and copper analyses from sample sites throughout the community.

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	MCLG	AMOUNT DETECTED (90TH %ILE)	SITES ABOVE AL/TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2019	1.3	1.3	0.118	0/30	No	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems
Lead (ppb)	2019	15	0	3.6	0/30	No	Lead service lines; Corrosion of household plumbing systems, including fittings and fixtures; Erosion of natural deposits; Leaching from wood preservatives

¹The MCL for beta particles is 4 millirems per year. The U.S. EPA considers 50 pCi/L to be the level of concern for beta particles.

²The highest amount detected is calculated as an average.

³In April 2020, Triple Peak had a detection of 15.5 pCi/l. Additional monitoring is being conducted until results are reliably and consistently below the MCL. Triple Peak will be out of compliance if the average of the samples over the next four quarters is greater than the MCL.

⁴The value is the highest average of all sample results collected at a location over a year.

⁵Turbidity is a measurement of the cloudiness of the water caused by suspended particles. We monitor it because it is a good indicator of water quality and the effectiveness of our filtration system and disinfectants.

Definitions

90th %ile: The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. The 90th percentile is equal to or greater than 90% of our lead and copper detections.

AL (Action Level): The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.

Av_g: Regulatory compliance with some MCLs are based on running annual average of monthly samples.

Level 1 Assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in the water system.

Level 2 Assessment: A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in the water system on multiple occasions.

MCL (Maximum Contaminant Level): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MCLG (Maximum Contaminant Level Goal): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MFL: million fibers per liter (a measure of asbestos)

MRDL (Maximum Residual Disinfectant Level): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG (Maximum Residual Disinfectant Level Goal): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

mrem: millirems per year (a measure of radiation absorbed by the body)

NA: Not applicable.

ND (Not detected): Indicates that the substance was not found by laboratory analysis.

NTU (Nephelometric Turbidity Units): Measurement of the clarity, or turbidity, of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

pCi/L (picocuries per liter): A measure of radioactivity.

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).

ppq: parts per quadrillion, or pictograms per liter (pg/L)

ppt: parts per trillion, or nanograms per liter (ng/L)

TT (Treatment Technique): A required process intended to reduce the level of a contaminant in drinking water.

Important Information about Your Drinking Water

Monitoring Requirements Not Met for SJWTX Triple Peak Plant

Our system failed to collect every required coliform sample. Although this incident was not an emergency, you, as our customer, have a right to know what happened and what we did and are doing to correct this situation. We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether our drinking water meets health standards. During September 2021, we did not complete all monitoring or testing for coliform bacteria and therefore cannot be sure of the quality of your drinking water during that time.

During September 2021, SJWTX made a clerical error on a chain of custody form when performing routine bacteriological sampling for its SJWTX Triple Peak Plant system. The chain of custody form had the incorrect public water system name and number listed. Although the samples taken were negative for coliform, because of this error, the samples collected and analyzed for the system were not accepted by the TCEQ.

What Should I Do?

There is nothing you need to do at this time. You may continue to drink the water. If a situation arises where the water is no longer safe to drink, we are required to notify you within 24 hours.

What Is Being Done?

SJWTX has already taken the steps to ensure that adequate monitoring and reporting will be performed in the future so that this oversight will not be repeated. SJWTX has collected all required sampling in the following months. All samples came back negative for coliform bacteria and E. coli.

For more information, please contact Kristen Collier at (830) 312-4600 or visit 1399 Sattler Road, New Braunfels.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can share it by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by:

SJWTX Triple Peak Plant

Public Water System ID#: TX0460172.

Date Distributed: July 1, 2022

REVISED TOTAL COLIFORM RULE (RTCR)

The Revised Total Coliform Rule (RTCR) seeks to prevent waterborne diseases caused by E. coli. E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems.

VIOLATION TYPE	VIOLATION BEGIN	VIOLATION END	VIOLATION EXPLANATION
MONITORING, ROUTINE, MINOR (RTCR)	9/1/21	9/30/21	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated. SJWTX resumed regularly scheduled coliform monitoring in October and results since have all been in compliance.

SURFACE WATER TREATMENT RULE (SWTR)

The Surface Water Treatment Rule seeks to prevent waterborne diseases caused by viruses, Legionella, and Giardia lamblia. The rule requires that water systems filter and disinfect water from surface water sources to reduce the occurrence of unsafe levels of these microbes.

VIOLATION TYPE	VIOLATION BEGIN	VIOLATION END	VIOLATION EXPLANATION
MONITORING, RTN/RPT MAJOR (SWTR-FILTER)	2/1/21	2/28/21	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated. Although our facilities remained operational, during Winter Storm Uri, we were unable to access our facilities to perform daily lab monitoring due to the road conditions. We are currently in compliance with all Contact Time monitoring and/or reporting requirements.

