

## Water Quality and Discoloration Update

Dear Residents,

We want to start by thanking you for your feedback. We have taken a moment to listen to your concerns and share your commitment to water quality. We are dedicated to addressing the recent water discoloration issue and ensuring the highest standards of water quality. While the appearance of the water may be unsettling, we want to emphasize that the water remains safe to drink and meets all primary health-related standards set by the EPA and TCEQ.

### What's Causing the Discoloration?

The discoloration is primarily due to elevated levels of iron and manganese in the lake, which are naturally occurring minerals. These minerals fall under secondary drinking water standards, meaning they affect the water's appearance, but not its safety. When exposed to air, such as through taps or hydrants, these minerals oxidize and cause the water to appear rust-colored, yellow, brown, or reddish.

Recent environmental changes, including a flooding event in July, have significantly impacted the lake's ecosystem. Dissolved oxygen levels have dropped, further altering water chemistry.

### What Are We Doing About It?

- **Additional Treatment Measures:** We are implementing a chemical feed line approved by TCEQ to introduce an oxidizer(s) into the system. This will help prevent further oxidation of iron and manganese.
- **Water Sampling and Analysis:** Raw water samples were gathered from several sites within surface water treatment plants that draw from the lake, to establish a baseline and determine any other contributing factors.
- **Targeted Flushing:** We continue to flush strategic areas daily, especially dead-end mains where minerals tend to settle. While flushing can sometimes spread discoloration, it remains a critical part of our mitigation strategy.
- **Ongoing Monitoring:** Our teams are in regular communication with TCEQ and other regional partners to share findings and coordinate efforts.

### Where Is This Happening?

Discoloration is primarily affecting the Park Shores system, which includes Blanco, Bulverde, Spring Branch and pockets on the North side of Canyon Lake. The Triple Peak area, which uses a slightly different treatment process, has reported minimal issues. We will be closely monitoring water quality and treatment performance across all affected areas. Over the coming week, we will make the necessary adjustments to refine our processes based on observed conditions in the lake. Our goal is to minimize discoloration and ensure consistent water quality for all customers.

We appreciate your patience and understanding as we work diligently to resolve the current conditions we are seeing in the lake. Thank you for being a valued customer. Please don't hesitate to reach out to [Customerservice@txwaterco.com](mailto:Customerservice@txwaterco.com) with any questions or concerns.

Sincerely,  
Texas Water