

Serving Bulverde Together: Community Update

Texas Water Company | September 2025

TEXAS  WATER
C O M P A N Y 



Who We Are

The Texas Water Company is a public water utility situated in the Texas Hill Country between Austin and San Antonio, providing service to approximately 78,000 people through over 28,000 water and 1200 wastewater service connections.

Texas Water serves customers in Comal, Blanco, Kendall, Bandera, Medina, Hays, and Travis counties.



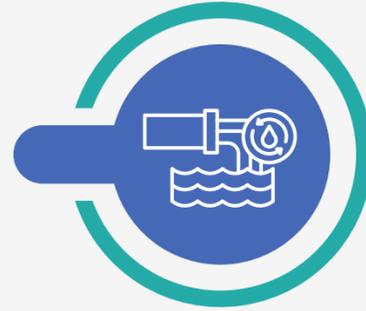
Our Customers



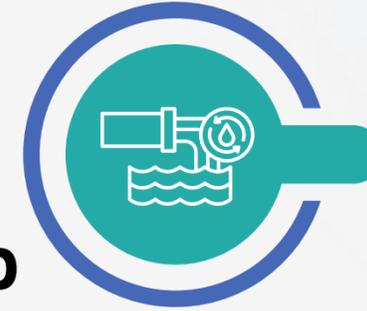
Groundwater Conservation Districts (GCD)



Wholesale Providers



Public Utility Commission of Texas (PUC)



Community Partnership



The Development Community



Local Representatives

Comal County Commissioners Office

Local Cities/Municipalities



Texas Water Development Board (TWDB)



Texas Commission On Environmental Quality(TECQ)



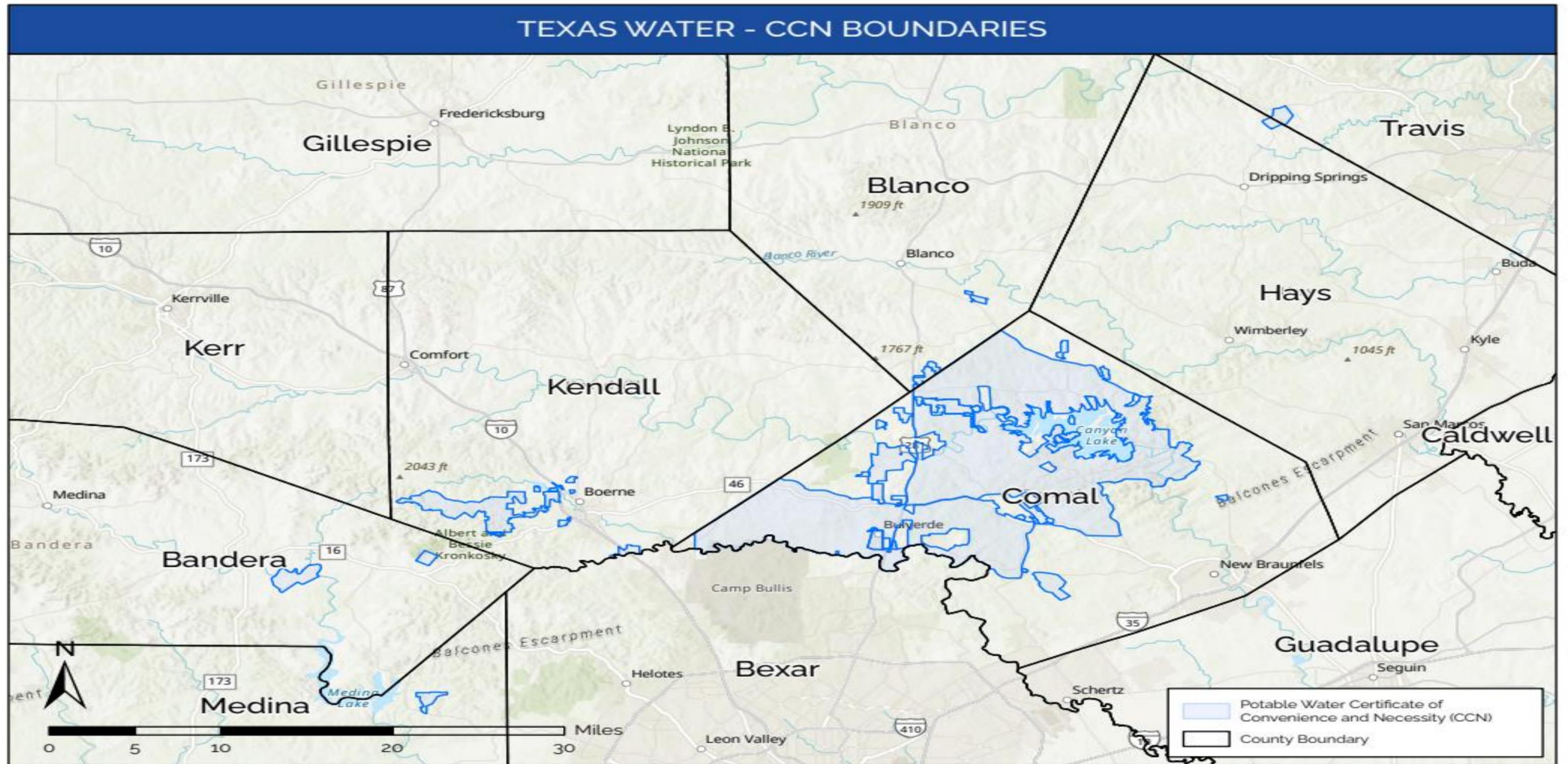
Senator's Office



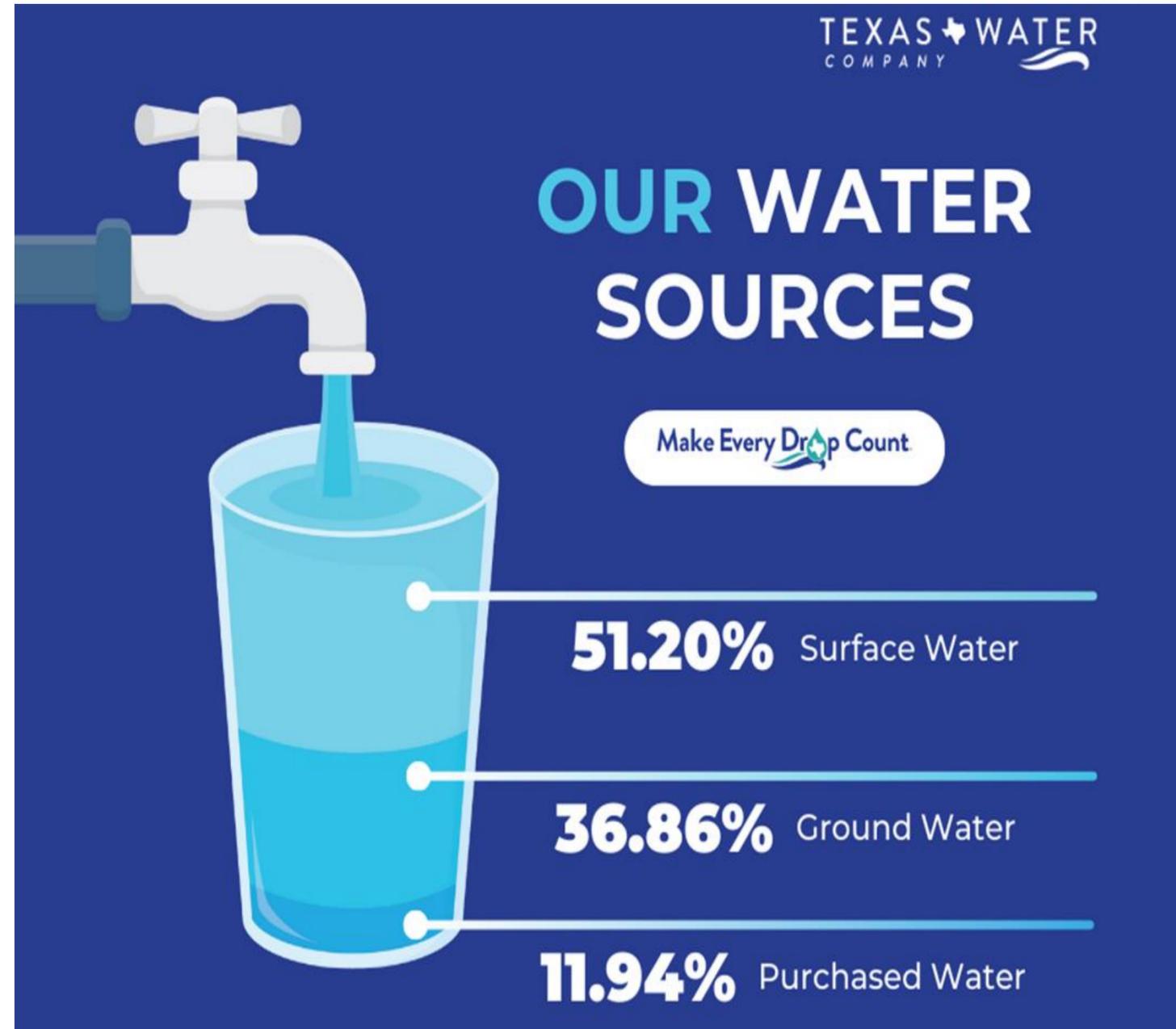
Texas Association of Water Companies (TAWC)



Texas Water Company Service Area

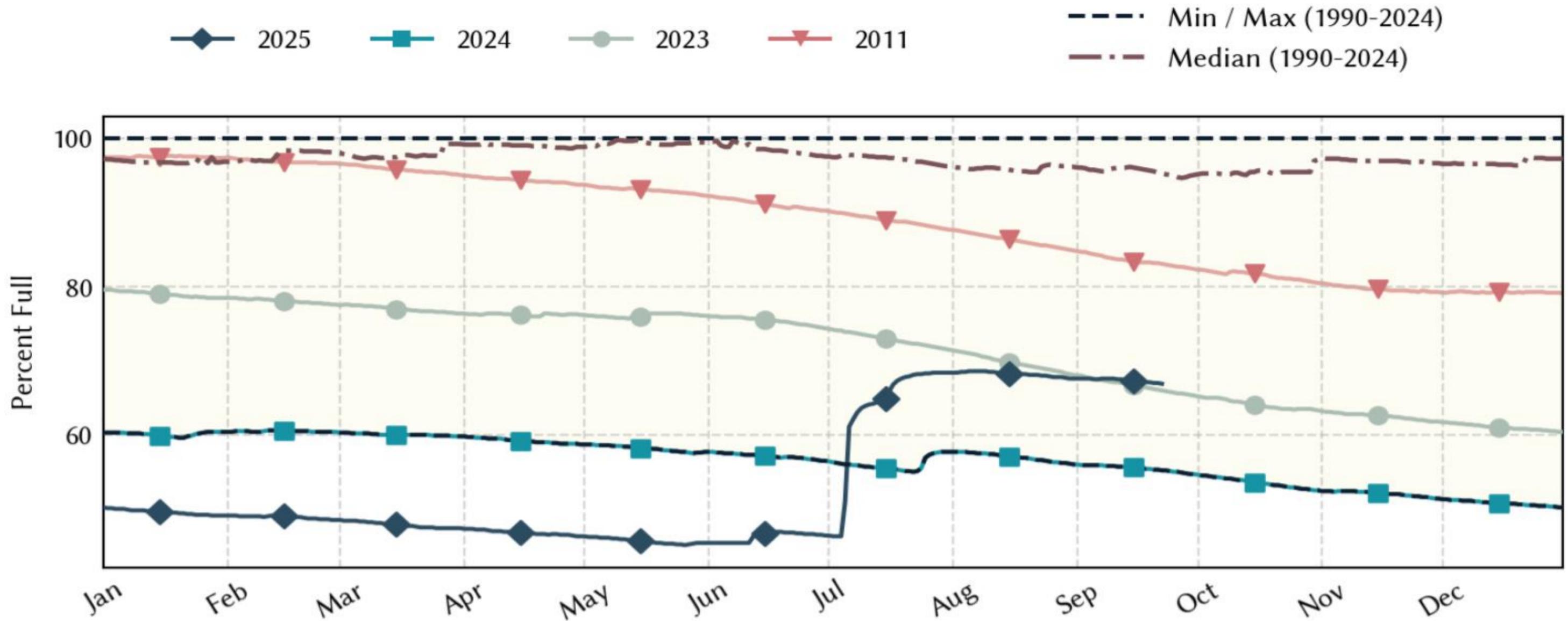


Our Supply Sources



Canyon Lake Levels

Canyon Lake: 66.9% full as of 2025-09-22



Our Focus On Customers

- Communicated to developers the current limitations in water supply and infrastructure capacity to ensure transparency about challenges facing new developments.
- Emphasized prioritizing existing customers and protecting overall system reliability during periods of rapid regional growth.
- Encouraged responsible development practices that align with actual available water resources rather than speculative or unsustainable expansion.
- Provided local leaders and developers with accurate, forward-looking data for better planning decisions regarding future projects.
- Supported long-term sustainability by avoiding overextension of limited water resources through careful management and phased infrastructure investments.



Dear

As you know, our service areas in Texas have been experiencing prolonged severe drought alongside rapid population growth, with three of the five fastest-growing counties in the U.S. These combined factors have placed unprecedented demands on our water resources, requiring us to make difficult but necessary decisions.

After extensive evaluation, we regret to inform you that we are unable to provide water service for your project at this time. Our foremost responsibility is to ensure the reliability of water service for our existing customers. Given current conditions, we must temporarily pause new service commitments to uphold our responsibility to provide customers water when they turn on their faucets and remain in compliance with state regulatory requirements for system redundancy and resiliency. Like all communities in Texas, we are required to meet regulatory standards from various agencies to ensure we maintain a reliable, sustainable water infrastructure.

We understand this may be disappointing news. Please know that we remain committed to expanding our water supply and infrastructure to support responsible growth in the future. In 2023, we secured 6,000 acre-feet of untapped water supply in Corsal County—an important step toward strengthening long-term water security for our existing customer commitments. We are actively developing the infrastructure needed to bring this supply online, with completion anticipated by 2026. Furthermore, we are actively exploring additional supply sources to meet anticipated future growth and demand.

Our investments do not stop there. We are also enhancing system interconnectivity to improve water movement, reduce water loss, and strengthen overall system reliability. Although we do not yet have a definitive timeline for resuming new service agreements, we remain committed to additional future growth and will resume as soon as we are able to do so while also ensuring compliance with state regulatory requirements.

We recognize the challenges this may pose, and we truly appreciate your patience and partnership. Since we are unable to proceed with a Developer's Water Utility Service Agreement at this time, we will be issuing a full refund of your deposit, which you should receive in the coming weeks.

If you have any questions or would like to discuss this matter further, please don't hesitate to reach out. We value our relationship with you and look forward to re-engaging as we make progress on our infrastructure initiatives.

Thank you for your understanding.

A handwritten signature in black ink that reads "Aundrea Williams".

Aundrea Williams, President

Managing Non-Revenue Water



What is it:

- Water that’s pumped, treated, and sent into the system but never reaches a customer’s home
- Inefficient, costly, and counterproductive to conservation efforts and water supply
- TWC’s current rate: 8.91% — well below the national benchmark of 15%

Why it matters:

Impacts system efficiency

- TWC’s approach:
 - Routine leak detection and repair
 - Meter calibration and upgrades
 - Data tracking and system audits
 - Strategic system improvements

Goal: Reduce water loss and improve operational performance

A Trusted Partners in Water Conservation

RainBees: TWC partners with RainBees to offer free rainwater harvesting consultations and resources

- Services include designing and installing rainwater harvesting systems, and native landscaping guidance
- A trusted, no-cost solution for customers seeking sustainable outdoor practices

Hill Country Alliance:

- TWC is reviewing this guide to enhance developer agreements and HOA communications
- Focuses on water-wise landscaping, native plants, and conservation-friendly design



Aligning Conservation Goals

Collaborative Water Management Initiatives

- Collaborate on Drought Contingency Plan and City Ordinances

Our Conservation Practices

- Implement drought-resistant landscaping
- Use HVAC condensation for toilet flushing
- Collect rainwater for irrigation
- Recycle water in vehicle washing
- Showcase commitment to sustainability daily



Community Partnership

Invitation for Bulverde to nominate a representative as an addition to the TWC Customer Advisory Committee

- Provides feedback on service, communication, and priorities
- Strengthens transparency and customer engagement
- Meets quarterly to discuss key topics and initiatives
- Opportunity to shape future improvements and community outreach

Water Availability Report: Status Update



- Comprehensive study of long-term water supply and demand
- Helps guide future planning and investment decisions
- Currently in development — final report expected later this year
- Final report will be made public and shared with the City upon completion
- Conservation Advisory Committee is providing public input into the process

Ongoing Collaboration with the City

TWC is committed to attending future City Council meetings when TWC projects are on the agenda

- Opportunity for real-time updates and feedback
- Strengthens the partnership between TWC and Bulverde
- Ensure transparency and open communication



Sign Up for Alerts



Sign up for alerts through the WaterSmart Customer Portal

- Get timely notifications about water quality or service issues in your area
- Alerts include planned outages, emergency repairs, and boil water notices
- Helps you stay prepared and informed
- Available by email, text, or phone call

txwaterco.watersmart.com

Investing in Reliable Infrastructure

- Core assets: surface water treatment plants, ground water wells, storage tanks, booster pump stations, pipelines, wastewater treatment plants and reclaimed irrigation systems
- Supports pressure zone management and water quality
- Supports environmental safety and compliance
- Ongoing upgrades to improve system resilience and efficiency



Infrastructure Updates: Amman Road



What is DICL?

- Durable, corrosion-resistant pipe made from ductile iron and lined with cement
- Commonly used in water distribution systems for its strength and longevity

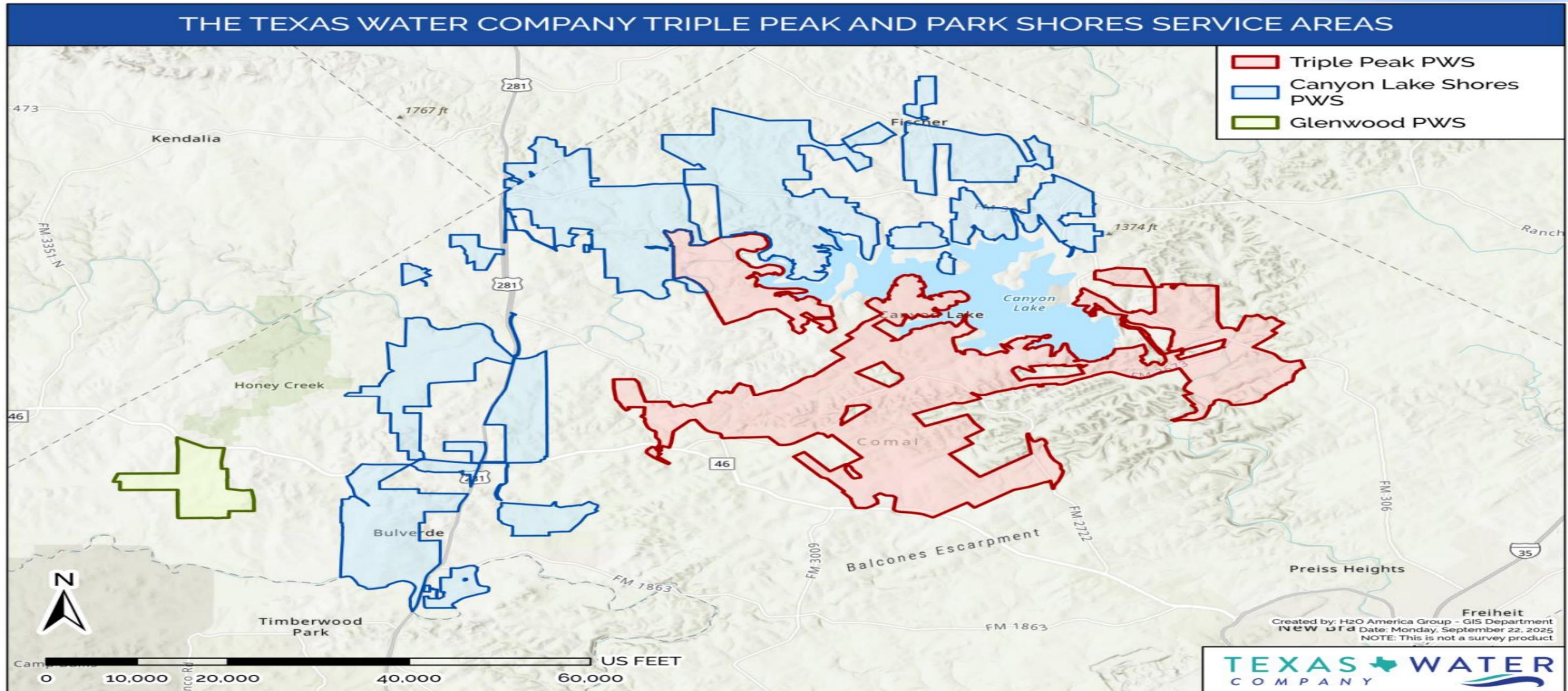
Why it matters:

- Helps maintain water quality and reduce leaks
- Supports reliable service and long-term infrastructure performance

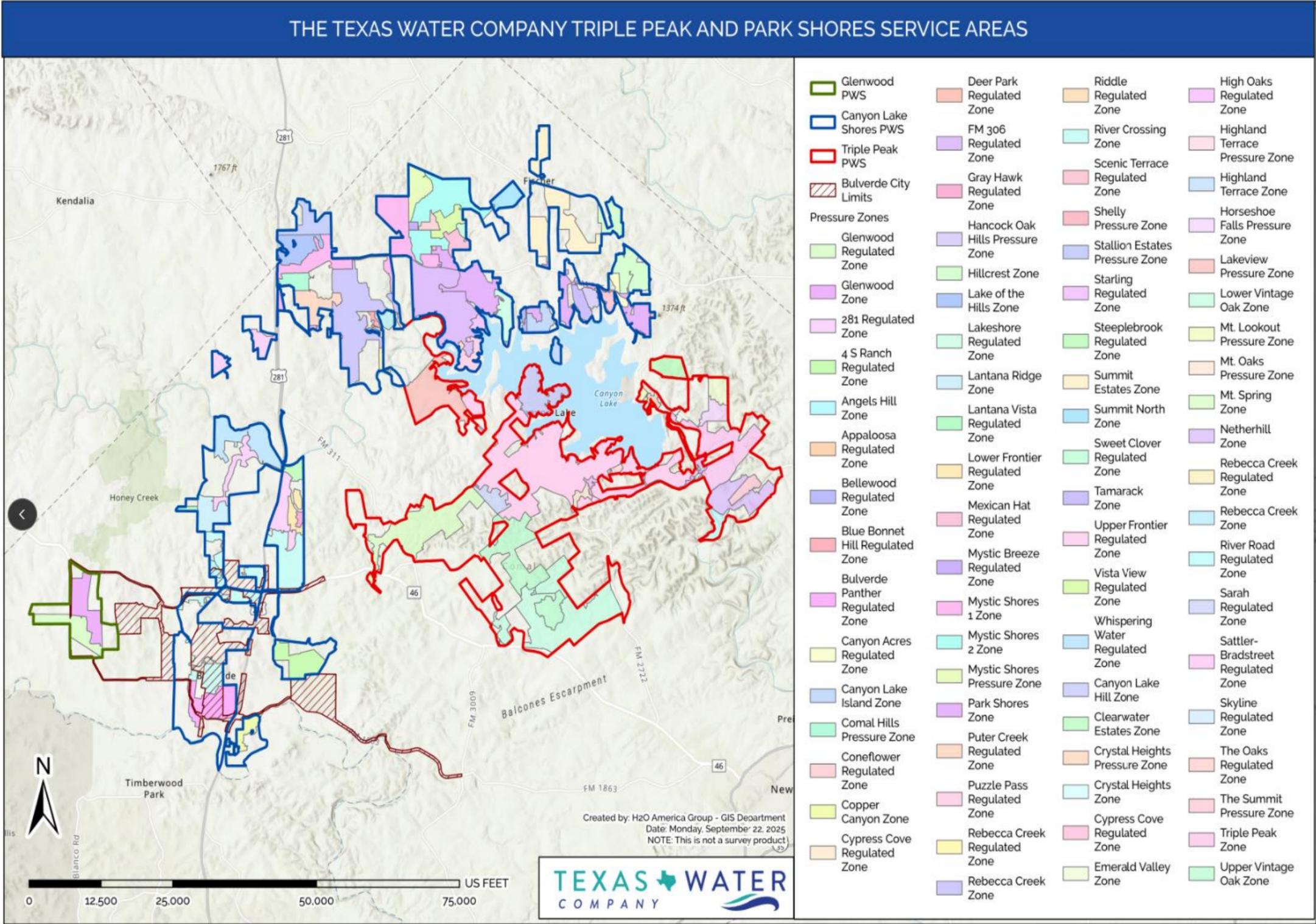
Amman Road 24” DICL Water Transmission Main Project:

- Delivers an alternate water source to Belle Oaks, Glenwood, and Park Village subdivisions
- Reduces reliance on GBRA wholesale water by connecting to Canyon Lake Shores Public Water System
- Adds redundancy and improves supply reliability for Bulverde communities

TWC's Service Areas: Triple Peak, Glenwood & Canyon Lake Shores



Understanding Our Pressure Zones



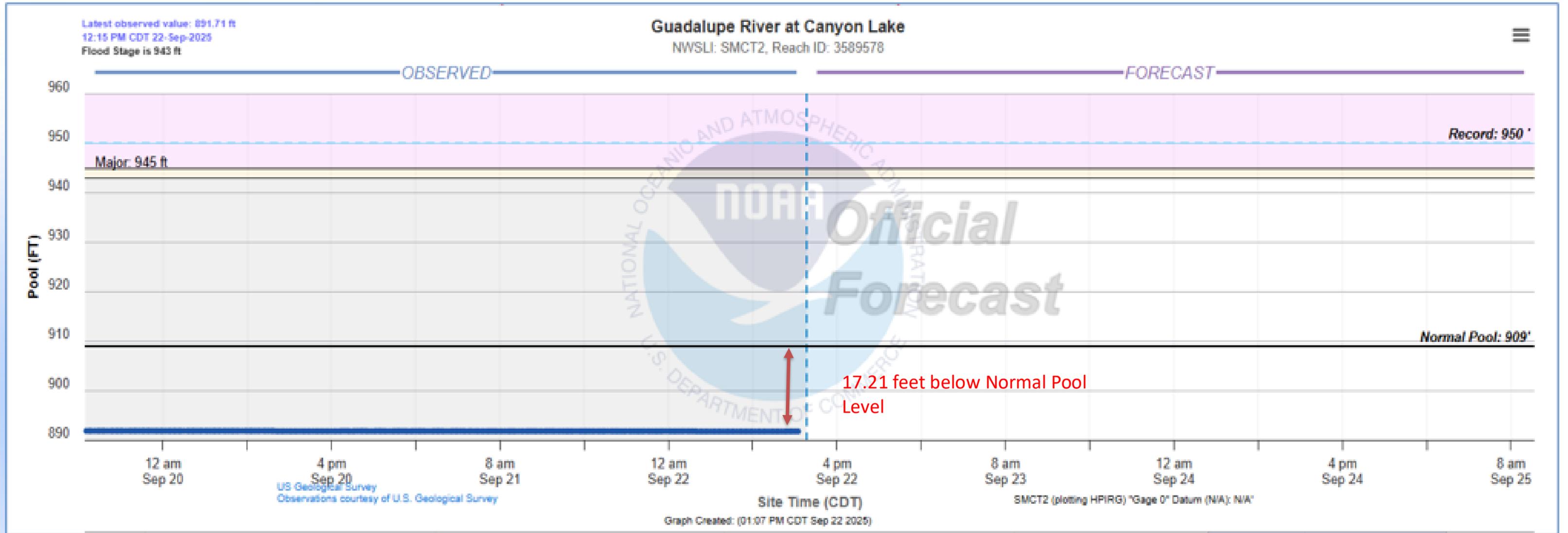
Overview of current pressure zones in the Bulverde area

- Key infrastructure: booster station and elevated storage tank (EST) sites
- 75 Pressure Zones
- Designed to improve service reliability and pressure consistency
- Supports long-term system resilience

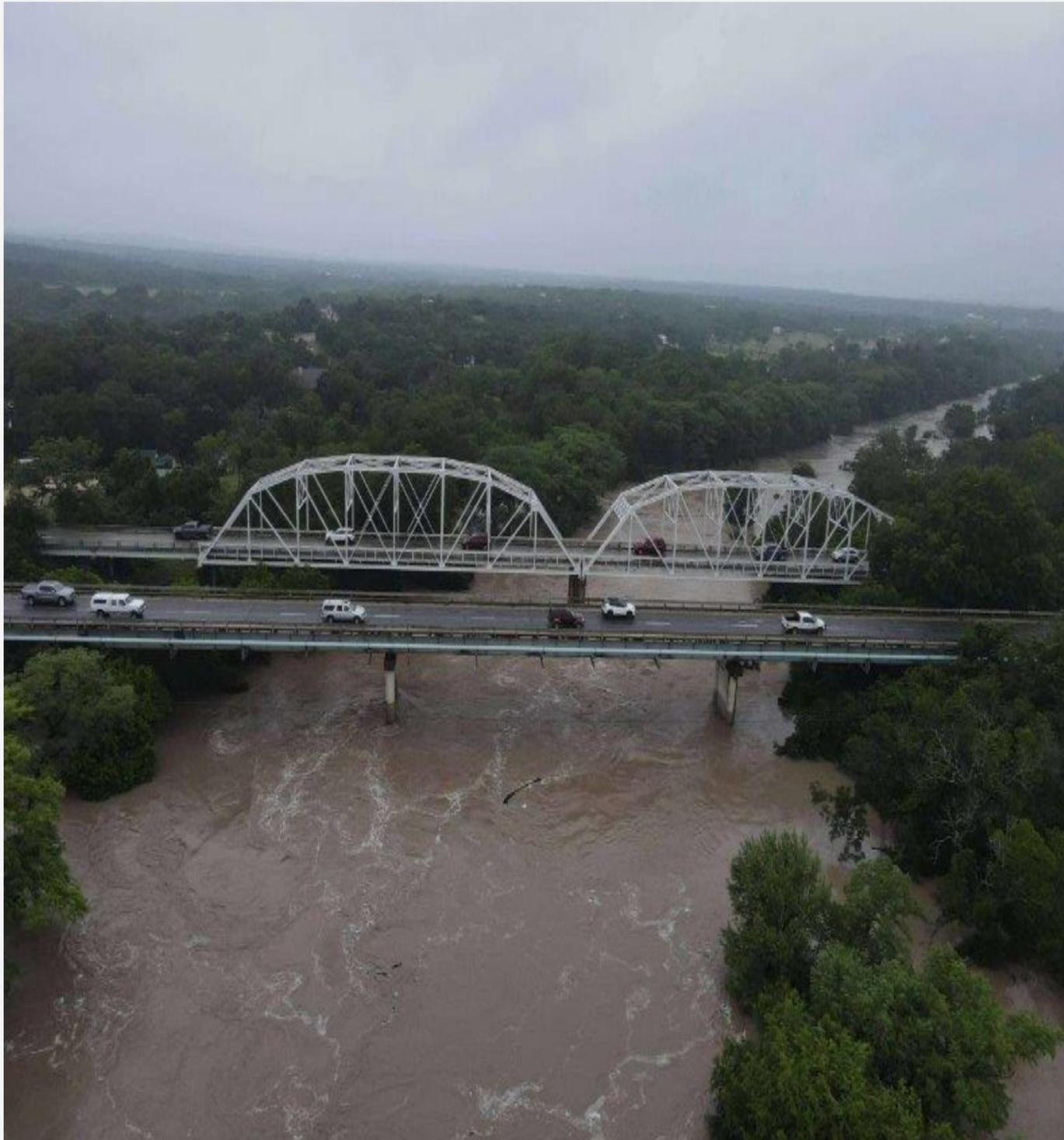
Canyon Lake Levels

Water Level History (June–September 2025)

- June 20, 2025: 878.27 ft — 46.8% full
- July 4, 2025 (approx.): ~880–882 ft (based on trend)
- August 20, 2025: 892.43 ft — 68.1% full
- September 22, 2025: 891.79 ft — 66.9% full



Water Quality Updates: Canyon Lake



Why the discoloration?

Canyon Lake is seeing elevated levels of manganese and tannins due to the recent, tragic flooding events.

Raw water pumps were extended to account for low lake levels before the flooding event.

Why it matters:

It changes how TWC must treat the water to continue to meet TCEQ drinking water standards.

What's next:

TWC is actively working on enhancing Park Shores Water Treatment Plant. TWC is bringing temporary intake pumps into the lake as we build a new permanent intake structure

Water filtration units are being updated to account for additional items that present themselves in the lake since the recent flooding events.

Addressing Water Quality Concerns



Common concerns: discoloration, sediment, frequent filter changes

- Natural sediments can occur in groundwater systems
- TCEQ secondary standards allow for aesthetic variations
- TWC conducts regular water testing to meet all health and safety standards
- Results are shared via our website and customer portal
- For laundry stains: products like *Red Be Gone* can help remove iron-related discoloration

What TWC is doing:

- Flushing lines in affected areas to remove sediment buildup
- Upgrading infrastructure to reduce stagnant flow and improve circulation
- Enhancing monitoring and sampling frequency in response to customer feedback
- Providing direct support and guidance to impacted customers

**Thank
You!**