



Westwood Shores M.U.D.

UTILITY UPDATE

October 16, 2024

Dear Westwood Shores MUD Residents,

Water quality from the water wells at Water Plant 1 continues to be poor, producing abnormally high concentration of Hydrogen Sulfide (H₂S). Some additional treatment equipment was installed late yesterday and has been operating since then. This morning preliminary testing results showed an improvement in the treated water quality. We hope this trend continues however H₂S concentrations in the well water at Westwood have been observed to rapidly change and continues to be a dynamic issue. We are cautiously optimistic that water quality will continue to improve through a combination of improved raw well water quality and upgraded treatment equipment.

The operator will increase flushing the distribution system today to enable better water to reach customers. Because the severity of the issue is not consistent throughout the District, the operator will prioritize areas that have been impacted the most and work outward from there. Flushing activity places an additional burden on the Water Plants ability to serve customers. Voluntary water conservation efforts would be helpful in reducing the demand on the system as we work through this issue.

Please continue to report your issues to Precision Utility at the contact information below and note if your water quality is odor related or color related or both.

The next planned Westwood Shores MUD update is scheduled for tomorrow October 17th.

Water Plant No. 2 ("WP2") relies on Trinity Rural Water Supply Corporation ("TRW") for supply. TRW issued an alert on October 15th stating their water plant will be undergoing repairs through Thursday, October 17th and that the plant will be offline while the repairs are actively being worked on. Unfortunately, Westwood Shores Water Plant 2 will continue to remain offline and unavailable as an option for Westwood until TRW has completed their repairs and is able to supply Westwood with water. A decision to switch to WP2 will be considered at that time.

Please continue to report your water quality issues to Precision Utility at 281-456-9825 or service@precisionutility.biz.

Thanks in advance for your cooperation and understanding during this difficult time.