



Westwood Shores M.U.D.

UTILITY UPDATE

October 17, 2024

Dear Westwood Shores MUD Residents,

The quality of the well water entering the Water Plant 1 (“WP1”) filtration system continues to be poor, producing an abnormally high concentration of Hydrogen Sulfide (H₂S). All the additional treatment equipment has been installed and treated water quality has improved dramatically. Treated water at the plant is clear and the odor is mitigated. 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 the upgraded equipment will continue to effectively combat the H₂S.

Water quality in the community should improve over the next several days as the operator continues flushing the distribution system. Flushing will continue until all the water in the distribution has improved. 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 Plant’s 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.

Water Plant No. 2 (“WP2”) relies on Trinity Rural Water Supply Corporation (“TRW”) for supply. TRW has completed their planned repairs and have returned their plant to service. The option to bring WP2 online is available but because WP1 is now producing clear water, and the odor is mitigated we believe the best course of action at this time is to remain on WP1. TRW customers are all coming online today and if Westwood switched to WP2 this will place an additional large demand on the TRW plant and likely result in brown water due to sediment being stirred up by changing the direction of flow in portions of the District. A decision to switch to WP2 will be considered if WP1 water quality declines.

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.