



Westwood Shores M.U.D.

UTILITY UPDATE

October 31, 2024

Dear Westwood Shores MUD Residents,

We are aware of elevated levels of chlorine in the distribution system. Several weeks ago, chlorine injection improvements were made to mitigate the variable levels of Hydrogen Sulfide ("H₂S") that were in the raw well water. Operation of the improved system requires balancing the proper amount of chlorine for a corresponding amount of H₂S. Due to the rapidly changing nature of H₂S concentration in these wells, setting the appropriate amount of chlorine has been challenging. The operator has been making adjustments to the chlorine system multiple times a day in an attempt to balance the dosage so that H₂S leaving Water Plant 1 ("WP1") is effectively mitigated and at the same time sufficient chlorine remains in the system to maintain disinfection. The operator updated their schedule to allow more time at the plant to actively monitor H₂S levels and make the appropriate adjustments more quickly in order to respond and maintain chlorine balance. In addition to this, the operator is flushing water in the distribution system so that better quality water can reach our customers.

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 water quality issues are 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.

The option to bring Water Plant 2 ("WP2") online is available, however, bringing WP2 online will likely result in brown water due to sediment being stirred up by changing the direction of flow in portions of the District. We believe the best course of action at this time is to remain on WP1 because it is producing clear water and the H₂S odor is mitigated. A decision to switch to WP2 will be considered as necessary if we are unable to reliably maintain a lower chlorine level.

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 challenging time.