



Filing Receipt

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Control Number - 52370
ItemNumber - 75

Thursday, March 30, 2023

To Whom it may concern

Subject: This is in reference to Docket Number 52370

East Houston Utilities has been discovered by TCEQ that they are using an unapproved, untested, undocumented, and non-permitted secondary Well in the subdivision of Whitewing. They installed this Well in June 2020 as a secondary Well system. They should have taken the funds to install this unapproved Well and fixed any issues with the current Well system. Fast forward to today, they are trying to charge back the community to fix the Well System and state that to fix the Main Well System, a sum of \$13K needs to be collected or we will be without water until these funds are raised. When East Houston Utilities acquired this Well system, it was gifted to them from the previous owner. Which means everything made from the Whitewing Community has been a profit. While providing the financials for 2020 made it look like it was a yearly maintenance cost and not their install of the unapproved well.

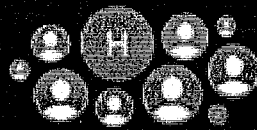
We formally request that East Houston Utilities be required to pay for each medical exam of these residents due to the unapproved and untested Well to make sure that there are no health concerns from the residents using this Well. According to TCEQ, we are to continue to boil this water for a minimum of two (2) weeks after TCEQ comes out to complete its testing. TCEQ has informed us that East Houston Utilities is solely responsible for the cost of the Well because they are the provider and owner of the business, and we are the customers. TCEQ has also informed us that they cannot refuse to fix this Well System and will not supply water to us as East Houston Utilities have threatened through their text messages. TCEQ has also informed us that they have given East Houston Utilities multiple companies that would aid them in finances to fix the system and East Houston Utilities have refused to reach out to those entities.

We not only cook with this water, but we also shower, wash our hands/faces, brush our teeth, and give water to our animals. We are unsure of how long EHU have had the Whitewing subdivision on this unapproved well they installed in June of 2020. That information has been requested; however, EHU have refused to provide that information. They have put us, the residents of the Whitewing Subdivision, at a health and safety risk to cut corners. EHU knows that there is a large presence of the elderly community in this neighborhood and feels they can bully the neighborhood by holding us all hostage over this matter.

Respectfully,

Rhonda Marchal

3:37



20 People

Dannan Krebs Dayton

Tceq has determined that Mrs Parker was correct in protesting the use of an unapproved source for temporary service while the main repair gets funded. We are waiting for final ruling from tceq but we may have to remove the source by 2pm tomorrow, 3/30/23



Today 3:35 PM

Dannan Krebs Dayton

You may have noticed we made progress on the repair of the main well today. One issue we need your help on is how to fund it. The total cost will be about \$13,000. The repair cannot be completed or released until a funding agreement is reached between the homeowners and EHU. I suggest an emergency meeting to discuss options. I believe an agreement of \$87/ month base would be enough to secure a loan to pay the contractor and finish the repair



We would be willing to hear any other ideas yall could come up with. Including splitting the cost between everyone as a lump sum payment to the contractor.



Text Message



Cash



9:36



East Houston Utilities >

Hi Hannah, could we get the case # for this boil water notice from TCEQ. Thanks

What do you mean, a case number?

You mean they issued a boil water notice for EHU at Whitewing and there us no case or document number attached. How does it get documented without a case #. 🤔

No, EHU issued the notice.

There is no case number

Oh ok ,thanks for the heads up.

Just one more question. So y'all will be sampling the water and having it tested then letting us know if it's ok to drink?

After the BWN is lifted,after we solve the problem of replacing the pump. Yes.

So how did the TCEQ require



Text Message



9:36



East Houston Utilities >

There is no case number

Oh ok ,thanks for the heads up.

Just one more question. So y'all will be sampling the water and having it tested then letting us know if it's ok to drink?

After the BWN is lifted,after we solve the problem of replacing the pump. Yes.

So how did the TCEQ require y'all to issue a boil water notice as stated in your posting that you sent out without TCEQ being notified. Not trying to be difficult just trying to understand. Thanks again.

We are required to post a BWN when there's no pressure or no CL residual. There are going to be intermittent outages of water until the pump is replaced. Therefore, bwn are posted.

Ok thanks

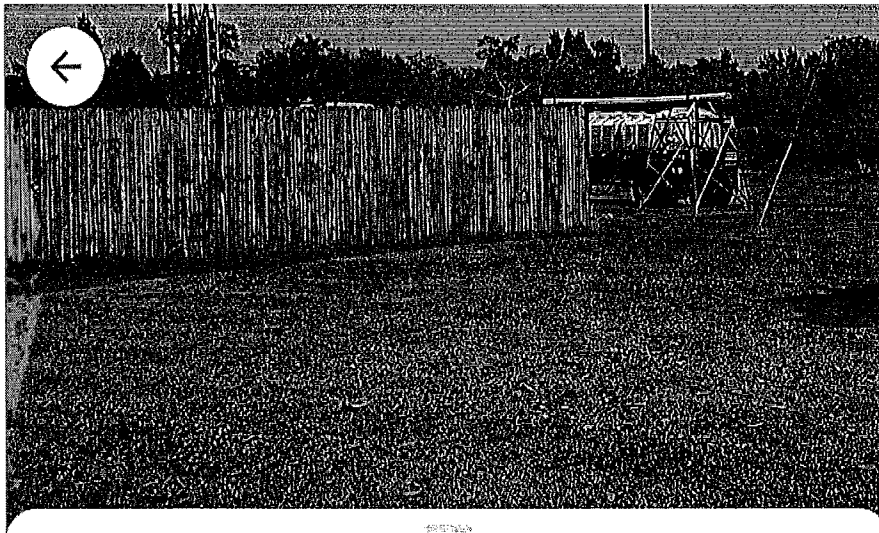


Text Message



11:58

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Tue, Jun 30, 2020 • 1:52 PM



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