



Filing Receipt

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Control Number - 54565

Item Number - 2370

Water Smell Timeline - Insufficient Treatment - TX Treetop

I did a search of our Treetop Neighborhood Facebook group for the keyword "smell" as it pertains to the water. The cause of the smell is Hydrogen Sulfide (H₂S).

Chlorine is needed to treat H₂S. The below timeline illustrates a lack of treatment or inconsistent treatment of the tx-treetop water system by CSWR.

Andrew Clogg
114 Clearview Court Fort Worth, TX
817 881 1812

Timeline of Facebook H₂S Complaints:

2021

April 9, 2021: Thao S. V. mentioned unpleasant smells in the water resembling rotten eggs.

April 14, 2021: Thuy H. inquired about updates on ongoing water quality issues.

September 17, 2021: Erin E contacted them about smell and inquire about boil water notice.

October 15, 2021: Laurie S. reported the return of tan, stinky water and asked if others experienced the same problem.

2022

June 10, 2022: Kimberly H. warned others about the bad smell of water near the water tower.

July 25, 2022: Kimberly H. asked if anyone had reported the water, which smelled like a perm.

September 21, 2022: Heather H. smelled a strong chemical odor outside.

October 11, 2022: Kimberly H. emailed the water department about the water smell.

October 14, 2022: Heather B. B. complained about the bad smell of her water and requested faster treatment.

2023

January 6, 2023: Kimberly H. mentioned the return of bad-smelling water and shared her interaction with the water company.

February 11, 2023: Alison P. R. expressed frustration with the water quality and mentioned a desire for improvement and increased water rates.

April 14, 2023: Kimberly H. posted about the smelly water situation and suggested flushing the entire home.

May 9, 2023: Heather H. expressed concern about stinky and slimy water and asked if anyone contacted the water company.

June 9, 2023: Heather B. B. expressed frustration with the bad smell of water.

June 22, 2023: Jessica B. shared a tip on dealing with the water smell