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DOCKET NO. 57386

OBJECTION TO THE APPLICATION OF		
BY CSWR-TEXAS	§	
UTILITY OPERATING COMPANY,	§	BEFORE THE
LLC FOR AUTHORITY TO	§	PUBLIC UTILITY COMMISSION
CHANGE RATES	§	OF TEXAS

DIRECT TESTIMONY AND EXHIBITS

OF

ELLEN MATSON, AIA

INTERVENOR ON BEHALF OF THE CASSIE WATER SYSTEM CUSTOMERS,

BURNET, TEXAS

JUNE 6, 2025

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1		DIRECT TESTIMONY OF ELLEN MATSON, AIA
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3		I. INTRODUCTION
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5	Q.	PLEASE STATE YOUR NAME AND THE ADDRESS OF YOUR HOME IN THE
6		CASSIE SUBDIVISION IN BURNET COUNTY.
7	A.	My name is Ellen Matson. My address is 203 S. Chaparral, Burnet, TX 78611.
8	Q.	PLEASE DESCRIBE YOUR EDUCATIONAL AND BUSINESS BACKGROUND.
9	A.	I received a Bachelor of Architecture degree from the University of Texas Austin and have
10		been a Registered Architect in the State of Texas since March 1994. Most recently I was
11		responsible for the global real estate portfolio and associated construction projects for an
12		Austin based publicly traded company. During my 22.5 years with this company, I was
13		responsible for the complete life cycle of real estate projects including but not limited to
14		preliminary project budgeting, functional programming, site selection, lease negotiations,
15		contract and construction management, asset management, corporate communications,
16		move management, relocations, and site divestiture in addition to preparing quarterly
17		financial reports for outside audits and regulatory filings.
18		These responsibilities required frequent coordination with senior management, key
19		stakeholders, internal project team members, vendors, and consultants to ensure projects
20		came in on budget and on schedule.
21	Q.	PLEASE DESCRIBE YOUR INVOLVMENT AS AN INTERVENOR IN THIS
22		RATE CASE.
23	A.	I have been a customer of the Cassie Water System since February 2014, when I purchased
24		a home in the Cassie subdivision. During the past 11 years, including the past 2.5 yrs since
25		CSWR-Texas, LLC ("CSWR-Texas") acquired the system, the water has been subject to
26		repeated TCEQ water quality violations and has not been safe to drink without additional
27		residential water treatment systems installed at customer's expense.
28		While I was unaware of CSWR-Texas's plans to acquire the Cassie Water System in 2022
29		as documented in PUC Docket 53295 ¹ , I experienced "rate shock" like many other CSWR-

30		Texas customers when I received the most recent PUC Change Rate Docket 57386
31		proposing which included a 365% increase to Cassie Water rates. 1
32		I registered as an Intervenor to represent Cassie customer interests in these proceedings.
33		
34		II. PURPOSE AND SCOPE OF TESTIMONY
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36	Q.	PLEASE DESCRIBE THE PURPOSE OF YOUR TESTIMONY.
37	A.	The purpose of my testimony is to provide evidence why the Cassie Water system should
38		not be subject to the proposed rate increases or consolidation plan as proposed by CSWR-
39		Texas.
40	Q.	PLEASE DESCRIBE THE SCOPE OF YOUR TESTIMONY.
41	A.	My testimony addresses multiple concerns regarding this application submitted by CSWR-
42		Texas to increase rates and consolidate the Cassie Water System with other dissimilar
43		systems across Texas. In addition, I will provide evidence why the current proposal should
44		be rejected and offer counter proposals for consideration in these proceedings.
45	Q.	PLEASE LIST OUT AND SUMMARIZE YOUR KEY CONCERNS WITH THIS
46		APPLICATION
47	A.	Below is my list and summary of key concerns:
48		1. The proposed rate increase is unjust and discriminatory
49		The proposed rate increase for the Cassie Water System is unjust, unreasonable, and
50		discriminatory when compared to rates paid by other CSWR-Texas customers,
51		particularly given the lack of corresponding service improvements.
52		2. The proposed consolidation lacks adequate justification or metrics for success
5 3		The proposed consolidation provides no measurable benefit to Cassie and other
54		Company customers in terms of service quality, reliability, or operational efficiency.
55		In fact, CSWR-Texas already administratively operates its systems as if they are

PUC DOCKET 57386

¹ Docket No. 53295, Application of CSWR Utility Operating Company LLC and Cody and Anita Lewis DBA Cassie Water Company for Sale, Transfer, Or Merger of Facilities and Certificate Rights in Burnet County

56			consolidated, which undermines the rationale for a formal consolidation and unified
57			rate structure.
58		3.	CSWR-Texas has failed to improve water quality
59			Since acquiring the Cassie Water System, CSWR-Texas has not implemented capital
60			improvements, infrastructure upgrades, or operational procedures necessary to improve
61			water quality or ensure safe drinking water.
62		4.	CSWR-Texas has used questionable asset valuation and accounting methods
63			CSWR-Texas's post-acquisition asset valuations appear to rely in part on atypical or
64			non-standard accounting treatments. If confirmed, these practices raise significant
65			concerns about the accuracy and appropriateness of calculations used to justify the
66			proposed rate increase.
67		5.	CSWR-Texas's strategic plans will not yield rate reductions for any of their water
68			customers in the near future.
69			Unless CSWR-Texas halts future acquisitions or provides evidence of significant
70			operational savings and customer base growth to offset ongoing reinvestment and
71			depreciation cycles, it is difficult to see how customers under a consolidated tariff
72			could ever realize rate reductions.
73	Q.	PL	EASE LIST OUT AND SUMMARIZE ANY ADDITIOINAL INFORMATION
74		Y	DU WILL PRESENT IN YOUR TESTIMONY
75	A.	In	support of my position, my testimony will also include
76		1.	Cassie Water System Intervenor Survey
77		Ιw	vill present the results of a customer survey recently conducted among Cassie Water
78		Sy	stem users. The responses reflect serious and ongoing concerns about service quality,
79		sys	stem reliability, affordability, and communication with the utility.
80		2.	TCEQ Water Quality Compliance Issues
81		Iw	vill provide documentation of repeated Texas Commission on Environmental Quality
82		(T	CEQ) violations. These violations highlight long-standing water quality issues and
83		sup	oport customers' objections to any rate increase prior to demonstrated compliance with
84		pu	blic health and safety standards.

85		3. Re	ecent denials of CSWR-Texas affiliate rate increases in other states
86		While	e I will not include recent cases in other states in which CSWR-Texas affiliates have
87		been	denied rate increases, I do think it is important for the Texas PUC to be aware of the
88		reaso	ns why as these may inform how it proceeds in the current case.
89			
90			III. SUMMARY OF RECOMMENDATIONS
91			
92	Q.	PLE	ASE PROVIDE AN OUTLINE AND SUMMARY OF YOUR
93		REC	OMMENDATIONS?
94	A.	I resp	pectfully recommend that the Commission pursue one of the following options to
95		prote	ct the Cassie Water System customers and ensure transparency, accountability, and
96		equity	y in future rate making:
97		Optio	on A – Exclude Cassie Water System from the Current Proceedings:
98		(1)	Exclude Cassie from Consolidation:
99			The Cassie Water System should be excluded from the proposed consolidation
100			plan outlined in this docket. The unique circumstances of the Cassie system —
101			including its current condition, historical neglect, and lack of shared infrastructure
102			— warrant separate treatment.
103		(2)	Separate Cassie from the proposed Base Rate:
104			The proposed base rate adjustment for the Cassie Water System should be
105			removed from the base rate proposal as the proposed rate based on combined
106			system expenses that do not reflect the cost of serving Cassie.
107		(3)	Require a Standalone Cassie Rate Filing:
108			CSWR-Texas should be required to file a new base rate application for Cassie
109			Water System customers based solely on reasonable and verifiable costs specific to
110			the Cassie system. This rate should exclude acquisition and operating costs
111			associated with Deer Springs, Water Works 1, and Water Works 2, which were

 $Option \ B-Include \ Cassie \ Water \ System \ in \ the \ Current \ Proceedings, with \ exceptions:$

acquired concurrently from the same prior owner.

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114		(1) Require CSWR-Texas to consolidate systems into tiers or categories based	d on
115		location, number of taps, source of water, capital improvement	
116		requirements, and class of customer:	
117		In order to be fair and reasonable, avoid rate shock, or discriminatory rate	
118		increases, CSWR-Texas should be required to consolidate similar systems	
119		requiring similar capital improvements	
120		(2) Establish a Base Rate based on the consolidation tier:	
121		The proposed base rate adjustment should reflect the reasonable expenses	
122		associated with operational, maintenance, capital improvement requirements of	of
123		each tier or category, including a reasonable profit	
124	Q.	PLEASE IDENTIFY AND SUMMARIZE ANY ADDITION	NAL
125		RECOMMENDATIONS WHICH APPLY TO EITHER OF THE OPTIC	ONS
126		DESCRIBED ABOVE.	
127	A.	I recommend that CSWR-Texas be required to achieve certain metrics prior to submi-	tting
128		future rate increases for systems subject included in this consolidation and rate base req	Įuest
129		(1) Capital Improvement Plan:	
130		CSWR-Texas shall submit a five-year capital improvement plan with estimate	:d
131		revenue requirements necessary to initiate improvements. This plan shall inclu	ıde
132		reasonable and necessary projects that will measurably improve water quality	and
133		ensure the delivery of safe, potable water.	
134		(2) Performance-Based Rate Adjustments:	
135		Any future rate increases related to capital improvements should be contingen-	t
136		upon successful completion and measurable effectiveness of those improveme	nts.
137		PUC and TCEQ should define specific performance metrics that must be met	
138		before rate adjustments are implemented.	
139	Q.	PLEASE IDENTIFY AND SUMMARIZE RECOMMENDATIONS	
140		SPECIFICALLY RELATED TO THE REPEAL OF TEXAS WATER CODE	
141		§13.145.	
142	A.	I am concerned that the repeal of this part of the Water Code may have unintended	
143		impacts on customers of distressed water systems. I recommend that the following st	ens

144		be tak	en to ensure whether the repeal should be reconsidered or new legislations may
145		need t	to be introduced to address negative impacts.
146		(1)	Post-Consolidation Service Quality Metrics:
147			PUC and TCEQ should establish formal, quantifiable metrics to assess whether
148			consolidation of water systems results in improvements in service quality,
149			operational efficiency, and cost-effectiveness. These metrics should evaluate
150			whether systems like Cassie receive equitable capital investment over time and
151			whether the repeal of Texas Water Code § 13.145 has led to:
152			• Rate shock or undue financial burden on smaller or dissimilar systems,
153			Unequal infrastructure investment, and
154			Reduced water conservation or service reliability.
155			The Commission should produce a public report summarizing its findings,
156			which should inform future regulatory policy.
157		(8)	Rate Case Frequency Reform:
158			The PUC should revise its standard timeline for base rate proceedings. A 36-
159			month minimum period between general rate cases should be established.
160			However, systems subject to a transfer, merger, or acquisition may be reviewed
161			24 months after the transaction closing date, consistent with the intent of House
162			Bill 1918 (88th Texas Legislature).
163		(9)	Cap on Annual Rate Increases:
164			The Commission should adopt tiered or capped rate increases, limiting annual
165			base rate growth to no more than 20% per annum, as contemplated by House Bill
166			1918. This would protect customers from sudden, unaffordable rate hikes and
167			align with best practices in rate affordability and gradualism.
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169			III. UNJUST AND DISCRIMINATORY RATE INCREASE
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171	Q.	DO '	YOU HAVE SPECIFIC CONCERNS ABOUT THE PROPOSED RATE
172		INCR	REASE AND THE IMPACT ON CASSIE WATER SYSTEM CUSTOMERS?

- Yes, I am concerned that CSWR-Texas is proposing a 362% increase in the water rates for 173 A. the Cassie Water System from \$24.75 per 5,000 gallons/month to \$114.44 per 5,000 174 gallons/month and from \$32.25 per 10,000 gallons/month to \$157.63 per 10,000 175 gallons/month¹. (Exhibit B) This increase is unjust when compared to the proposed 50% 176 increase to water systems that were subject to a rate increase under Docket 54565 two years 177 178 ago.
 - This proposed increase for Cassie Water System customers is unjust and comes after no measurable improvements have been made to the water quality or system infrastructure since CSWR-Texas acquired and took over management in January 2024. CSWR-Texas indicated it would perform up to \$100,000 in capital improvements as part of the Cassie Water System acquisition as stipulated in Docket 53295, however, except for the installation of a remote monitoring system, there is no evidence of other capital expenditures at either of the two plant sites.
 - PLEASE DESCRIBE YOUR UNDERSTANDING OF THE CASSIE WATER Q. SYSTEM, THE TYPICAL CUSTOMER, AND WHY THE RATE INCREASE WOULD BE CONSIDERED DISCRIMINATORY
- The Cassie Water System consists of 66 active service taps in a subdivision located 189 A. adjacent to Lake Buchanan in Burnet County. Based on my own in-person survey, there 190 appears to be 68 total connections as shown in **Exhibit C**. Of these, 36 serve permanent 191 households, 28 serve weekender/infrequent users; 3 serve homes either recently 192 193 unoccupied or for sale; and 1 serves a lot where the home has been demolished to make room for a new home. I have assumed that two taps are not in service.
 - Of the 35 permanent households, at least 15 are occupied by customers on a fixed income; 5 households are families with children ranging from infants to high school age; while the remaining households are mix of singles and couples.
 - The Cassie Water System is significantly different than the majority of water systems CSWR-Texas is proposing to consolidate due to the approximate 50/50 ratio of permanent vs. semi-permanent customers. It is my understanding that the majority of other CSWR-Texas water systems serve as permanent residences for customers. Imposing a 365% increase on 50% of customers on a fixed income and 50% of customers who are infrequent

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205	Q.	DO YOU HAVE OTHER EXAMPLES WHY THE RATE INCREASE WOULD BE
206		CONSIDERED DISCRIMINATORY?
207	A.	Yes, in addition to the above, CSWR-Texas is proposing to combine systems which source
208		water from wells, like Cassie, with those that purchase water from adjacent municipalities
209		The infrastructure for the water well systems is different from purchased water systems
210		and the rate structure of purchased water systems is also subject to municipal limits.
211		CSWR-Texas is also proposing to combine Cassie with systems that serve aging
212		manufactured housing developments, recently constructed 1/2 acre to acre residential
213		suburbs of Houston, and newly rebuilt residences near Rockport damaged in the mos
214		recent series of hurricanes. While the Texas Water Law no longer stipulates that
215		consolidation of systems be substantially similar, it does not alleviate CSWR-Texas from
216		imposing fair and reasonable rates. I assert that if each of these systems were subject to ar
217		independent rate increase based solely on each system's needs, the base rate would be
218		substantially different. I request that CSWR-Texas be required to submit comparative rate
219		studies to ensure that the proposed rate increases to no discriminate against any specific
220		system subject to this docket.
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222		IV. LACK OF JUSTIFICATION FOR CONSOLIDATION
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224	Q.	DO YOU HAVE CONCERNS WITH THE IMPACT OF THE RECENT REPEAL
225		OF SECTION 14.145 OF THE TEXAS WATER CODE AND WHY?
226	A.	Yes, I do have concerns about the impact of the recent appeal.
227		The Texas Legislature and the Public Utility Commission of Texas (PUC) have recently
228		supported changes to the Texas Water Code to enable the consolidation of water systems

by eliminating the requirement that systems be "substantially similar" before being grouped

under a single tariff. As part of this initiative, Section 13.145 of the Texas Water Code was

repealed during the 88th Legislative Session in 2023. The repealed provision stated:

users, is discriminatory because no consideration has been given to the financial status or

frequency of use of the customers.

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261	Q.	DO AGREE WITH CSWR-TEXAS ASSERTION THAT "CONSOLIDATION
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259		costs."
258		customers of systems that do not require immediate investment or increased
257		their costs while maintaining affordable rates. Consolidation even benefits
256		larger utilities to invest in these systems with confidence they can timely recover
255		incentivizes the acquisition of smaller, distressed systems by allowing more
254		economies of scale and spreading costs over larger customer bases. It also
253		"Consolidation promotes affordability among all customers by achieving
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251		In PUC Docket No. 54565, CSWR-Texas echoed these arguments, stating:
250		the elimination of duplicative testimony, and lower regulatory costs.
249		Among the projected benefits were the reduction of staff time in processing multiple tariffs,
248		creating inefficiencies in regulatory processes.
247		in Section 13.145 had hindered the ability to consolidate water systems under a single tariff,
246		Sunset Advisory Commission. The rationale was that the "substantial similarity" language
245		The repeal was initially recommended in the PUC's 2021 self-evaluation report to the
244		improvements to investor-owned water systems.
243		goals such as streamlining ratemaking, promoting regionalization, and encouraging
242		This repeal was enacted through House Bill 2373, which took effect on June 2, 2023 citing
241		
240		only 24 counties on January 1, 2003.
239		(b) This section does not apply to a public utility that provided utility service in
238		family residences and landscape irrigation.
237		(2) The tariff provides for rates that promote water conservation for single-
236		quality of service, and cost of service; and
235		(1) the systems under the tariff are substantially similar in terms of facilities,
234		(a) A utility may consolidate more than one system under a single tariff only if:
233		Sec. 13.145. MULTIPLE SYSTEMS CONSOLIDATED UNDER TARIFF.

PROMOTES AFFORDABILITY AMONG ALL CUSTOMERS?"

263	A.	I respectfully disagree with this assertion as the evidence presented in the current docker
264		tells a different story.

For example, some CSWR-Texas customers are facing proposed rate increases as high as 615.25% while Cassie Water System customers are facing an increase of 362%. Other customers, who were subject to increase two years ago, would see an additional 50% escalation in rates.

While it generally accepted that many of the water systems acquired by CSWR-Texas were not been making the necessary revenue to maintain the water systems effectively at the time of acquisition, the unprecedented size of frequency of rate increases directly contradicts the claim that consolidation is leading to affordability or equitable outcomes.

Q. DO AGREE WITH CSWR-TEXAS CLAIM THAT "CONSOLIDATION REDUCES THE NEED FOR FREQUENT, COMPLEX, AND EXPENIVE RATE CASES?"

- A. I disagree with this claim as there is no historical evidence to substantiate this assertion. While it may be the case that fewer filings may reduce administrative burdens, it does not necessarily simplify the complexity of the rate cases themselves. It is my understanding that water utilities will still be required to provide detailed engineering and financial documentation to justify their requested rates, including capital improvement plans, budget estimates, asset depreciation schedules, and system-specific operational costs.
- Q. DO YOU AGREE WITH CSWR-TEXAS CONTENDS THAT CONSOLIDATION
 WILL IMPROVE SERVICE QUALTIY, RELIABILITY AND EFFICIENCY?
- 284 A. CSWR-Texas already manages at least twelve systems across the Burnet/Llano County
 285 area using shared personnel. It is my understanding that CSWR-Texas has contracts in
 286 place with at least two Texas based companies to operate, manage, and monitor all of
 287 CSWR-Texas's systems in Texas. Since it appears that the systems are already
 288 operationally consolidated, it is unclear what additional benefits a formal consolidation
 289 will bring to customers.
- Q. DO YOU KNOW OF OR ARE YOU AWARE OF ANY METRICS FOR SUCCESS
 ESTABLISHED TO MEASURE WHETHER THE REPEAL SECTION 13.145 OF
 THE WATER CODE ACHIEVED THE DESIRED OUTCOMES?

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294		by the Legislature, PUC, or TCEQ to assess whether the repeal of Section 13.145 has
295		produced its intended benefits.
296	Q.	WHY DO YOU SUPPORT ESTABLISHING METRICS OR BENCHMARKS TO
297		ENSURE THAT THE REPEAL HAS PRODUCED ITS INTENDED BENEFITS?
298	A.	I support metrics or benchmarks because without such safeguards, there is no way to
299		measure whether this policy change has led to improved affordability, equitable investment
300		or better service—or whether it has instead caused rate shock and unfair burden-sharing
301		between dissimilar systems.
302		Furthermore, I am concerned that administrative efficiency alone does not justify policies
303		that create financial hardship for utility customers. Any long-term benefits of
304		consolidation must be measured against their real-world impact on the communities
305		served.
306	Q.	DO YOU HAVE OTHER CONCERNS ABOUT CSWR-TEXAS AND CSWR, LLC
307		STRATEGIES THAT MAY AFFECT LONGER TERM RATES FOR TEXAS
308		UTILITY CUSTOMERS?
309		A. Yes, I am concerned that CSWR, LLC and CSWR-Texas strategic goals are based
310		on growth through acquisitions within Texas and the US water and sewer utilities market.
311		While revenue growth may be dependent on adding systems to their portfolio in Texas
312		and other states, this strategy will not yield lower rates for Texas water system customers
313		unless CSWR-Texas halts future acquisitions in Texas or provides evidence of significant
314		operational savings and customer base growth to offset ongoing reinvestment and
315		depreciation cycles.
316		It is unclear whether CSWR-Texas will experience an increase of customers within
317		existing acquired systems as I am not aware of the total tap capacity of acquired systems
318		vs. actual taps in service to understand potential revenue increases. It is also not a
319		guaranteed source as this would be dependent on an unpredictable real estate market.
320		It is also difficult to see how customers under a consolidated tariff could ever realize rate
321		reductions due to the continuous layering of acquisition-related expenses resulting in a

I am not aware of any benchmarks, performance metrics, or interim evaluations established

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322		perpetual upward pressure on rates, which contradicts claims that consolidation
323		ultimately benefits customers through affordability and efficiency.
323 324		diffinately benefits customers through affordability and efficiency.
		V. FAILURE TO COMPLETE CAPITAL IMPROVEMENTS
325 326		v. FAILURE TO COMPLETE CAPITAL INFROVEMENTS
327	Q.	WHAT CONCERNS DO YOU HAVE WITH CSWR-TEXAS CAPITAL
328	•	IMPROVEMENTS AND IMPACT ON WATER QUALITY IN THE CASSIE
329		WATER SYSTEM?
330	A.	CSWR-Texas took over the operations of the Cassie Water System in January 2024. As
331		included in the acquisition docket, CSWR-Texas committed to invest less than \$100,000
332		in capital improvements but did not publicly disclose the nature of these improvements.
333		There may have been unseen capital improvements, I am only aware of the addition of a
334		remote monitoring system which has not improved water.
335	Q.	ARE YOU AWARE OF ANY STRUCTURAL, OPERATIONAL, OR OTHER
336	٧٠	ISSUES WITH THE CURRENT CASSIE WATER SYSTEM FACILITIES?
337	A.	Yes. The concrete water storage tower located on Agarita has visible cracks and is leaking.
	A.	
338		I am uncertain as to when these defects occurred but it is my understanding that these issues
339		were present at the time of acquisition. This could be further verified by requesting pre-
340		acquisition survey conducted by CSWR's employees, assigns, contractors, or consultants.
341		I am sharing recent photographs in Exhibit D that illustrate the various water leaks and
342		associated algae and moss growth.
343	Q.	WHY ARE YOU SPECIFICALLY CONCERNED WITH THE CONDITION OF
344		THE WATER STORAGE TOWER?
345	A.	I am concerned with the condition of the tower due to the algae and moss growth which
346		could have an adverse effect on the Cassie Water System quality. It is my understanding
347		that the Cassie Water System operates both wells intermittently as well as both storage
348		tanks next to each well. Therefore, it is highly likely that the water in the storage tank,
349		which has already been subject to filtration, is potentially being contaminated.
350		I am even more concerned that there haven't been any noticeable efforts by CSWR-Texas
351		to address these very obvious infrastructure issues.

352	Q.	DO YOU HAVE OTHER CONCERNS ABOUT INFRASTRURE OR CAPITAL
353	٧.	IMPROVEMENT PROJECTS NECESSARY FOR THE CASSIE WATER
354		SYSTEM TO IMPROVE WATER QUALITY?
355	A.	Yes, I have additional concerns that since taking over the Cassie Water System, customers
356	11.	have been subjected to frequent issues including highly chlorinated water; fluctuations in
357		water pressure; and water system outages.
358		While these issues have become less frequent during the last year, there has been little to
359		no communication to customers in regards to causes of issues, what was done to correct
360		the issues, and what steps, including any proposed capital improvements necessary to
361		correct or prevent the same issues in future.
362	Q.	WHAT IS THE CURRENT STATE OF THE WATER QUALITY PROVIDED BY
363	Q.	THE CASSIE WATER SYSTEM?
364	A.	While CSWR-Texas may assert that the Cassie Water System provides safe drinking water
365	11.	to customers, there is not any customer that I am aware of who drinks the water straight
366		out of the tap unless the customer has installed their own residential filtration system.
367		This is a situation that has existed for many years without any attempts by prior operators
368		or CSWR-Texas to implement new equipment or introduce other measures to improve
369		water quality.
370	Q.	WHAT MEASURES HAVE CASSIE WATER CUSTOMERS TAKEN TO
	Ų.	ADDRESS THE UNSAFE DRINKING WATER?
371	٨	
372	A.	Customers who have installed residential filtration systems, that I have spoken with, have
373		invested from \$1,000 to \$14,000 in simple to more sophisticated filtration and reverse
374		osmosis systems. Other customers, including myself, purchase drinking water for
375	0	consumption while only using water for showering, laundering, and irrigation.
376	Q.	BASED ON THESE FACTS, DO YOU THINK IT IS REASONABLE AND FAIR
377		FOR CSWR-TEXAS TO IMPOSE A 363% RATE INCREASE?
378	A	Based on these facts, I think it is unreasonable for CSWR-Texas to impose any rate increase
379		until such time that CSWR-Texas has implemented a reasonable capital improvement plan
380		that improves the quality of the drinking water without customers investing in residential

filtration systems.

382		VI. ASSET VALUATIONS AND ACCOUNTING CONCERNS
383		
384	Q.	DO YOU HAVE CONCERNS WITH ASSET VALUATIONS AND ACCOUNTING
385		METHODS USED BY CSWR-TEXAS TO ESTABLISH BASE RATES IN THE
386		CURRENT DOCKET?
387	A.	Yes, I have reviewed and evaluated various confidential financial analysis submitted by
388		CSWR-TEXAS to justify proposed base rate adjustments.
389		It is my understanding that utility companies are allowed to establish the value of acquired
390		assets through Fair Market Value or alternative methods when an acquired company does
391		not have reliable financial asset records. This was the case for the Cassie Water System.
392		However, in my evaluation, it appears that CSWR-Inc may have applied a different
393		valuation method discussed in Confidential emails included in OPUC 1-7 which took the
394		total acquisition cost for four water systems and established the total asset value based on
395		the number of connections and not the actual plant infrastructure. Once this asset value
396		was established, it then appears that equipment and infrastructure was calculated by
397		applying a weighted percentage ignoring the actual age, remaining useful life, and whether
398		the equipment had most likely been fully depreciated.
399		Further analysis of OPUC 1-2 assets of these four systems showed an increase of 28% over
400		the original assets valuation, but it is unclear where this additional 28% originated.
401	Q.	DO YOU HAVE CONCERNS WITH HOW CSWR-TEXAS HAS TREATED
402		DEPRECIATION OF THE CASSIE WATER SYSTEM ACQUIRED ASSETS?
403	A.	Yes, I am concerned that CSWR-Texas has accounted for all assets of these water systems
404		as if they were put into service, on January 1, 2024 with the full depreciation period
405		remaining.
406		For example, CSWR-Texas has listed the useful life of a hydropneumatic Tank as 34.5 yrs.
407		In their asset calculations, they have used 34.5 yrs or 414 months to calculate the annual
408		depreciation expense. I believe the accepted accounting method would be to establish the
409		remaining useful life of the equipment and the replacement value of the equipment to
410		determine the asset value and remaining depreciation.

411		I request that further detailed analysis and scrutiny be placed on the accounting
412		methodologies used to calculate the annual revenue requirement. My concern is if my
413		understanding is correct and the asset calculations are incorrect for the Cassie Water system,
414		then other systems where the same asset valuation was used may also have errors. (See
415		confidential Exhibit E)
416		
417		VII. CASSIE WATER INTERVENOR SURVEY
418		
419	Q.	HAVE YOU CONDUCTED ANY SURVEYS OR INTERVIEWS AS PART OF
420		YOUR ROLE AS INTERVENOR AND REPRESENTATIVE FOR THE CASSIE
421		WATER SYSTEM CUSTOMERS?
422	A.	Yes, as Intervenor on behalf of the Cassie Water System customers, it was important that
423		customers had an opportunity to provide feedback as part of this process through a survey.
424	Q.	DID YOU RECEIVE RESPONSES TO THE SURVEY AND CAN YOU
425		SUMMARIZE THE RESULTS?
426	A.	Fifteen of the 66 active customers responded, with the majority being permanent residents.
427		The survey covered five topics including: (1) Residency, Property, and Household
428		information; (2) Employment and Income; (3) Water Usage and Treatment; (4) Systems
429		Issues and Impacts; and finally (5) Health, Safety, and Additional Feedback. Completed
430		surveys are attached to Exhibit F.
431		- The majority of responses were from permanent retired residents on a fixed income.
432		- Most residents have owned their home for more than ten years.
433		- Only two respondents drink the Cassie Water system after installing residential filtration
434		and or reverse osmosis systems.
435		- The rest of the respondents purchase drinking water, spending between \$25 and \$50 per
436		month.
137		- Most customers have had some interaction with CSWR-Texas representatives with mixed

results.

-Most customers have had a negative experience with water quality that included damage to residential appliances, faucets, or clothing; but thankfully, not reports of health-related issues.

It should be noted that almost all respondents and those customers who did not provide a completed survey but whom I have discussed the Cassie Water System have agreed that the proposed rate increase is not warranted until the water quality is improved. However, the same group have also said that they would not object to a reasonable rate increase if the water quality was improved and safe to drink.

VIII. CONCLUSION

Q. DO YOU HAVE A FINAL STATEMENT TO CONCLUDE YOUR TESTIMONY?

A. Yes. As a customer of the Cassie Water System and an intervenor in this docket, I urge the Public Utility Commission of Texas to carefully consider the real-world consequences of the proposed consolidation and rate increase. While administrative efficiency and streamlined ratemaking may be achieved through consolidation, these benefits should not come at the expense of customers who are already experiencing inadequate service, unsafe water quality, and unjustifiable costs.

Cassie customers should not bear disproportionate financial burdens—particularly when there has been little to no investment in our system since acquisition, and when the promised improvements in service have yet to materialize. It is my recommendation that the Commission uphold principles of transparency, equity, and accountability by requiring CSWR-Texas to demonstrate measurable outcomes before imposing significant rate increases.

Consolidation should not become a mechanism for perpetual rate escalation without corresponding improvements. Any future rate adjustments must be grounded in documented capital improvements, safe water delivery, and clear benefit to the customers being asked to pay more. Thank you for the opportunity to present my concerns.

Exhibit A: TCEQ Violations

SOAH DOCKET NO. 473-25-14320.WS PUC DOCKET NO. 57386

CSWR-TEXAS'S RESPONSE TO CASSIE WATER SYSTEM'S FIRST RFI

CASSIE WATER 1-13 Provide a list of all water systems that are subject to TCEQ violations

since being acquired by CSWR-Texas and whether these violations

deem the water unsafe for human consumption.

RESPONSE: Please see Attachment Cassie Water 1-13.

Prepared by: Todd Thomas, Senior Vice President, CSWR, LLC Sponsored by: Todd Thomas, Senior Vice President, CSWR, LLC

Facility	Violation Date	Code	Violation	Health Risk?
1007 - A E 110100 TS/1040024	2015/2022	30 TAC	Failed to provide a production capacity of 0.6 gpm per connection	N. r
DW - Abraxas Utilities - TX1840034	2/15/2023	290.45(b)(1)(D)(i)	Repair or replace rusted assets: tank roof, water	N
DW - Abraxas Utilities - TX1840034	2/15/2023	30 TAC 290 46(m)	supply line and tank supports	N
15W - Athaxas Cultues - 12 (6400)54	2.13/2023	30 TAC 250.40(III)	Failed to provide a pressure tank capacity of 20	14
DW - Aero Valley - TX0610243	2/26/2024	290.45(b)(1)(B)	gallons per connection.	N
1510 - 11010 Valley - 1740010215	2.20.2021	30 TAC	Failed to provide total storage capacity of 200	11
DW - Aero Valley - TX0610243	2/26/2024	290.45(b)(1)(B)	gallons per connection	N
	1	30 TAC	Failed to provide well capacity of 0.6 gpm per	
DW - Aero Valley - TX0610243	2/26/2024	290.45(b)(1)(B)	connection	N
,			designed and fabricated in strict accordance with	
DW - Aero Valley - TX0610243	2/26/2024	30 TAC 290.43(c)	currentAWWA standards.	N
•			Failure to burry ail water lines no less than 24 inches	
DW - Aero Valley - TX0610243	2/26/2024	30 TAC 290.44(a)	below the ground surface.	N
		30 TAC	Failure to have sanitary control easements for the	
DW - Aero Valley - TX0610243	2/26/2024	290.41(e)(1)(F)	well.	N
,		30 TAC	Failure to conduct annual inspections on the exterior	
DW - Aero Valley - TX0610243	2/26/2024	290.46(m)(1)	of both pressure tanks.	N
,		30 TAC	Failure to provide a Revised Total Coliform Sample	
DW - Arrowhead - TX2470025	2/15/2023	290.109(d)(6)	Siting Plan.	N
		30 TAC Chapter		
		290.46(1)(2) & 30		
		TAC Chapter		
			Failure to provide documentation that identifies the	
DW - Arrowhead - TX2470025	2/15/2023	2 2 20 2 2 2 2 2 2	amount of each chemical used each week.	N
		30 TAC	Failure to provide an accurate and up-to-date map of	
DW - Arrowhead - TX2470025	2/15/2023	290.46(n)(2)	the distribution system.	N
DW - Arrowhead - TX2470025	2/15/2023	30 TAC 290.121	Failure to provide a complete monitoring plan.	N
			Failure to conduct Customer Service Inspections	
DW - Arrowhead - TX2470025	2/15/2023	30 TAC 290,460	(CSIs) for new connections.	N
		30 TAC	Failure to calibrate or replace the well meters every	
DW - Arrowhead - TX2470025	2/15/2023	290.46(s)(1)	three years.	N
		30 TAC Chapter		
DW - Arrowhead - TX2470025	2/15/2023	290.46(m)(1)(Λ)	Failure to conduct annual tank inspections.	N
			Failure to notify the executive director prior to	
DW - Arrowhead - TX2470025	2/15/2023	30 TAC 290.390	making significant changes and obtain approval.	N
DW - Chaparral Water System Gillespie -		30 TAC		
TX0860010	1/24/2024	290.45(b)(1)(C)(i)	Failure to provide adequate well eapacity.	N
DW - Chaparral Water System Gillespie -		30 TAC	Failure to provide adequate overflows for the ground	
TX0860010	1/24/2024	290.43(e)(3)	storage tanks.	N
		30 TAC Chapter	Failed to provide well-capacity of 0.6 gpm per	
DW - Circle R Ranchettes - TX2200148	9/10/2024	290.45(b)(1)(C)(i)	connection	N
			manner so as to minimize the possibility of the	
			harboring on insects, rodents, and other disease-	
		30 TAC Chapter	causing vectors, and in such a way as to prevent	<u>_</u>
DW - Circle R Ranchettes - TX2200148	9/10/2024	290.46(m)	other conditions that might cause the contamination	N
		30 TAC Chapter	Failure to have a well capacity of 0.6 gpm per	
DW - Coleto - TX2350036	12/12/2023	290.45(b)(1)(C)(i)	connection.	N
		30 TAC Chapter	Failure to have an adequate waterline size for the	
DW - Coleto - TX2350036	12/12/2023	290.44©	number of customers served.	N

	Violation			Health
Facility	Date	Code	Violation	Risk?
		30 TAC Chapter	Failed to retain the results of inspections for all	
		290.46(1)(3)(D) &	water storage pressure maintenance facilities. The	
		30 TAC Chapter	water system did not have copies of their most recent	
DW - Coleto - TX2350036	12/12/2023	290.46(1)(3)(D)(ii)	tank inspection forms.	N
DW Cooley Daint TV2200117	2/20/2022	30 TAC Chapter 290.45(b)(1)	Failure to provide the minimum required production	N
DW - Cooley Point - TX2200117	3/26/2023	290.43(0)(1)	1 2 41 1	IN
			and pressure maintenance facilities, distribution lines, and related appurtenances in a watertight	
			condition and free of excessive solids. During the	
			investigation conducted on December 28, 2023, it	
		30 TAC Chapter	was documented that there was a leak on a	
DW - Copano Cove - TX0040003	12/28/2023	290.46(m)	distribution main. Specifically, there was a leak	N
		30 TAC Chapter	distribution facilities at the public water system are	
		290.46(e) 30 TAC	operated at all times under the direct supervision of a	
DW - Copano Cove - TX0040003	10/09/0002	Chapter 290.46(e)(3)(B	water works operator who holds an applicable, valid- license.	N
17W - Copano Cove - 120040003	12/20/2023	290.40(6)(3)(13	drinking water standards and the results of any	IN
		30 TAC Chapter	special monitoring tests which have been required in	
		290, SubChapter D	the Disinfection Level Quarterly Operating Reports	
DW - Copano Cove - TX0040003	9/24/2024	290.46(1)(4)(B)	(DLQORs).	N
		30 TAC Chapter		
		290, SubChapter F		
		290.110(c)(5)(13)(i)		
		; 30 TAC Chapter 290, SubChapter F	Failed to perform sampling to represent the water	
			entering the distribution system in a public water	
DW - Copano Cove - TX0040003	9/24/2024	2. 0.2. 0.00 0.0	system that has chloramines present.	N
		30 TAC Chapter	service agreement with provisions for proper	
		290, SubChapter D	enforcement to insure that neither cross-connections	
DW - Copano Cove - TX0040003	1 0/24/2024	200 46/3		
124 - Copano COVO - 17(004000)	9/24/2024	250.40(1)	nor other unacceptable plumbing practices are	N
1211 - Capano Cavo - 170040003	9/24/2024	290.40(1)	nor other unacceptable plumbing practices are	N
1200 г Сорано Соте - 1 дооноосэ	9:24:2024			N
120 - Capano Cove - 170040005	9:24:2024	30 TAC Chapter	Failed to measure the accuracy of manual	N
		30 TAC Chapter		N N
·		30 TAC Chapter 290, SubChapter D	Failed to measure the accuracy of manual disinfectant residual analyzers at least once every 90	
		30 TAC Chapter 290, SubChapter D 290.46(s)(2)(C)(i) 30 TAC Chapter	Failed to measure the accuracy of manual disinfectant residual analyzers at least once every 90 days.	
DW - Copano Cove - TX0040003	9/24/2024	30 TAC Chapter 290, SubChapter D 290.46(s)(2)(C)(i) 30 TAC Chapter 290, SubChapter D	Failed to measure the accuracy of manual disinfectant residual analyzers at least once every 90 days. Failed to flush all dead-end mains at monthly	N
DW - Copano Cove - TX0040003 DW - Copano Cove - TX0040003		30 TAC Chapter 290, SubChapter D 290.46(s)(2)(C)(i) 30 TAC Chapter 290, SubChapter D 290.46(1)	Failed to measure the accuracy of manual disinfectant residual analyzers at least once every 90 days. Failed to flush all dead-end mains at monthly intervals.	
DW - Copano Cove - TX0040003	9/24/2024	30 TAC Chapter 290, SubChapter D 290.46(s)(2)(C)(i) 30 TAC Chapter 290, SubChapter D 290.46(1) 30 TAC Chapter	Failed to measure the accuracy of manual disinfectant residual analyzers at least once every 90 days. Failed to flush all dead-end mains at monthly intervals. Failed to have a purchase water agreement that	N
DW - Copano Cove - TX0040003 DW - Copano Cove - TX0040003	9/24/2024 9/24/2024	30 TAC Chapter 290, SubChapter D 290.46(s)(2)(C)(i) 30 TAC Chapter 290, SubChapter D 290.46(I) 30 TAC Chapter 290, SubChapter D	Failed to measure the accuracy of manual disinfectant residual analyzers at least once every 90 days. Failed to flush all dead-end mains at monthly intervals. Failed to have a purchase water agreement that authorized a service pump capacity of at least 2.0	N
DW - Copano Cove - TX0040003 DW - Copano Cove - TX0040003	9/24/2024 9/24/2024	30 TAC Chapter 290, SubChapter D 290.46(s)(2)(C)(i) 30 TAC Chapter 290, SubChapter D 290.46(1) 30 TAC Chapter	Failed to measure the accuracy of manual disinfectant residual analyzers at least once every 90 days. Failed to flush all dead-end mains at monthly intervals. Failed to have a purchase water agreement that	N N
DW - Copano Cove - TX0040003 DW - Copano Cove - TX0040003	9/24/2024 9/24/2024	30 TAC Chapter 290, SubChapter D 290.46(s)(2)(C)(i) 30 TAC Chapter 290, SubChapter D 290.46(I) 30 TAC Chapter 290, SubChapter D	Failed to measure the accuracy of manual disinfectant residual analyzers at least once every 90 days. Failed to flush all dead-end mains at monthly intervals. Failed to have a purchase water agreement that authorized a service pump capacity of at least 2.0 gpm per connection. Failure to have two or more pumps that have a total capacity of 2.0 gallons per minute (gpm) per	N N
DW - Copano Cove - TX0040003 DW - Copano Cove - TX0040003	9/24/2024 9/24/2024	30 TAC Chapter 290, SubChapter D 290.46(s)(2)(C)(i) 30 TAC Chapter 290, SubChapter D 290.46(I) 30 TAC Chapter 290, SubChapter D	Failed to measure the accuracy of manual disinfectant residual analyzers at least once every 90 days. Failed to flush all dead-end mains at monthly intervals. Failed to have a purchase water agreement that authorized a service pump capacity of at least 2.0 gpm per connection. Failure to have two or more pumps that have a total capacity of 2.0 gallons per minute (gpm) per connection or that have a total capacity of at least	N N
DW - Copano Cove - TX0040003 DW - Copano Cove - TX0040003 DW - Copano Cove - TX0040003 DW - Country Squire Water & Sewer -	9/24/2024 9/24/2024 9/24/2024	30 TAC Chapter 290, SubChapter D 290.46(s)(2)(C)(i) 30 TAC Chapter 290, SubChapter D 290.46(I) 30 TAC Chapter 290, SubChapter D 290.45(I)(5) 30 TAC Chapter 290.45(I)(5)	Failed to measure the accuracy of manual disinfectant residual analyzers at least once every 90 days. Failed to flush all dead-end mains at monthly intervals. Failed to have a purchase water agreement that authorized a service pump capacity of at least 2.0 gpm per connection. Failure to have two or more pumps that have a total capacity of 2.0 gallons per minute (gpm) per connection or that have a total capacity of at least 1,000 gpm and the ability to meet peak hourly	N N
DW - Copano Cove - TX0040003 DW - Copano Cove - TX0040003 DW - Copano Cove - TX0040003 DW - Country Squire Water & Sewer - TX1810060	9/24/2024 9/24/2024	30 TAC Chapter 290, SubChapter D 290.46(s)(2)(C)(i) 30 TAC Chapter 290, SubChapter D 290.46(l) 30 TAC Chapter 290, SubChapter D 290.45(l)(5) 30 TAC Chapter 290.45(b)(l)(D)(lii)	Failed to measure the accuracy of manual disinfectant residual analyzers at least once every 90 days. Failed to flush all dead-end mains at monthly intervals. Failed to have a purchase water agreement that authorized a service pump capacity of at least 2.0 gpm per connection. Failure to have two or more pumps that have a total capacity of 2.0 gallons per minute (gpm) per connection or that have a total capacity of at least 1,000 gpm and the ability to meet peak hourly demands with the largest pump out of service,	N N
DW - Copano Cove - TX0040003 DW - Copano Cove - TX0040003 DW - Copano Cove - TX0040003 DW - Country Squire Water & Sewer - TX1810060 DW - Country Squire Water & Sewer -	9/24/2024 9/24/2024 9/24/2024 6/6/2023	30 TAC Chapter 290, SubChapter D 290.46(s)(2)(C)(i) 30 TAC Chapter 290, SubChapter D 290.46(l) 30 TAC Chapter 290, SubChapter D 290.45(l)(5) 30 TAC Chapter 290.45(b)(1)(D)(lii) 30 TAC Chapter	Failed to measure the accuracy of manual disinfectant residual analyzers at least once every 90 days. Failed to flush all dead-end mains at monthly intervals. Failed to have a purchase water agreement that authorized a service pump capacity of at least 2.0 gpm per connection. Failure to have two or more pumps that have a total capacity of 2.0 gallons per minute (gpm) per connection or that have a total capacity of at least 1,000 gpm and the ability to meet peak hourly demands with the largest pump out of service, Failure by Central State Water Resources to have	N N
DW - Copano Cove - TX0040003 DW - Copano Cove - TX0040003 DW - Copano Cove - TX0040003 DW - Country Squire Water & Sewer - TX1810060 DW - Country Squire Water & Sewer - TX1810060	9/24/2024 9/24/2024 9/24/2024 6/6/2023	30 TAC Chapter 290, SubChapter D 290.46(s)(2)(C)(i) 30 TAC Chapter 290, SubChapter D 290.46(l) 30 TAC Chapter 290, SubChapter D 290.45(l)(5) 30 TAC Chapter 290.45(b)(1)(D)(lii) 30 TAC Chapter 290.45(b)(1)(D)(lii) 30 TAC Chapter 290.46(l)(2)	Failed to measure the accuracy of manual disinfectant residual analyzers at least once every 90 days. Failed to flush all dead-end mains at monthly intervals. Failed to have a purchase water agreement that authorized a service pump capacity of at least 2.0 gpm per connection. Failure to have two or more pumps that have a total capacity of 2.0 gallons per minute (gpm) per connection or that have a total capacity of at least 1,000 gpm and the ability to meet peak hourly demands with the largest pump out of service,	N N
DW - Copano Cove - TX0040003 DW - Copano Cove - TX0040003 DW - Copano Cove - TX0040003 DW - Country Squire Water & Sewer - TX1810060 DW - Country Squire Water & Sewer - TX1810060 DW - Country Squire Water & Sewer -	9/24/2024 9/24/2024 9/24/2024 6/6/2023	30 TAC Chapter 290, SubChapter D 290.46(s)(2)(C)(i) 30 TAC Chapter 290, SubChapter D 290.46(l) 30 TAC Chapter 290, SubChapter D 290.45(l)(5) 30 TAC Chapter 290.45(b)(1)(D)(lii) 30 TAC Chapter 290.46(l)(2) 30 TAC Chapter 290.46(l)(2)	Failed to measure the accuracy of manual disinfectant residual analyzers at least once every 90 days. Failed to flush all dead-end mains at monthly intervals. Failed to have a purchase water agreement that authorized a service pump capacity of at least 2.0 gpm per connection. Failure to have two or more pumps that have a total capacity of 2.0 gallons per minute (gpm) per connection or that have a total capacity of at least 1,000 gpm and the ability to meet peak hourly demands with the largest pump out of service, Failure by Central State Water Resources to have operating records accessible for review upon request.	N N
DW - Copano Cove - TX0040003 DW - Copano Cove - TX0040003 DW - Copano Cove - TX0040003 DW - Country Squire Water & Sewer - TX1810060 DW - Country Squire Water & Sewer -	9/24/2024 9/24/2024 9/24/2024 6/6/2023	30 TAC Chapter 290, SubChapter D 290.46(s)(2)(C)(i) 30 TAC Chapter 290, SubChapter D 290.46(l) 30 TAC Chapter 290, SubChapter D 290.45(l)(5) 30 TAC Chapter 290.45(b)(1)(D)(lii) 30 TAC Chapter 290.45(b)(1)(D)(lii) 30 TAC Chapter 290.46(l)(2)	Failed to measure the accuracy of manual disinfectant residual analyzers at least once every 90 days. Failed to flush all dead-end mains at monthly intervals. Failed to have a purchase water agreement that authorized a service pump capacity of at least 2.0 gpm per connection. Failure to have two or more pumps that have a total capacity of 2.0 gallons per minute (gpm) per connection or that have a total capacity of at least 1,000 gpm and the ability to meet peak hourly demands with the largest pump out of service, Failure by Central State Water Resources to have	N N

Facility	Violation Date	Code	Violation	Health Risk?
DW - Country Squire Water & Sewer - TX1810060	6/6/2023	30 TAC Chapter 290.46(m)	equipment in good working condition. During the investigation, it was noted that the generator at the plant was not working.	N
DW - Country Squire Water & Sewer - TX1810060		30 TAC Chapter 290.43(e)(3)	overflow cover on ground storage tank (GST) No. 1 so it closes automatically and fits tightly with no gap over 1/16 inch.	N
DW - C-Willow - TX2470019		30 TAC 290.46(s)(1)	Failure to calibrate or replace the well meters every three years.	N
DW - C-Willow - TX2470019	3/8/2023	30 TAC 290.109(d)(6)	Failure to provide a Revised Total Coliform Sample Siting Plan.	N
DW - C-Willow - TX2470019	3/8/2023	30 TAC Chapter 290.46(n)(2)	Failure to provide an accurate and up-to-date map of the distribution system.	N
DW - C-Willow - TX2470019	3/8/2023	30 TAC Chapter 290.46(j)	Failure to conduct Customer Service Inspections (CSIs) for new system connections.	N
DW - C-Willow - TX2470019	3/8/2023	30 TAC 290.46(n)(3)	Failure to provide well completion data	N
DW - C-Willow - TX2470019	3/8/2023	30 TAC 290.42(1)	Failure to provide an up-to-date plant operations manual.	N
DW - C-Willow - TX2470019	3/8/2023	30 TAC 290.41 (c)(3)(N)	Failure to provide an operational flow measuring device (well meter) on Well #2.	N
DW - C-Willow - TX2470019	3/8/2023	30 TAC Chapter 290.121	Failure to provide a complete monitoring plan. corrosion was present on the facility piping and the	N
DW - C-Willow - TX2470019	3/8/2023	30 TAC 290.46(m)		N
DW - C-Willow - TX2470019	3/8/2023	290.46(f)(3) 30 TAC	amount of each chemical used each day. representative locations in the distribution system at	N
DW - C-Willow - TX2470019	3/8/2023	290.110(e)(4) 30 TAC Chapter	least once per day. Failure to maintain a copy of the monitoring plan at	N
DW - El Pinon Estates - TX2030013	4/10/2023	290.121 (a) 30 TAC Chapter	water treatment plants.	N
DW - El Pinon Estates - TX2030013	4/10/2023	290.42(1) 30 TAC Chapter	Failure to have an adequate plant operations manual. Failure to have an adequate liquid level indicator on	N
DW - El Pinon Estates - TX2030013	4/10/2023	290.43(e)(4) 30 TAC Chapter	all ground storage tanks.	N
DW - El Pinon Estates - TX2030013	4/10/2023	290.42(I)(1)(I)(ii)(I)	Failure to adequately label all liquid chemical storage tanks.	N
DW - El Pinon Estates - TX2030013	4/10/2023	30 TAC Chapter	Failure to have operating records accessible for review upon request.	N
DW - El Pinon Estates - TX2030013	4/10/2023	30 TAC Chapter 290.121 (b)	Failure to maintain an adequate monitoring plan.	N
DW - El Pinon Estates - TX2030013	4/10/2023	30 TAC Chapter 290.41	Failure to have copies of well completion data available upon request.	N
DW - El Pinon Estates - TX2030013	4/10/2023	30 TAC Chapter 290,42(1)(1)(E)(ii)(1)	Failure to provide adequate containment facilities for all liquid chemical storage tanks.	N
DW - El Pinon Estates - TX2030013	4/10/2023	30 TAC Chapter 290.46(m)	practices to ensure the good working condition and general appearance of the system's facilities and equipment. During the investigation, it was noted that the well and chemical pumps could not be run due to an electrical fire that occurred at the water	N
DW - Flag Creek Ranch - TX1500112	12/17/2024	30 TAC Chapter 290, SubChapter D 290,46(m)(1)(A)	Failure to ensure that the ground storage tank roof vent is properly screened, roof hatch is closed and locked, and tank is kept in a watertight condition.	N

Facility:	Violation	Code	Violation	Health Risk?
Facility	Date	30 TAC Chapter	Y TOTATION	KISK (
		290, SubChapter F	Failure to maintain an up-to-date chemical and	
DW - Franklin 3 - TX1520080	1/31/2025	290.121(a)	microbiological monitoring plan.	N
		30 TAC Chapter	2 5.	
		290, SubChapter D	Failure to ensure the good working condition of the	
DW - Franklin 3 - TX1520080	1/31/2025	290.46(m)	system's facilities & equipment.	N
		30 TAC Chapter		
		290, SubChapter D	Failure to maintain records of the amount of	
DW - Franklin 3 - TX1520080	1/31/2025	() () () ()	chemical used.	N
77 Transm. 2 17(1320000	1.31.2023	30 TAC Chapter	onemen used.	11
			Failure to maintain a thorough and up-to-date plant	
DW - Franklin 3 - TX1520080	1/31/2025		operations manual for operator review and reference.	N
		30 TAC Chapter		
			Failure to obtain written approval of plans and	
DW - Franklin 3 - TX1520080	1/31/2025		specifications prior to modifying a PWS.	N
DW - Franklin Water System 1 -	101000	30 TAC Chapter	len i i i i i i i i i i i i i i i i i i i	<u> </u> ,,
TX1520224	4/26/2022	290.121 (a)	Failure to maintain an up-to-date monitoring plan.	N
DW - Franklin Water System 1 - TX1520224	4/26/2022	30 TAC Chapter	Failure to adopt an adequate customer service	N
DW - Franklin Water System 1 -	4/20/2022	30 TAC Chapter	agreement (CSA).	IN
TX1520224	4/26/2022	290.44(h)(4)	Failed to test backflow devices annually.	N
.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	1 20, 20, 20	30 TAC Chapter	rained to test statistion defreed annually:	1
DW - Franklin Water System 3 -		290.45(b)(1		
TX1520080	4/26/2022	3 5 2	Failure to provide adequate pressure tank capacity	N
		30 TAC	Failure to have two or more pumps that have a total	
DW - Franklin Water System 3 -		§290.45(b)(1)(C)(ii	capacity of 2.0 gallons per minute (gpm) per	
TX1520080	4/26/2022		connection at each pump station or pressure plane.	N
DW - Franklin Water System 3 -	4:04/0000	30 TAC Chapter	Failure to prepare and adopt a Drought Contingency	.,
TX1520080	4/26/2022	288.30(5)(8)	Plan (IXCP). the time of the investigation, there was Municipal	N
DW - Franklin Water System 3 - TX1520080	4/26/2022	30 TAC Chapter 290.41(e)(1)	Solid Waste (MSW) near the wells	N
17/15/20000	7-20/2022	30 TAC Chapter	Failed to issue a boil water notice within 24 hrs of a	11
DW - Grande Casa - TX0700063	10/26/2023	290.46(q)(1)	water outage	N
		30 TAC Chapter	L'	
		290, SubChapter F		
		290.118(a): 30		
		TAC Chapter 290,		
		SubChapter F		
		290.118(b); 30		
		TAC Chapter 290, SubChapter F	Failure to meet the Secondary Constituent Levels (SCLs) for Total Dissolved Solids (TDS) and Iron.	
DW - Grande Casa - TX0700063	3/4/2025	290.118(f)(3)	EIC C4 MIN(3)(D)	N
777 - Change Casa - 170700000	.7/4/2023	30 TAC Chapter	Failure to have the system's operating records	11
DW - Grande Casa - TX0700064	7/11/2024		accessible for review during inspections.	N
		30 TAC		
DW - Hickory Hill - TX2470018	2/6/2023		Failure to provide the required well capacity.	N
		30 TAC	Failure to provide a Revised Total Coliform Sample	l
DW - Hickory Hill - TX2470018	2/6/2023	290.109(d)(6)	Siting Plan.	N
DW 16.dom, 1811 (23/2470019	2/6/2023	30 TAC	Failure to provide an accurate and up-to-date map of the distribution system.	N
DW - Hickory Hill - TX2470018	2/0/2023	290.46(n)(2)	Failure to conduct Customer Service Inspections	IN
DW - Hickory Hill - TX2470018	2/6/2023	30 TAC 290.460)	(CSIs) for new system connections.	N
227 - 110K/Jy 11111 - 17/247/0/10	2/(3/20/2.3	20 TTO 220.400)	Failure to prepare the system's monitoring plan in	'
DW - Hickory Hill - TX2470018	2/6/2022	30 TAC 290.121	accordance with 30 TAC 290.121	N

	Violation			Health
Facility	Date	Code	Violation	Risk?
		30 TAC	Failure to calibrate or replace the well meters every	
DW - Hickory Hill - TX2470018	2/6/2023	290.46(s)(1)	three years.	N
			Failure to provide documentation that identifies the	
DW - Hiekory Hill - TX2470018	2/6/2023	30 TAC 290.46(f)	amount of chemical used each week.	N
		30 TAC	capacity rate of 0.6 gpm per connection and for	
DW - Hills of Briar Oaks - TX2490049	3/28/2023	290.45(b)(1)(C)	wholesale obligations.	N
			Failure by CSWR Texas Utility Operating Company	
		30 TAC Chapter	- La Playa Subdivision to maintain a complete	
DW - La Playa Subdivision - TX2030015	9/5/2023	290.46(1)(3)(B)(iii)	record of the distribution residual monitoring results.	N
		30 TAC Chapter	Failure by CSWR - La Playa Subdivision to have	l
DW - La Playa Subdivision - TX2030015	7/12/2023	290.46(1)(2)	operating records accessible for review upon request.	N
1211 1 21 0 1 2 1 2 2 2 2 2 2 2 2 2 2 2	7:10/0/07	30 TAC Chapter	Failure by CSWR - La Playa Subdivision to have an	. ,
DW - La Playa Subdivision - TX2030015	7/12/2023	290.42(1)	adequate Plant Operations Manual.	N
1911 1 19 0 1 2 1 2 27/2020/015	7:10/0003	30 TAC Chapter	Failure by CSWR - La Playa Subdivision to have a	. ,
DW - La Playa Subdivision - TX2030015	7/12/2023	290.121(b)	complete monitoring plan.	N
		20 754 () ()	overflow on the ground storage tank covered with a	
1307 L. M 0.4.41.1.1 TV2020015	7/10/2023	30 TAC Chapter 290.43(e)(3)	gravity hinged and weighted cover, an elastomeric duckbill valve, or other approved device.	N.
DW - La Playa Subdivision - TX2030015	7/12/2023			N
DW - La Playa Subdivision - TX2030015	7/10/2022	30 TAC Chapter 290.43(e)(2)	Failure by CSWR - La Playa Subdivision to lock all roof hatches.	N
15w - La Flaya Subdivision - 1A2030013	7/ 12/2023	30 TAC Chapter	Failure to provide a minimum pressure tank capacity	1A
DW - Laguna Tres - TX1110019	2/9/2024	290.45(b)(1)	of 20 gallons per connection.	N
15W - Laguna Tres - TXTT10019	2/0/2024	30 TAC	Failure to maintain the flow-measuring device	1N
DW - Laguna Tres - TX1110019	0/1/2021	290.46(m)(6)	(meter) for Well Unit #6 in good working condition.	N
1540 - Daguna Tres - TXTTTOOTS	2/1/2021	30 TAC 290.41	(meter) for wen entrate in good working condition.	14
DW - Laguna Tres - TX1110019	9/1/2021	(c)(1)(F)	Failure to provide sanitary control easements.	N
1243 - Faguna 1168 - 1241110012	7/ 1/2021	30 TAC	Failure to obtain and keep on file, a copy of the well	14
DW - Laguna Tres - TX1110019	9/1/2021	290.46(n)(3)	completion data.	N
1217 Tagana 1160 121110012	71112021	30 TAC Chapter	plans or record drawings and specifications for each	
DW - Laguna Tres - TX1110019	9/1/2021	290.46(n)(1)	treatment plant, pump station, and storage tank.	N
TOTAL				
		30 TAC Chapter		
			Failure to provide a working well meter for Wells	
DW - Laguna Tres - TX1110019	12/16/2024	290.41(e)(3)(N)	No. 5, 6, 7, 8, 9, and 10 . EIC B1 MOD(2)(A)	N
		30 TAC Chapter	(// /	
			Failure to complete well meter calibrations for all	
DW - Laguna Tres - TX1110019	12/16/2024	290.46(s)(1)	wells. EIC B1 MOD(2)(A)	N
		30 TAC Chapter		
DW - Laguna Tres - TX1110020	9/1/2021	290.46(1)	Failure to flush dead-end mains at monthly intervals	N
		30 TAC (30 TAC)	Failure to provide a minimum pressure tank capacity	
DW - Laguna Vista - TX1110095	9/14/2021	290.45(b)(of 20 gallons per connection.	N
		30 TAC	Failure to provide a well production capacity of 0.6	
DW - Laguna Vista - TX1110095	9/14/2021	290.45(b)(1-)(C)(i)	gallons per minute (gpm) per connection.	N
		30 TAC Chapter		
		290.42(m) & 30	Failure to have Water Treatment Plant #1 and all	
		TAC Chapter	appurtenances thereof enclosed by an intruder-	. .
DW - Laguna Vista - TX1110095	9/14/2021	290.43(e)	resistant fence.	N
	A.1	30 TAC	plans or record drawings and specifications for each	l.,
DW - Laguna Vista - TX1110095	9/14/2021	290.46(n)(1)	treatment plant, pump station, and storage tank.	N
		30 TAC Chapter	L.,	
1344 1	10/17/000		Failure to complete well meter calibrations for all	
DW - Laguna Vista - TX1110095	12/16/2024	290.46(s)(1)	three wells. EIC B1 MOD(2)(A)	N
		30 TAC Chapter	making any significant change or addition to the	
1387 Language Vinta 2271110005	10/17/2004		system's production, treatment, storage, pressure	N.
DW - Laguna Vista - TX1110095	12/16/2024	Z30.37(])	maintenance, or distribution facilities. EIC C7 MOD	1N

Facility	Violation Date	Code	Violation	Health Risk?
DW - Laguna Vista - TX1110095	12/16/2024	30 TAC Chapter 290, SubChapter D 290,41(e)(3)(N)	Failure to provide a working well meter for Well No. 2. EIC C1 MOD(2)(A)	N
DW - Lake Limestone Coves - TX1980020	4/30/2024	30 TAC Chapter 290.46(I) & 30 TAC Chapter 290.46(f)(2)	Failure to provide requested operating records and reports.	N
DW - Lakeside Estates - TX0080053	10/12/2023	30 TAC Chapter 290.41(e)(3)(J)	at least three feet from the well easing in all directions.	N
DW - Lakeside Estates - TX0080053	10/12/2023	30 TAC Chapter 290.46(n)(2)	and up-to-date map of the distribution system so that valves and mains can be easily located during emergencies.	N
DW - Lakeside Estates - TX0080053	10/12/2023	30 TAC Chapter 290.42(1)(1)(E)(ii)(VI)	Failure to obtain approval for the use of double-walled tanks in lieu of separate containment facilities.	N
DW - Lakeview Ranchettes - TX0700057	5/4/2023	30 TAC 290.46(1)	Failure to flush all dead-end mains on a monthly basis.	N
DW - Lakeview Ranchettes - TX0700057	10/25/2022	30 TAC 290.46(m)(1)	Failure to conduct annual external inspections of the ground storage tanks.	N
DW - Lakeview Ranchettes - TX0700057	10/25/2022	30 TAC 290.46(m)(1)	Failure to conduct annual external inspections of the pressure tanks.	N
DW - Meadowview Estates I - TX0080051	9/30/2021	30 TAC Chapter 290.46(f)(3)(E)(iv)	Failure to provide copies of Customer Service Inspection reports.	N
DW - Meadowview Estates I - TX0080051	9/12/2024	30 TAC Chapter 290, SubChapter D 290.46(1)(5)(B)	Failure to provide all required operating and maintenance records for auxiliary power equipment.	N
DW - Meadowview Estates II - TX0080059	9/30/2021	30 TAC Chapter 290.46(n)(3)	Failure to maintain and make available copies of well completion data.	N
DW - Meadowview Estates II - TX0080059	9/30/2021	V.	making any significant change or addition to the system's production, treatment, storage, pressure maintenance, or distribution facilities.	N
DW - Oak Hills Ranch - TX0940085	11/22/2022		Failure to provide adequate service pump capacity.	N
DW - Oak Hills Ranch - TX0940085	11/22/2022	30 TAC Chapter 290.41 (e)(3)(K)	Failure to provide Well #2 with an adequate easing vent.	N
DW - Quiet Village II - TX1080221	11/2/2022	30 TAC Chapter 290.110(e)(4)(A) 30 TAC Chapter	representative locations in the distribution system at least once every seven days for purchase water systems that serve fewer than 250 connections and fewer than 750 people daily.	N
DW - Quiet Village II - TX1080221	11/2/2022	290.45(f)(1)		N
DW - Quiet Village II - TX1080221	11/2/2022	30 TAC Chapter 290.121(b)(1)©	distribution system in the monitoring plan or designate the location of each distribution system sampling site on a distribution system schematic.	N

	Violation			Health
Facility	Date	Code	Violation	Risk?
1394 D 175 1 2370700057	10/21/2002	30 TAC Chapter	Failure to provide the minimum required service	
DW - Red Oak - TX0700056	10/31/2023	290.45(b)(1)	pump capacity rate of 2.0 gpm per connection.	N
		30 TAC Chapter	acceptable levels within 24 hours or enforcement	
		290.110(b)(4) &	action will be taken against the public water system.	
DW - RJR Water (Mountain River) -	2:10/000	30 TAC Chapter	The water system should also conduct additional	. ,
TX1840077	3/19/2024	290.46(d)(2)	monitoring throughout the distribution system.	N
			gallons per minute per connection. During the	
			investigation, it was noted that the water system was	
			19% deficient in production capacity. The water	
			system is required to provide 86.4 gallons per minute	
DW DD Water Manadale Diseas		20 30 40 40	(gpm) and only provides 70 gpm. 30 TAC	
DW - RJR Water (Mountain River) -	2/12/2024	30 TAC Chapter	290.45(b)(1)(C)(i) states that for groundwater	N.
TX1840077	2:13/2024	290.45(b)(1)(C)(i)	systems serving between 50 to 250 connections, the	N
DW - RJR Water (Mountain River) -	2/12/2024	30 TAC Chapter	Failure to maintain an overflow with a 1/16 inch or	N.
TX1840077	2:13/2024	290.43(e)(3)	less gap on the Water plant #1 ground storage tank.	N
DW - RJR Water (Mountain River) - TX1840077	2/12/2024	30 TAC Chapter 290.41(e)(1)(F)	Failure to provide copies of the sanitary control easements.	N
DW - RJR Water (Mountain River) -	2/13/2024	30 TAC Chapter	Failure to keep animals at least 50 feet away from	114
TX1840077	2/12/2024	290.41(e)(1)(D)	Well #1.	N
DW - RJR Water (Mountain River) -	2/15/2024	30 TAC Chapter	सर्वादाः	1 4
TX1840077	2/12/2024	290.41(e)(3)(C)	Failure to appropriately pressure cement Well#2.	N
12/1040077	2/13/2024		randre to appropriately pressure cement wental.	14
DW - Rocky Point Community -		30 TAC	Enilose to servido a servido a servido a factorio (20)	
TX0610041	12/18/2023	8 8 5 8 82 6 8	Failure to provide a pressure tank capacity of 20 gallons per connection.	N
DW - S. Silver Creek Village HI & III -	12:18/2023	30 TAC Chapter	inspections available for review during the	IN
TX0270041	10/2/2024	290.46(m)(1)	investigation.	N
1 X 02 7 0 0 4 1	10/5/2024	250.40(III)(1)	chemical used each week, the dates that dead-end	1N
INV. C. Cilvar Crash Villago I II & III		30 TAC Chapter	mains were flushed and the disinfectant residual	
DW - S. Silver Creek Village I II & III - TX0270041	10/3/2024	290.46(m)(1)	monitoring results from the distribution system.	N
170270041	100.0024	270.40(III)(1)	monitoring results from the distribution system.	14
		30 TAC Chapter	Failure to provide a well capacity of 1.5 gallons per	
DW - Settlers Crossing I - TX0080058	9/6/2022		minute (gpm) per connection	N
1944 Detaleta Greating (1940/00/030	710,2022	2707 13(0)(1)(1)	certificate of public convenience and necessity that	
			has reached 85% of its capacity as compared to the	
		30 TAC Chapter	most restrictive criteria of the commission's	
DW - Settlers Crossing I - TX0080058	9/6/2022	291.93(3)	minimum capacity requirements	N
771 Deliters Clossing 1 1710/00/050	7. Q. E. Q. E.	30 TAC Chapter	Failure to provide an accurate and up-to-date map of	1
DW - Settlers Crossing I - TX0080058	9/6/2022	290.46(n)(2)	the distribution system.	N
Dettiers Givasing - 1700000000	71005065	220. IXII)(2)	and distribution by scott.	-
		30 TAC Chapter	Failure to provide a copy of the manual disinfectant	
DW - Settlers Crossing I - TX0080058	9/6/2022		residual analyzer verification records.	N
	711212	= · · · · · · · · · · · · · · · · · · ·	of the system's facilities and equipment. There was	
		30 TAC Chapter	excessive vegetation along the bottom of the	
DW - Settlers Crossing I - TX0080058	9/6/2022	290.46(m)	southeast portion of the fence inside the plant.	N
	71772722	30 TAC Chapter	Failure to notify the executive director prior to	
DW - Settlers Crossing I - TX0080058	9/6/2022	290.46(k)	interconnecting with another system.	N
	2.00			- '
		30 TAC Chapter	Failure to provide a well capacity of 1.5 gallons per	
DW - Settlers Meadow - TX0080055	9/19/2023		minute (gpm) per connection.	N
	1.12.2020	·- (~//.* //.*////	(GL) L	
		30 TAC Chapter		
			Failure to provide a well capacity of 1.5 gallons per	
DW - Settlers Meadows - TX0080055	10/28/2024	290.45(b)(1)(A)(i)	minute (gpm) per connection.	N
			——— (Shun) har annual marketing	* *
		30 TAC Chapter		
DW - Shady Oaks - TX2470017	4/4/2023		Failure to provide the required well capacity.	N
	1 0 0 0 0 0 0 0 0	1-2	as provide are required from explicitly.	1: 2

	Violation			Health
Facility	Date	Code	Violation	Risk?
		30 TAC		
DW - Shady Oaks - TX2470017	4/4/2023	290.45(b)(1)(C)(ii)	Failure to provide the required total storage capacity.	N
174 - Gliddy Oaks - 1742-10011	7/7/202./	30 TAC Chapter	randre as provide the required total storage eapacity.	14
			Failure to provide the required service pump	
DW - Shady Oaks - TX2470017	4/4/2023	0.000.000.000	capacity.	N
2	100 1000 1000 1000	30 TAC Chapter	Failure to provide a Revised Total Coliform Sample	0. 00
DW - Shady Oaks - TX2470017	4/4/2023	290.109(d)(6)	Siting Plan.	N
		30 TAC Chapter	Failure to provide documentation that identifies the	
DW - Shady Oaks - TX2470017	4/4/2023	290.46(f)	amount of each chemical used each week.	N
		30 TAC	Failure to provide an accurate and up-to-date map of	
DW - Shady Oaks - TX2470017	4/4/2023	290.46(n)(2)	the distribution system.	N
		30 TAC Chapter	Failure to prepare the system's monitoring plan in	
DW - Shady Oaks - TX2470017	4/4/2023		accordance with 30 TAC 290.121 (b).	N
1311 AL 1 AL 1 3310 450015	4/1/0/00	30 TAC Chapter	Failure to conduct Customer Service Inspections	.,
DW - Shady Oaks - TX2470017	4/4/2023	290.46(j)	(CSIs) for new system connections.	N
DW Shady Oaka TV2470017	4/4/2022	30 TAC Chapter	Failure to provide an up-to-date plant operations manual.	N
DW - Shady Oaks - TX2470017	4/4/2023	290.42(1) 30 TAC	manual. Failure to provide an operational flow measuring	1/1
DW - Shady Oaks - TX2470017	4/4/2023	290.41(e)(3)(N)	device (well meter) on Well #2.	N
1247 - Olliday Czaka - 1242+10011	7/7/2023	30 TAC Chapter	Failure to calibrate or replace the well meters every	1,1
DW - Shady Oaks - TX2470017	4/4/2023	290.46(s)(1)	three years.	N
		30 TAC Chapter		3.0
		290.38(41) &		
		30 TAC Chapter		
DW - Shady Oaks - TX2470017	4/4/2023	290.43(e)	Failure to provide an intruder resistant fence.	N
-		30 TAC		
DW - Shady Oaks - TX2470017	4/4/2023	290.46(m)(1)(A)	Failure to conduct annual tank inspections.	N
		30 TAC Chapter		
		290.45(b)(1)(C)(i)		
		& 5A THSC		
		Chapter	Failure to provide a well-capacity of 0.6 gallons per	
DW - South Council Creek 2 - TX0270080	7/25/2023	341.0315(c)	minute (gpm) per connection.	N
		30 TAC Chapter	(CSI) certificate prior to providing continuous water	l
DW - South Council Creek 2 - TX0270080	7/25/2023	,	service to new construction.	N
1311 A 4 A 1 3 A 1 2 TVO TO 000	T:05 (0000)	30 TAC Chapter	terminates in a downward direction at and a point	
DW - South Council Creek 2 - TX0270080	7/25/2023	290.41 (c)(3)(L)	which will not be submerged by flood waters.	N
		20 TAC Charter	drill hole by using enough cement under pressure to completely fill and seal the annular space between	
DW - South Council Creek 2 - TX0270080	7/25/2023	30 TAC Chapter 290.41(e)(3)(C)	the well easing and the drill hole.	N
DW - Botter Council Creek 2 - 1202/0080	1/20:2020	230.41(0)(3)(0)	inc wen casing and me arm note.	14
		20 724 63 63		
		30 TAC Chapter		
		290, SubChapter D		
		290.46(m)(1); 30 TAC Chapter 290,		
		SubChapter D		
		290.46(m)(1)(A);		
		30 TAC Chapter		
		290, SubChapter D		
DW - South Silver Creek - TX0270041	11/20/2024	290.46(m)(1)(B)	Failure to conduct annual tank inspections.	N
		30 TAC Chapter	· ·	
DW - Spanish Grant - TX0700064	3/8/2023	290.46(1)	Failure to submit the complaint records upon request	N
		30 TAC Chapter	Failure to maintain a total storage capacity of 200	
DW - Spanish Grant - TX0700064	10/25/2022	290.45(b)(1 (C)	gallons per connection.	N
		30 TAC Chapter	water-volume for all pressure tanks greater than	
DW - Spanish Grant - TX0700064	10/25/2022	290.43(d)(3)	1,000-gallon capacity.	N

T 411	Violation			Health
Facility	Date	Code	Violation	Risk?
DW - Spanish Grant - TX0700064	10/25/2022	30 TAC Chapter 290.46(m)(1)	Failure to conduct annual external ground storage tank inspections.	N
17W - Spanish Chant - 17O700004	10/25/2022	30 TAC Chapter	Failure to conduct annual external pressure tank	114
DW - Spanish Grant - TX0700064	10/25/2022	290.46(m)(1)	inspections.	N
		, ,,,	condition and general appearance of the system's	
			facilities and equipment. At the time of the	
			investigation, overgrown vegetation, in the side of	
13117 W 11 12 W 10 10 20 0	2.22.2000	30 TAC Chapter	the fence where the gate is located and in the	.,
DW - Tall Pines - TX1010220	3/23/2022	290.46(m)	opposite side of this side of the fence, was noted.	N
		30 TAC Chapter	laboratory equipment, flowmeters, rate-of-flow controllers, on-line turbidimeters, and on-line	
DW - Tall Pines - TX1010220	3/23/2022		disinfectant residual analyzers.	N
1310 10220	37 237 237 237	30 TAC Chapter	an up-to-date map of the distribution system	
DW - Texas Landing - TX1870151	6/22/2023	290.46(n)(2)	available for review upon request.	N
DW - Thousand Oaks Subdivision -		30 TAC Chapter	Failure to provide copies of the well completion	
TX0720054	7/13/2022	290.46(n)(3)	data.	N
DW - Thousand Oaks Subdivision -	B 1 2 3 /2 0 5 5	30 TAC Chapter	Failure to provide copies of the sanitary control	<u> </u> ,
TX0720054	7/13/2022	290.41(e)(1)(F)	easement for Well #1	N
DW - Timberlane Water System - TX2020054	1/31/2022	30 TAC Chapter 290.110(c)(4)(A)	representative locations in the distribution system at least once every seven days.	N
DW - Timberlane Water System -	1/31/2023	30 TAC Chapter	reast office every seven days.	14
TX2020054	1/31/2023	290.46(s)(1)	Failure to calibrate the well meter every three years.	N
	Sec. 1900 19002 1900000 Cooky		Failure to maintain records of the results of	
DW - Timberlane Water System -		30 TAC Chapter	inspections for all water storage and pressure	
TX2020054	1/31/2023	290.46(f)(3)(D)(ii)	maintenance facilities.	N
DW - Timberlane Water System - TX2020054	1/31/2023	30 TAC Chapter 290.43(e)(4)	Failure to have an appropriate liquid level indicator on the 0.019 million gallon ground storage tank.	N
17/2020054	1/1/1/2021	270.4.3(0)(4)	on the 0.015 minoring alloring round atorago tank.	1,
DW - Timberlane Water System -		30 TAC Chapter		
TX2020054	1/31/2023	290.41(e)(3)	Failure to have an adequate sealing block at the well.	N
		` ` ` ` ` `		
DW - Timberlane Water System -		30 TAC Chapter		
TX2020054 DW - Timberlane Water System -	1/31/2023	290.46(m) 30 TAC Chapter	Failure to maintain Well No. 1 Failure bo maintain all electrical wiring securely	N
TX2020054	1/31/2023	290.46(v)	installed in compliance with a local or national	N
DW - Tri County Water System 2 -	1,01,2020	30 TAC Chapter	customers throughout the distribution system within	-1
TX1200027	9/6/2023	290.46(q)(1)	the required time frame.	N
DW - Tri County Water System 2 -		30 TAC Chapter	milligrams per liter (mg/L) at all points throughout	
TX1200027	9/6/2023	290.46(q)(1)	the distribution system.	N
DW - Tri County Water System 4 - TX1200029	11/30/2022	30 TAC Chapter 290.46(v)	Failed to have all water system electrical wiring securely installed in compliance with a local or national electrical cod	N
		30 TAC Chapter		
		290.45(b)(1	Failure to provide a total pressure tank capacity of	
DW - Vacation Village - TX0610052	7/20/2023)(D)(iv)	20 gallons per connection.	N
DW - Vacation Village - TX0610052	7/20/2023	30 TAC Chapter 290.39(1)(4)	Failure to provide a total water production capacity of 0.42 gpm per connection.	N

Facility	Violation Date	Code	Violation	Health Risk?
DW - Ville Dalsace Water Supply -	V 2 7704 U	30 TAC Chapter		
TX1630037	5/13/2024	290.45(b)(1)(C)(ii	Failure to provide adequate total storage capacity.	N
DW - Ville Dalsace Water Supply -		30 TAC Chapter	the pressure tank capacity reaching 85% of its	
TX1630037	5/13/2024	291.93(3)	capacity.	N
			leafter 2.	
DW - Ville Dalsace Water Supply -		30 TAC Chapter	Failure to provide chlorine solutions of known	
TX1630037	5/13/2024	290.46(s)(2)(C)(i)	concentrations.	N
DW - Ville Dalsace Water Supply -	5-15-2021	30 TAC Chapter	Failure to install an adequate ground storage tank	-
TX1630037	5/13/2024	290.43(e)(3)	overflow.	N
17(10)(00)	J- 1.RE024	30 TAC Chapter	200 10 100 100 100 100	11
			Failure to attest to the completion of water works	
1337 - 3731- 13-1 317 C		290.39(h) & 30	projects or to notify and obtain approval from the executive director prior to making a significant	
DW - Ville Dalsace Water Supply - TX1630037	6/12/2024	TAC Chapter		N. C
1 X 10.3003 /	5/13/2024	-	change to the water system's capacities.	N
		30 TAC Chapter		
		290.46(1)(2) & 30		
		TAC Chapter		
		290.46(1) & 30		
DW - Ville Dalsace Water Supply -		TAC Chapter		
TX1630037	5/13/2024	290.46(s)(1)	Failure to make records available for review.	N
DW - Ville Dalsace Water Supply -		30 TAC Chapter	provide an air gap where an actual contamination	
TX1630037	5/13/2024	290.44(h)(1)	hazard exists.	N
DW - Ville Dalsace Water Supply -		30 TAC Chapter	Failure to provide an adequate adopted plumbing	
TX1630037	5/13/2024		ordinance, regulations, or service agreement.	N
		30 TAC Chapter		
DW - Woodland Harbor - TX0320014	12/27/2023		Failure to maintain the ground storage tank.	N
7517 71000000000000000000000000000000000	12/2/12/23/	30 TAC Chapter	Failure to inspect the interior of pressure tanks	
DW - Woodland Harbor - TX0320014	12/27/2023	290.46(m)(1)(B)	provided with an inspection port every five years.	N
1200 - 1700/2001-	12/2//2023	30 TAC Chapter	Failure to maintain Customer Service Inspections on	-
DW - Woodland Harbor - TX0320014	12/27/2023	290.46(1)(3)€	file.	N
1977 - WOOdhand Harbor - 170,320014	12/27/2023	30 TAC Chapter	Failure to equip air compressor injection line with a	IN
DW - Woodland Harbor - TX0320014	10/07/2022	290.43(d)(3)	filter.	N. T
19W - Woodiand Harbor - TA0320014	12/27/2023			N
DW Woodland Harber TW0250014	10/07/0000	30 TAC Chapter	Failure to have the electrical wiring in the	NT.
DW - Woodland Harbor - TX0320014	12/27/2023		appropriate conduit.	N
THE THE RESIDENCE OF THE PROPERTY OF THE PROPE	1000000	30 TAC Chapter	Failure to rotate bacteriological sites monthly	[,,
DW - Woodland Harbor - TX0320014	12/27/2023	290.109(d)(1)(A)	according to the systems monitoring plan.	N
	1	30 TAC Chapter	Failure to have a purchase water contract available	l
DW - Woodland Harbor - TX0320014	12/27/2023	290.45(1)(1)	for review.	N
		30 TAC Chapter		
DW - Woodland Harbor - TX0320014	5/30/2023		Failure to maintain the ground storage tank.	N
		30 TAC Chapter	Failure to maintain Customer Service Inspections on	
DW - Woodland Harbor - TX0320014	5/30/2023	290.46(1)(3)€	file.	N
		20 774 0 07	F 12	
TABLE TITE III LITTLE PROPOSAGO CO	# 100 moss	30 TAC Chapter	Failure to inspect the interior of pressure tanks	ļ.,
DW - Woodland Harbor - TX0320014	- 1 - 5/30/2023	290.46(m)(1)(B)	provided with an inspection port every five years.	N

Dec. Anthon Dec. Price Price	Name	Parameter	Type of Violation	Date Recieved	Violation Period	Health Risk?
Dec. Application Telephone Telepho			MCL	4/16/2021		Y Y
Dec. Anna Delina Tri profess Constitute Constit						Ÿ
Dec. Accord Differ 1. Dec. 1						Y
Dec. Advanta (1988) 13.188.01.1 Oran 2081 St. 17.7527 Oct Oct						Y
Dec. America Dillines 17 (1970) Octo 2011 Dec. Octo 2011 D						Y
Dec. Annex Dillion - TERRON Onco April Over April						Y
Dec Activate Colline - 1, 1989-1995 1990-1995						Y
Dec. Colored Act Text Process Dec. Dec.						Y
TPC						Y
DOC Context No. Context						N
Dec. State March System TOPQ Dec. Dec						N N
DN - Chair Mark System - 12007-1007 Chairmon and indicate and models and extension of the chairmon and analysis of the chairmon						И
Dec. Control West Polisher 1,000 Control Contr		9 (1001)00(10)		13.57/55/57/57/57/57		Y N
Dec.			Munitering Reporting			14
DPC - Charles Water Spotem - 12002-1001 James 12002-1011 La T. cold La T. c						N Y
Dec. Clear Water System. Charge						И
DPC - Check Water System - TRESPORT						N
Dec. Location Market Systems Disposary April						Y. Y.
Dec. Construction December 1997 Decemb			Munitering Reporting	1/24/2024		и
Dec. Construction Dec.				9/13/2025		Y Y
Dec. Counter Counter Dec. Counter Dec.	DW Cassie Water System - DX0270047	100 Fead	Monitoring/Reporting	<i>)/27/</i> 21125	July December 2104	N
DW - Chapter Chapter December 2018 Disparent Disparent December 2018 December						N
Dec. Color Line	Chaparral Water System Gillespie - TX0860010	Nitrate	Monitoring Reporting	6/8/2023	Q12023	И
DW. Crede Runderies TX220048 Chemical Manaching Manaching Reporting 112-025 172-025 DW. Crede Runderies TX220048 Chemical Manaching Reporting 112-025 Cycle DW. Crede Runderies TX220048 Chemical Manaching Reporting 112-025 Cycle DW. Crede Runderies TX220048 Chemical Manaching Reporting 112-025 Cycle DW. Crede Runderies TX220048 Chemical Manaching Reporting DW. Crede Runderies TX220048 Chemical Manaching Reporting DW. Crede Runderies TX220048 DW. Crede Runderies T						И
DW - Crede Runderies - TXX20048	DW - Circle R Ranchettes - TX2200148	Chemical Monitoring	Monitoring/Reporting	1/12/2023	2019-2021	N
DW - Circle 12 Manchetins TXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX						N
DW - Cycle R Banderies - 1262/20048 DW - Cycle R Banderies - 1262/20049 Cycle - 260/20049 Cycle -	DW - Circle R Ranchettes - TX2200148	Chlorine	Munitoring Reporting	1/12/2023	Q2 2021	И
DW - Opens Crew - TX0000008						И
PW - Cognos Core - TXC040003	DW - Copano Cove - TX0040003	Chlorine	Trestment Technique	7/2/2024	December 2023 and January 2021	Y
DW - Cognin Clave - TX0040003 STCR Montoring Reporting 81;2025 S225022						Y
DW - Cognot Depths - TSC0040017 LCR Load Monitoring Exporting 1912-2043 2021-2023 DW - Cognotic Creek Village - TSC001014 Chilwine Monitoring Exporting 1912-2043 2021-2023 DW - Cognotic Creek Village - TSC00104 Chilwine Monitoring Exporting 1917-2024 02 2024 DW - Cognotic Creek Village - TSC00104 Combined Radium Mr.T. 58/2024 04 2022 DW - Cognotic Creek Village - TSC00104 Combined Radium Mr.T. 1918-2025 02 2023 DW - Cognotic Creek Village - TSC00104 Combined Radium Mr.T. 1918-2025 02 2023 DW - Cognotic Creek Village - TSC00104 Combined Radium Mr.T. 1918-2025 02 2023 DW - Cognotic Creek Village - TSC00104 Combined Radium Mr.T. 1918-2025 02 2023 DW - Cognotic Creek Village - TSC00104 Combined Radium Mr.T. 1918-2025 02 2023 DW - Cognotic Creek Village - TSC00104 Combined Radium Mr.T. DW - Cognotic Creek Village - TSC00104 Combined Radium Mr.T. 1918-2023 02 2023 DW - Cognotic Creek Village - TSC00104 Combined Radium Mr.T. GW - SW - Cognotic Creek Village - TSC00104 Combined Radium Mr.T. GW - Cognotic Creek Village - TSC00104 Combined Radium Mr.T. 27 1127023 02 12 2023 DW - Cognotic Creek Village - TSC000104 Combined Radium Mr.T. 27 1127023 02 12 2022 DW - Cognotic Creek Village - TSC000104 Combined Radium Mr.T. 27 1127023 02 12 2022 DW - Cognotic Creek Village - TSC000104 Combined Radium Mr.T. 17 110-2022 03 2022 DW - Cognotic Creek Village - TSC000104 Combined Radium Mr.T. 17 110-2022 03 2022 DW - Cognotic Creek Village - TSC000104 Combined Radium Mr.T. 17 110-2022 03 2022 DW - Cognotic Creek Village - TSC000104 Combined Radium Mr.T. 17 110-2022 03 2022 DW - Cognotic Creek Village - TSC000104 Combined Radium Mr.T. 17 110-2022 03 2022 DW - Cognotic Creek Village - TSC000104 Combined Radium Mr.T. 17 110-2022 03 2022 DW - Cognotic Creek Village - TSC000104 Combined Radium Mr.T. 17 110-2022 03 2022 DW	DW - Copano Cove - TX0040003			8/1/2023	6/22/2022	и
DW - Count (Creek Village - TX0270014 Combined Radium						N
DW - Cranic Creek Village - TNO/2001 Combined Radium MCL 588/201 Q4 2023		I.CR				N
DW - Counted Creek Village - TANG-2004 Gross Alpha MCL \$38,2034 Q4,203						N Y
DW - Council Creek Village - TANG 20014 Gross Alpha MCL 1213-12023 Q3 2023						Y
DW - Council Creek Village - TNO270014 Gross Alpha MCL 1213-0023 Q3 203 DW - Council Creek Village - TNO270014 Gross Alpha MCL G789-203 Q1 203 DW - Council Creek Village - TNO270014 Gross Alpha MCL G789-203 Q1 203 DW - Council Creek Village - TNO270014 Gross Alpha MCL G789-203 Q1 202 DW - Council Creek Village - TNO270014 Gross Alpha MCL 2114-203 Q1 202 DW - Council Creek Village - TNO270014 Gross Alpha MCL 2114-203 Q4 202 DW - Council Creek Village - TNO270014 Gross Alpha MCL 2114-203 Q4 202 DW - Council Creek Village - TNO270014 Combined Radium MCL 1210-2022 Q3 202 DW - Council Creek Village - TNO270014 Nitrate MCL 1210-2022 Q3 202 DW - Council Creek Village - TNO270014 Combined Radium MCL 4719-202 Q3 202 DW - Council Creek Village - TNO270011 Gross Alpha MCL 4719-202 Q3 202 DW - Council Creek Village - TNO270011 Gross Alpha MCL 4719-202 Q3 202 DW - Council Creek Village - TNO270011 RADB Nritication 778-202 Q3 202 DW - Council Creek Village - TNO270014 Gross Alpha MCL 4719-202 Q3 202 DW - Council Creek Village - TNO270014 Gross Alpha MCL 577-202 Q3 202 DW - Council Creek Village - TNO270014 Gross Alpha MCL 577-202 Q3 202 DW - Council Creek Village - TNO270014 Gross Alpha MCL 577-202 Q3 202 DW - Council Creek Village - TNO270014 Gross Alpha MCL 577-202 Q3 202 DW - Council Creek Village - TNO270014 Gross Alpha MCL 577-202 Q3 202 Q3 202 DW - Council Creek Village - TNO270014 Gross Alpha MCL 577-202 Q3 202 Q3 202 DW - Council Creek Village - TNO270014 Gross Alpha MCL 577-202 Q3 202 Q3 202 DW - Council Creek Village - TNO270014 Gross Alpha MCL 577-202 Q3 202 Q3						Y
DW - Council Creek Village - TX025001						Y
DW - Countil Creek Village - TX0270014 Combined Radium MCL 21147073 Q1 2022						Y
DW - Commit Creek Village - TX0270014 Combined Radium MCL 2142025 Q4 2022						Y Y
DW - Council Creek Village - TN0270014	DW - Cruncil Creek Village - TX0270011			2/11/2023	Q1 2022	Y
DW - Council Creek Village - TX020001 Combined Radium MCL 8/18/202 20/202						Y Y
DW - Caractal Creek Village - TX027001 RADs Notification 7/18/2022 20/2022						Y
DW - Council Creek Village - TX0270014 Combined Radium MCL 5/27/2025 32/2024						Y
DW. Council Creek Village DID / 2014 Combined Radium MCL 3/24/2025 O2 2025	DW - Crancil Creek Village - TX0270011	RADs			4Q2022	И
DW-Counted Creek Village DBU 20114 Gross Alpha MCL 3/24/2025 Q2 2025						Y Y
DW - Country Squire Water & Sewer - TXT810060 Chlorine Monitoring Reporting 928-2023 Q1-Q2 2021	DW - Council Creek Village - TX0270014	Combined Radium	MCL	3/24/2025	Q2 2025	Y
DW - Country Squire Water & Sewer - TX1810000 Chemical Monitoring DLQCR Water Quality S722023 Jan-Jun 2023 DW - CWillow - TX2470019 LCR Water Quality S722023 Jan-Jun 2023 DW - CWIllow - TX2470019 DW - Water Quality DW - Water Company - TX0270006 Chlorine Monitoring/Reporting Q3 2022 DW - Deer Springs Water Company - TX0270006 RT CR Monitoring/Reporting Q3 2022 DW - Deer Springs Water Company - TX0270006 RT CR Monitoring/Reporting Q3 2022 DW - Deer Springs Water Company - TX0270006 Chlorine Monitoring/Reporting DW - Deer Springs Water Company - TX0270006 Chlorine Monitoring/Reporting DW - Deer Springs Water Company - TX0270006 Chlorine Monitoring/Reporting DW - Deer Springs Water Company - TX0270006 Chlorine Monitoring/Reporting DW - DEEP Springs Water Company - TX0270006 Chlorine Monitoring/Reporting DW - DEEP Springs Water Company - TX0270006 Chlorine Monitoring/Reporting W207204 Annuary - June 2024 DW - DEEP Spring States - TX2030013 Chloridad Monitoring Monitoring/Reporting W207204 Annuary - June 2024 DW - DEEP Spring States - TX2030013 TTIM MCL S7167204 Q1 2024 Q1 2024 DW - DEEP Spring States - TX2030013 LCR Monitoring/Reporting W107203 Q1 32 2022 DW - DEEP Spring States - TX2030013 LCR Water Quality W272023 July - Dee Al 2022 DW - DEEP Spring States - TX2030013 LCR Monitoring/Reporting W2172023 July - Dee Al 2022 DW - DEEP Spring States - TX2030013 LCR Monitoring/Reporting W2172023 July - Dee Al 2022 DW - DEEP Spring States - TX2030013 Chemical Monitoring Monitoring/Reporting W2172023 July - Dee Al 2022 DW - DEEP Spring States - TX2030013 TTIM MCL W2172022 W2172023 W11 - DEE SPRING STATES - TX2030013 TTIM MCL W2172022 W2172023 W11 - DEE SPRING STATES - TX2030013 TTIM MCL W2172022 W2172023 W11 - DEE SPRING STATES - TX2030013 TTIM MCL W2172022 W2172023 W1172022 W1172022 W1172022 W1172022 W1172022 W						N Y
DW Cellibra DW December DW DW DW DW DECEMBER DW DW DW DECEMBER DW DW DW DW DW DW DW D	- Country Squire Water & Sewer - TX1810060	Chemical Monitoring	DLQOR	2/8/2023	Q1-Q2 2011	И
DW - Deer Springs Water Company - TX0230008 Chlorine Monitoring/Reporting Q3 2002						N
DW - Deer Springs Water Company - TX0270066 Chlorine Monitoring/Reporting Q3 2022	- Deer Springs Water Company - TX0270008	Chlorine	Monitoring/Reporting		Q3 2022	И
DW - Decrewood - TX 190798 CCR				4/16/2021		И
DW - El Pinen Ratates - TX2930013 Failure to submit operational evaluation report. Monitoring/Reporting 7/25/2024 Q1 2024	DW - Decrwood - TX1700798	CCR	CCR		2023	N
DW - El Pinen Estates - TX2030013						N N
DW - El Firm Estates - TX2630013	DW - El Pinon Estates - TX2030013	TTIM	MCL	5/16/2024	Q1 2024	Y
DW - FI Pinon Ratates - TX2030013						И
DW - El Pinon Ratates - TX2030013 THM MCL 2/20/22 2023	DW - El Pinon Estates - TX 2030013	I.CR	Monitoring/Reporting	2/21/2023	July 1 - Dec 31 2022	N
DW - El Pinon Estates - TX2030013 THM						N
DW - El Pinon Estates - TX2030013 THM	DW - El Pinon Estates - TX2030013	TTHM	MCL	2/26/2025	Q1 2025	Y.
DW - Farrar WSC - TX 1/170007 Gress Alpha Monitoring/Reporting 6/8/2023 Tri 1/2/02 1/2/2022						Y Y
DW - Farrar WSC - TX1470007 Chemical Monitaring Monitaring/Reporting 2/1/2023 July 1 - Dec. 31 2022 DW - Flag Creek Ranch - TX1500112 RADS Monitoring/Reporting 10/1/2024 Q1 2024 DW - Flag Creek Ranch - TX1500112 RTCR Monitaring/Reporting 4/16/2021 February 2021 DW - Flag Creek Ranch - TX1500112 LCR Lead Notification 2/29/2024 08/01/2023 DW - Flag Creek Ranch - TX1500112 Nitrate Monitaring/Reporting 9/18/2023 Q2 2022	DW - Farrar WSC - TX 1170007	Gross Alpha	Monitoring/Reporting	6/8/2023	Tri 1/2020 12/2022	N
DW - Flag Creek Ranch - TX1500112 RADs Monitoring/Reporting 1051/2024 Q1 2024						N
DW - Flag Creek Ranch - TX1500112 LCR Lead Notification 2/29/2024 08/01/2028-09/30/2023 DW - Flag Creek Ranch - TX1500112 Nitrate Monitoring/Reporting 9/19/2023 Q2/2022	DW - Flag Creek Ranch - TX1500112	RADs	Munitering Reporting	10/1/2024	Q1 2024	И
DW - Flag Creek Ranch - TX1500112 Nitrate Monitoring/Reporting 9/19/2023 Q2 2002						N N
	DW - Flag Creek Ranch - TX1500112			9/19/2023	Q2 2022	N N
DW - Flag Cresk, Ranch - TX1500112 RTCR Monitoring Reporting 9/24/2022 \$19/2022 DW - Franklin Water System 3 - TX1520080 Nitrate MCL 2/6/2024 Q4/2023	DW - Flag Creek Ranch - TX1500112					N Y
DW - Franklin Water System 3 - TX1520080 Chromium MCL 11:14/2023 Q3 2023	OW - Franklin Water System 3 - TX1520080		MCL	11/14/2023	Q3 2023	Y
DW - Franklin Water System 3 - TX1520080 Nitrate MCL 11/14/2023 Q3/2023 DW - Franklin Water System 3 - TX1520080 Nitrate MCL 7/25/2023 Q2/2023						Y Y
DW - Franklin Water System 3 - TX1520080 Nitrate MCL 7/25/2023 Q2 2023 DW - Franklin Water System 3 - TX1520080 Nitrate MCL 0/12/2023 Q12/023						Y
DW - Franklin Water System 3 - TX1520080 Nitrate Monitoring/Reporting 6:8/2023 Q12023 DW - Franklin Water System 3 - TX1520080 Nitrate MCL 5/8/2023 Q1 2024	DW - Tranklin Water System 3 - TX1520080	Nitrate		6/8/2023	Q12023	N

Nattu:	Parameter	Type of Violation	Date Recieved	Violation Period	Health Risk?
DW - Franklin Water System 3 - TX1520080 DW - Franklin Water System 3 - TX1520080	Chromium Chromium	MCL MCL	3/11/2023 2/6/2023	QS&1 2022 Q4 2023	Y
DW - Franklin Water System 3 - TX1520080	Nitrate	MCT.	12/19/2022	Q1 2022	Y
DW - Tranklin Water System 3 - TX1520080 DW - Franklin Water System 3 - TX1520080	Nitrate Chromium	MCL MCL	9/27/2022 8/19/2022	3Q2022 2Q2022	A. 7.
DW - Franklin Water System 3 - TX1520080 DW - Franklin Water System 3 - TX1520080	Nitrate	MCL	3/13/2025	Q1 2024	Y
DW - Frankin Water System 3 - 1X1531080 DW - Fremont Water - TX1330153	Nitrate RADs	MCI Monitoring/Reporting	17/3/2024 1/3/2024	Q3 2024 Q2 2022	Y N
DW - Fremont Water - TX1330153	RADs	Monitoring/Reporting	9/19/2029	Q1 2022	N
DW - Hickory Hill - TX2470018 DW - La Playa Subdivision - TX2090015	Chlorine RTCR	Monitoring/Reporting Monitoring/Reporting	10/7/2024 9/28/2021	Q2 2024 July 2024	N
DW - La Playa Subdivision - TX2030015	TTHM	MCL	9/4/2024	Q2 2024	Y
DW - La Playa Subdivision - TX2090015 DW - La Playa Subdivision - TX2030015	Failure to submit operational evaluation report. Chemical Monitoring	Monitoring/Reporting Monitoring/Reporting	8/25/2021 8/20/2024	Q I 2021 January - June 2024	N
DW - La Playa Subdivision - TX2090015	ттнм	MCL	5/16/2021	ଠି । ଅଟନା	Y
DW - La Playa Subdivision - TX2030015 DW - La Playa Subdivision - TX2090015	HAA5 PTHM	Reporting MCL	2/6/2024 2/f/2024	Q3 2023 Q1 2023	N Y
DW - La Playa Subdivision - TX2030015	TTHM	Monitoring/Reporting	1/24/2024	11/29/2022	N
DW - La Playa Subdivision - TX2090015 DW - La Playa Subdivision - TX2030015	TTHM	MCT.	11/14/2023 8/24/2023	QS 2023 Q2 2023	Y N
DW - La Playa Subdivision - TX2030015 DW - La Playa Subdivision - TX2030015	Failure to submit operational evaluation report LCR	Monitoring/Reporting Water Quality	8/2/2023	Jan-Jun 2024	N
DW - La Playa Subdivision - TX2630015	THM	Monitoring/Reporting	6/27/2023	Q1 2023	N
DW - La Playa Subdivision - TX2090015 DW - La Playa Subdivision - TX2030015	RTCR THIM	Monitoring/Reporting MCL	5/4/2023 4/4/2023	2021 Q4 2022	И
DW - La Playa Subdivision - TX2090015	TTHM	MCL	3/13/2023	Q3 2022	Y
DW - La Playa Subdivision - TX2030015 DW - La Playa Subdivision - TX2050015	LCR CCR	Monitoring/Reporting CCR	2/14/2023 12/12/2022	June 1- Sept 30 2022 7:13:1905	N
DW - La Playa Subdivision - TX2630015	HAA5	MCL	3/13/2025	Q4 2024	Y
19W Ta Playa Subdivision 100/0310015 19W Ta Playa Subdivision 100/0310015	THIM FOLLead	MCI Monitoring/Reporting	9/13/2025 9/27/2025	Q4 2024 July December 2024	N Y
DW To Playo Subdivision TX2031#115	HHM	MCI	12/23/2024	Q3.2H2 4	Y
DW - Laguna Tres - TX1110019 DW - Laguna Tres - TX1110019	LCR Lead LCR	Monitoring/Reporting Water Quality	3/13/2023 2/1/2023	2022 July 1- Dec. 31 2022	N
DW - Lagama Vista - TX1110095	Well	Monitoring Reporting	7/26/2023	5/1/2023	И
DW - Lake Limestone Coves - TX1980020	RTCR	Monitoring/Reporting	11/7/2029 Washings	9:1/2023	И
DW - Lake Limestone Coves - TX1980620 DW - Lake Limestone Coves - TX1980620	Chlorine Chlorine	Treatment Techniqe Treatment Techniqe	9/26/2023 7/5/2023	May & June 2023 Dec 2022 & Jan 2023	Y Y
DW - Lake Limestone Coves - TX1980020 DW - Lineceum Water Powers Addition - TX0200159	Chlorine	Monitoring/Reporting	12/19/2022	Q3 2022 2023	N
DW - Lincecum Water Powers Addition - TX0200159 DW - Lincecum Water Powers Addition - TX0200159	Nitrate and Synthetic organics RTCR	Monitoring/Reporting Monitoring/Reporting	5/7/2024 3/25/2024	0ctober 2023	И
DW - Lineceum Water Powers Addition - TX0200159	LCR Lead	Monitoring/Reporting	3/19/2021	07/01/2023-12/31/2023	N
DW - Live Oak Hills Subdivision - TXI540012	Chlorine RTCR	Treatment Technique Monitoring/Reporting	2/26/2024 4/16/2021	12/29/2023 February 2024	N Z
DW - Live Oak Hills Subdivision - TX1540012	Combined Radium	MCL	3/26/2024	Q3 2023	Y
DW - Live Oak Hills Subdivision - TX1510012 DW - Live Oak Hills Subdivision - TX1540012	Gross Alpha Combined Radium	MCL MCL	3/26/2021 9/19/2023	Q3 2023 Q2 2023	Y Y
DW - Live Oak Hills Subdivision - TX1510012	Gross Alpha	MCL	9/19/2023	Q2 2023	Y
DW - Live Oak Hills Subdivision - TX1540012 DW - Live Oak Hills Subdivision - TX1540012	Combined Radium Gross Alpha	MCL MCL	8/8/2023 8/8/2023	Q1 2023 Q1 2023	A. 7.
DW - Live Oak Hills Subdivision - TX1540012	RTCR	Munitoring Reporting	8/1/2023	6/1/2022	И
DW - Live Oak Hills Subdivision - TX1510012 DW - Live Oak Hills Subdivision - TX1540012	Combined Radium Gross Alpha	MCL MCL	3/7/2023 3/7/2023	Q1 2022 Q4 2022	Y
DW - Live Oak Hills Subdivision - TX1510012	Combined Radium	MCT.	11/14/2022	Q3 2022	Ÿ
DW - Live Oak Hills Subdivision - TX1540012 DW - Live Oak Hills Subdivision - TX1540012	Gross Alpha Combined Radium	MCL MCL	11/14/2022 9/13/2022	Q3 2022 302022	A. Z.
DW - Live Oak Hills Subdivision - TX1540012	Gross Alpha	MCL	9/13/2022	3Q2022	Y
DW Live Cak Hills Subdivision 1X1540H12	Combined Dadium	MCI	4/23/2025	(2) 21/24	Y
DW - Live Oak Hills Subdivision - TX1540012 DW - Longford Place Subdivision - TX1810015	Gross Alpha LCR Lead	MCL Notification	12/23/2024 2/29/2021	Q2 2024 06:01:2023-09:30/2023	N Z.
DW - Longford Place Subdivision - TX1810015	Chlorine	Monitoring Reporting	9/26/2023	Q2 2023	N
DW - Meadowview Estates I - TX0080051 DW - Meadowview Estates I - TX0080051	RTCR LCR Lead	Monitoring/Reporting Monitoring/Reporting	6/4/2024 2/17/2025	April 2024 July-December 2024	N
DW Meadovaview Estates II - 1X00M1059	ICIFFead	Monitoring/Reporting		July December 2104	N
DW - North University Estates - TX1520159 DW - North University Estates - TX1520159	Chemical Monitoring Nitrate	Monitoring/Reporting Monitoring/Reporting	5/8/2024 12/13/2023	2023 Q3 2023	N
DW - North University Estates - TX1520159	LCR	MCL	12/8/2023	Q4 2023	Y
DW North University Estates 1X1520159 DW - North Victoria - TX2350649	0ADs Chlorine	Monitoring/Reporting Monitoring/Reporting	5/7/2025 12/28/2023	Q1 Q4 2104 Q3 2023	N
DW North Victoria 1023/0049	100 Lead	Monitoring/Reporting	9/20/21125	Jan June 2025	N
DW - Oak Hills Ranch - TX0940085 DW - Oak Hills Ranch - TX0940085	LCR Lead LCR Lead	Monitoring Reporting Water Quality	8/19/2024 1/4/2024	January - July 2024 July - December 2023	И
DW - Oak Hills Ranch - TX0910365	LCR Lead	Monitoring/Reporting	2/27/2025	July-December 2024	N
DW - S. Silver Creek Village I II & III - TX0270011	Combined Radium	MCT.	5/8/2024	Q12023	Y Y
DW - S. Silver Creek, Village I II & III - TX0270041 DW - S. Silver Creek Village I II & III - TX0270041	Gross Alpha Combined Radium	MCL MCL	5/8/2024 11/14/2029	Q4 2023 Q2 2023	Y
DW - S. Silver Creek, Village I II & III - TX0270041	Gross Alpha	MCL	11/14/2023	()2 2023	Y
DW - S. Silver Creek Village I II & III - TX0270041 DW - S. Silver Creek Village I II & III - TX0270041	Combined Radium Gross Alpha	MCL MCL	10/17/2023 10/17/2023	Q1 2023 Q1 2023	Y
DW - S. Silver Creek Village I II & III - TX0270041	Combined Radium	MCL	rV29/2023	Ø1 2023	Y
DW - S. Silver Creek, Village I II & III - TX0270041 DW - S. Silver Creek Village I II & III - TX0270041	Gross Alpha Combined Radium	MCL MCL	6/29/2023 2/11/2023	Q1 2023 Q1 2022	A. A.
DW - S. Silver Creek Village I II & III - TX0270041	Gross Alpha	MCL	2/14/2023	Q4 2023	Y
DW - S. Silver Creek Village I II & III - TX0270041 DW - S. Silver Creek Village I II & III - TX0270041	Combined Radium Gross Alpha	MCL MCL	12/19/2022 12/19/2022	Q3 2022 Q3 2022	Y
DW - S. Silver Creek Village I II & III - TX0270011	Combined Radium	MCT.	8/19/2022	202022	Υ
DW - S. Silver Creek, Village I II & III - TX0270041 DW - S. Silver Creek Village I II & III - TX0270041	Gross Alpha RADs	MCL Notification	8/19/2022 rV30/2022	2Q2022	N Y
	Combined Radium	MCL	6/29/2022	1Q2022	Y
DW - S. Silver Creek Village I II & III - TX0270041	Gross Alpha	MCT, MCL	(729/2022	102022	Υ
DW - S. Silver Creek Village I II & III - TX0270011			5/27/2025	3Q 2024	Y
	Combined Radium Ciross Alpha	MCI	5/27/2025	JQ 21124	Y
DW - S, Silver Creck Village I II & III - TXX0270041 DW - S, Silver Greek Village I II & III - TX0270041 DW - S, Silver Greek Village I II & III - TX0270041 DW - S, Silver Greek Village I II & III - TX0270041	Combined Radium Gross Alpha Gross Alpha	MCI MCL	3/24/2025	Q2 2024	Y
DW - 8, Silver Creek Village I II & III - TX0270041	Combined Radium Cines Alpha Gross Alpha Fhortide	MCL MCL MCT.	3/24/2025 12/8/2029	Q2 2024 Q4 2023	
DW - S. Silver Creek Village I II & III - TX0270041	Combined Badium Gross Alpha Gross Alpha Gross Alpha Fiboride Flucride Fiboride	MCL MCL MCL MCL MCL MCL	3/24/2025 12/8/2029 12/8/2023 7/25/2023	Q2 2024 Q4 2023 Q3 & Q4 2023 Q2 2023	Y Y Y
DW - S. Silver Crock Village I II & III - TX0270041	Combined Radium Gross Alpha Gross Alpha Fluoride Fluoride Fluoride Nitrate	MCI MCL MCT, MCL MCT, MCL MCT, MCL MCT,	3/24/2025 12:8:2029 12:8:2023 7/25/2029 6:8/2023	Q2 2024 Q4 2023 Q3 & Q4 2023 Q2 2023 Q12023	Y Y Y Y
DW - S. Silver Creek Village I II & III - TX0270041	Combined Badium Gross Alpha Gross Alpha Gross Alpha Fiboride Flucride Fiboride	MCI MCL MCL MCL MCL MCL MCL MCL Monitoring Reporting MCL MCL MCL MCL	3/24/2025 12/8/2025 12/8/2023 7/25/2023 6/8/2023 6/8/2023 2/1/2023	Q2 2024 Q4 2023 Q3 & Q4 2023 Q2 2023 Q12023 Q12023 Q12023 Q4 2022	Y Y Y Y N Y
DW - S. Silver Crock Village I II & III - TX0270041	Combined Radium Gross Alpha Gross Alpha Fluoride Fluoride Fluoride Nitrate Fluoride Fluoride LCR	MCI MCL MCL MCL MCL MCL MCL MCI Monitoring Reporting MCI MCL MCL Water Quality	3/24/2025 12:8:2023 12:8:2023 7/25/2023 6/8:2023 6/8:2023 2/1/2023 8/2/2023	02 2024 Q4 2023 Q3 & Q4 2023 Q2 2023 Q1 2023 Q1 2023 Q1 2023 Q4 2022 Jan-Jun 2023	У У У У У У У У
DW - S. Silver Creek Village I II & III - TX0270041	Combined Radium Gross Alpha Gross Alpha Gross Alpha Fluoride Fluoride Fluoride Nitrate Fluoride Fluoride Tlucride	MCI MCL MCL MCL MCL MCL MCL MCL Monitoring Reporting MCL MCL MCL MCL	3/24/2025 12/8/2025 12/8/2023 7/25/2023 6/8/2023 6/8/2023 2/1/2023	Q2 2024 Q4 2023 Q3 & Q4 2023 Q2 2023 Q12023 Q12023 Q12023 Q4 2022	Y Y Y Y N Y

Name	Parameter	Lype of Violation	Date Recieved	Violation Period	Health Risk
DW - South Council Creek 2 - TX0270080	I.CR	Monitoring/Reporting	12/12/2023	2021-2029	N
DW - South Council Creek 2 - TX0270080	Combined Radium	MCL	11/14/2023	()2 2023	Y
DW - South Council Creek 2 - TX0270080	Gross Alpha	MCT,	11/14/2023	02 2029	Y
DW - South Council Creek, 2 - TX0270080	Combined Radium	MCL	8/8/2023	Q1 2023	Y
DW - South Council Creek 2 - TX0270080	Gross Alpha	MCL	8/8/2023	01 2023	Ŷ
DW - South Council Creek 2 - TX0270080	Combined Radium	MCL	2/14/2023	Q4 2022	Y
DW - South Council Creek 2 - TX0270080	Gross Alpha	MCL	2/11/2023	012022	Ÿ
DW - South Council Creek 2 - TX0276080	Combined Radium	MCL	12/19/2022	Q1 3022 Q3 2022	Y
DW - South Council Creek 2 - TX0270080	Gross Alpha	MCT.	12/19/2022	Q3 2022	Y
DW - South Council Creek 2 - TX0270080	Combined Radium	MCL	8/19/2022	202022	Y
DW - South Council Creek 2 - TX0270080	Gross Alpha	MCT.	8/19/2022	202022	Y
DW - South Council Creek 2 - TX0270080	Combined Radium	MCL	6/29/2022	1()2022	Y
DW - South Council Creek 2 - TX0270080	Gross Alpha	MCT.	(V29/2022	102022	Y
DW - South Council Creek 2 - TX0279089	RADs	Monitoring/Reporting	5/7/2025	Q3 2024	N
DW South Council Creek 2 TXID /0080	Combined Dadium	MCI	1/24/2025	QJ 21124	Y
DW - South Council Creek 2 - TX0270080	Gross Alpha	MCL	3/24/2025	Q2 2024	Y
DW Southwest Garden Water 1X1520217	L lunride	MCI	12/3/21124	Q1.2H24	Y
DW - Texas Landing - TX1870151	Gross Alpha	MCL	10/1/2024	Q1 2024	Y
DW - Texas Landing - TX1870151	RTCR	Monitoring/Reporting	9/28/2021	July 2024	N
DW - Texas Landing - TX1870151	RTCR	Monitoring Reporting	7/16/2024	May 2024	N
DW - Texas Landing - TX1870151 DW - Texas Landing - TX1870151	Combined Radium	MCL MCM	7/25/2023	U2 2023	7
					Y
DW - Texas Landing - TX1870151	Gross Alpha	MCL	7/25/2023	Q2 2023	
DW - Texas Landing - TX1870151	Combined Radium	MCL	5/29/2029	Ø1 2023	Y
DW - Texas Landing - TX1870151	Gross Alpha	MCL	5/23/2023	Q1 2023	Y
DW - Texas Landing - TX1870151	Combined Radium	MCT.	3/11/2023	Q12022	Y
DW - Texas Landing - TX1870151	Gross Alpha	MCL	3/14/2023	Q4 2022	Y
DW - Texas Landing - TX1870151	GWR	CCR	12/12/2022	2021	N
DW - Texas Landing - TX1870151	Combined Radium	MCL	11/14/2022	Q3 2022	Y
DW - Texas Landing - TX1870151	Gross Alpha	MCL	11/14/2022	Q3 2022	Y
DW - Texas Landing - TX1870151	Gross Alpha	MCL.	9/15/2022	202022	Y
DW Texas Landing TX1870151	Combined Padium	MCI	2////025	(9/2024	Y
DW - Timberlane Water System - TX2020054	RTCR	Munitoring Reporting	7/16/2024	May 2024	N
DW - Timberlane Water System - TX2020054	GWR	Monitoring/Reporting	5/8/2023	Sept. 2020	N
DW - Timberlane Water System - TX2020054	Chlorine	DLOOK	5/2/2023	O4 2021	N
DW - Timberlane Water System - TX2020054	I.CR	Monitoring/Reporting	2/11/2023	June 1- Sept 30 2022	N
DW - Tri County Water System 2 - TX1200027	Chemical Monitoring	DLOOR	2/24/2023	O4 2019 O2 2022	И
DW - Tri County Water System 2 - TX1200027	GWR	Monitoring/Reporting	2/21/2029	Sept. 2021	N
DW - Tri County Water System 2 - TX1200027	GWR	CCR	12/21/2022	7/13/1905	N
DW Tri County Water System 7 TX120HI27	(hlorine	Water Quality			И
DW - Tri County Water System 3 - TX1200028	LCR Lead	Notification	2/29/2024	06/01/2023-09/30/2023	N
DW - Tri County Water System 3 - TX1200028	RTCR	Monitoring/Reporting	8/3/2023	6:1/2022	N
DW - Vacation Village - TX0810052	RTCR	Monitoring/Reporting	5/8/2024	March 2024	N
DW - Ville Dalsace Water Supply - TX1630037	LCR Lead	Monitoring/Reporting	2///2024	2022	N
DW - Ville Dalsace Water Supply - TX1630037	LCR	Monitoring/Reporting	9/19/2023	01/01/2018-12/31/2020	И
DW - Ville Dalsace Water Supply - DX16310037	Chemical Monitoring	Monitoring/Reporting	127/3/2074	03.2024	N
DW - Vineyard Ridge Water - TX0860144	Nitrate	Monitoring/Reputting	5/7/2025	Q1 2021	N
DW - Vineyard Hidge Water - IXII868144	(hlorine	Monitoring/Reporting	2///2025	032024	N
DW - Vista Verde Water Systems - TX1700894	RTCR	Monitoring Reporting	12/6/2023	10/1/2022	И
DW - Vista Verde Water Systems - TX1700694 DW - Vista Verde Water Systems - TX1700694	RTCR	Monitoring/Reporting	8/1/2023	6/1/2022	N
		DLOOK			
DW - Vista Verde Water Systems - TX1700894	Chlorine		7/31/2023	Q1 2022	N
DW - Vista Verde Water Systems - TX1700694	RTCR	Monitoring/Reporting	6/0/2023	4:1/2022	N
DW - Visla Verde Water Systems - TX1700894	LCR	Munitering Reporting	2/14/2023	June 1- Sept 30 2022	И
DW - Walnut Bend - TX0030037	Combined Radium	Monitoring/Reporting	6/8/2023	Tri 1/2020 12/2022	N
DW - Water Works 1 Floyd Acres - TX1500018	RTCR	Munitering Reporting	12/2/2024	September 2024	И
DW - Water Works 1 Floyd Acres - EX1500H18	DICR	Monitoring/Reporting	17/2/21124	September 2024	N
DW - Woodland Harber - TX0320014	TTIM	Monitoring/Reporting	10/1/2024	Q2 2204	N
DW - Woodland Harbor - TX0920014	Chloring	Monitoring/Reporting	12/28/2023	QS 2023	N



SOI Exhibit A
Billing Comparison (Water)

Utility/System	Existing Rates	Bill	Proposed Rates	Bill
Abraxas	Existing at 5,000 gallons	\$75.89	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$101,89	Proposed at 10,000 gallons	\$157.63
Aero Valley	Existing at 5,000 gallons	\$75,89	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$101.89	Proposed at 10,000 gallons	\$157.63
Amberwood	Existing at 5,000 gallons	\$75,89	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$101,89	Proposed at 10,000 gallons	\$157.63
Aransas Bay	Existing at 5,000 gallons	\$75,89	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$101.89	Proposed at 10,000 gallons	\$157.63
Big Wood Springs	Existing at 5,000 gallons	\$75,89	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$101,89	Proposed at 10,000 gallons	\$157.63
Carroll Water				
Emerald Forest, Grande Casa Ranchitos, Lakeview Ranchettes Estates and Spanish Grant	Existing at 5,000 gallons	\$75,89	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$101.89	Proposed at 10,000 gallons	\$157.63
Red Oak	Existing at 5,000 gallons	\$75,89	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$101.89	Proposed at 10,000 gallons	\$157.63
Chaparral	Existing at 5,000 gallons	\$75.89	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$101,89	Proposed at 10,000 gallons	\$157,63
Coleto	Existing at 5,000 gallons	\$75,89	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$101.89	Proposed at 10,000 gallons	\$157.63
Copano Cove	Existing at 5,000 gallons	\$75.89	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$101,89	Proposed at 10,000 gallons	\$157.63

Copano Heights Unit 1 & 2	Existing at 5,000	\$75,89	Proposed at 5,000 gallons	\$114,44
Water System	gallons Existing at 10,000 gallons	\$101.89	Proposed at 10,000 gallons	\$157.63
Council Creek				
Council Creek Village, South Council Creek 1, & South Council Creek	Existing at 5,000 gallons	\$75.89	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$101.89	Proposed at 10,000 gallons	\$157.63
Flag Creek Ranch	Existing at 5,000 gallons	\$75.89	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$101,89	Proposed at 10,000 gallons	\$157.63
Live Oak Hills	Existing at 5,000 gallons	\$75,89	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$101.89	Proposed at 10,000 gallons	\$157.63
Franklin County 1 & 3	Existing at 5,000 gallons	\$75.89	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$101,89	Proposed at 10,000 gallons	\$157,63
Fremont Water	Existing at 5,000 gallons	\$75,89	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$101.89	Proposed at 10,000 gallons	\$157.63
Lake Limestone	Existing at 5,000 gallons	\$75.89	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$101,89	Proposed at 10,000 gallons	\$157,63
Laguna Vista/Tres	Existing at 5,000 gallons	\$75.89	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$101.89	Proposed at 10,000 gallons	\$157.63
North Orange Water & Sewer LLC	-			
Country Squire	Existing at 5,000 gallons	\$75,89	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$101.89	Proposed at 10,000 gallons	\$157.63
Longford Place	Existing at 5,000 gallons	\$75.89	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$101,89	Proposed at 10,000 gallons	\$157,63

North Victoria	Existing at 5,000 gallons	\$56,33	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$70.73	Proposed at 10,000 gallons	\$157.63
Oak Hills Ranch	Existing at 5,000 gallons	\$22.84	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$30.44	Proposed at 10,000 gallons	\$157.63
Pelican Isle (THRC)	Existing at 5,000 gallons	\$43,00	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$73.00	Proposed at 10,000 gallons	\$157.63
QV Utilities	Existing at 5,000 gallons	\$15,91	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$25,51	Proposed at 10,000 gallons	\$157,63
Ranch Country ¹	Existing at 5,000 gallons	\$25,00	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$35.00	Proposed at 10,000 gallons	\$157.63
Rocket	Existing at 5,000 gallons	\$51,00	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$66,00	Proposed at 10,000 gallons	\$157,63
Shady Oaks Water Company				
Arrowhead Water System & Hickory Hill Water	Existing at 5,000 gallons	\$75,89	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$101,89	Proposed at 10,000 gallons	\$157,63
Oak Hollow Estate & Oak Hollow Parks	Existing at 5,000 gallons	\$75.89	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$101.89	Proposed at 10,000 gallons	\$157.63

35

¹ Includes Hillside Estates Water System, Meadowview Estates, Meadowview Estates II, Settlers Estates Sec II, Settlers Crossing Water System, Settlers Crossing Water System 2, and Settlers Meadows Water System

Simply Aquatics				
El Pinon	Existing at 5,000	\$75,89	Proposed at 5,000 gallons	\$114,44
	gallons			
	Existing at 10,000	\$101,89	Proposed at 10,000 gallons	\$157,63
	gallons			
La Playa	Existing at 5,000	\$75.89	Proposed at 5,000 gallons	\$114.44
	gallons			
	Existing at 10,000	\$101.89	Proposed at 10,000 gallons	\$157.63
	gallons			
Timberlane	Existing at 5,000	\$75,89	Proposed at 5,000 gallons	\$114,44
	gallons	****		
	Existing at 10,000	\$101.89	Proposed at 10,000 gallons	\$157.63
377 - 37 - I	gallons	ф д 5.00	B 1 15 000 H	#1144
Vista Verde	Existing at 5,000	\$75.89	Proposed at 5,000 gallons	\$114.44
	gallons	#1A1.9A	D 1 -+ 10 000 11	#15772
	Existing at 10,000	\$101,89	Proposed at 10,000 gallons	\$157,63
South Silver Creek I, II & III	gallons Existing at 5,000	\$75,89	Proposed at 5,000 gallons	\$114,44
South Silver Creek I, II & III	gallons	\$12.09	Proposed at 5,000 gations	\$114,44
	Existing at 10,000	\$101.89	Proposed at 10,000 gallons	\$157.63
	gallons	\$101.65	Proposed at 10,000 garions	Φ157.05
Tall Pines	Existing at 5,000	\$75.89	Proposed at 5,000 gallons	\$114.44
Tall Tilles	gallons	Φ13.03	Troposed at 5,000 ganons	Φ114.44
	Existing at 10,000	\$101.89	Proposed at 10,000 gallons	\$157,63
	gallons	φ101,02	Troposed at To,000 garrons	ψ157,05
Texas Landing	Existing at 5,000	\$75,89	Proposed at 5,000 gallons	\$114,44
	gallons			
	Existing at 10,000	\$101.89	Proposed at 10,000 gallons	\$157.63
	gallons	5		
Thousand Oaks Subdivision	Existing at 5,000	\$75,89	Proposed at 5,000 gallons	\$114,44
	gallons			
	Existing at 10,000	\$101,89	Proposed at 10,000 gallons	\$157.63
	gallons			
Treetop Estates	Existing at 5,000	\$75.89	Proposed at 5,000 gallons	\$114.44
	gallons		-	
	Existing at 10,000	\$101.89	Proposed at 10,000 gallons	\$157.63
	gallons			
Tri-County Point POA	Existing at 5,000	\$75,89	Proposed at 5,000 gallons	\$114,44
	gallons			
	Existing at 10,000	\$101,89	Proposed at 10,000 gallons	\$157,63
	gallons			***
Walnut Bend	Existing at 5,000	\$75.89	Proposed at 5,000 gallons	\$114.44
	gallons		T	4.55 - 55
	Existing at 10,000	\$101.89	Proposed at 10,000 gallons	\$157.63
***	gallons	21 T C C C	B 1 . 5 000 9	47.7.7.4.4.4
Waterco	Existing at 5,000	\$75,89	Proposed at 5,000 gallons	\$114,44
	gallons	¢101.00	Duomagad at 10 000 11	¢157.63
	Existing at 10,000	\$101.89	Proposed at 10,000 gallons	\$157.63
	gallons			

Woodland Harbor (Alpha)	Existing at 5,000	\$75,89	Proposed at 5,000 gallons	\$114,44
	gallons Existing at 10,000 gallons	\$101.89	Proposed at 10,000 gallons	\$157.63
Woodlands West	Existing at 5,000 gallons	\$75.89	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$101.89	Proposed at 10,000 gallons	\$157,63
City of Quinlin (Shady Oaks)	Existing at 5,000 gallons	\$47.00	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$74.50	Proposed at 10,000 gallons	\$157.63
Cassie Water	Existing at 5,000 gallons	\$24.75	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$32.25	Proposed at 10,000 gallons	\$157,63
Circle R Ranchettes	Existing at 5,000 gallons	\$16,00	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$21.00	Proposed at 10,000 gallons	\$157.63
Cooley Point	Existing at 5,000 gallons	\$64,50	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$87.00	Proposed at 10,000 gallons	\$157,63
Crazy Horse	Existing at 5,000 gallons	\$37.00	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$45.75	Proposed at 10,000 gallons	\$157.63
Danieldale	Existing at 5,000 gallons	\$42,50	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$64.00	Proposed at 10,000 gallons	\$157,63
Deer Springs	Existing at 5,000 gallons	\$50.00	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$63.75	Proposed at 10,000 gallons	\$157.63
Farrar WSC	Existing at 5,000 gallons	\$61,59	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$74.49	Proposed at 10,000 gallons	\$157.63
Floyd Acres	Existing at 5,000 gallons	\$61.00	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$86.00	Proposed at 10,000 gallons	\$157,63
Hills of Briar Oaks	Existing at 5,000 gallons	\$64,50	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$87.00	Proposed at 10,000 gallons	\$157.63

Island Ladons	Enisting at 5 000	\$61.00	Duamanad at 5 000 callens	#114.44
Island Lodges	Existing at 5,000 gallons	\$61,00	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$86.00	Proposed at 10,000 gallons	\$157.63
Lineceum Water Powers Addition	Existing at 5,000 gallons	\$35.00	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$35.00	Proposed at 10,000 gallons	\$157,63
North University Estates	Existing at 5,000 gallons	\$33,00	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$44.45	Proposed at 10,000 gallons	\$157.63
Oak Hill Estates	Existing at 5,000 gallons	\$49,04	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$65.69	Proposed at 10,000 gallons	\$157,63
RJR Water (Mountain River Estates, Mountain Valley Estates)	Existing at 5,000 gallons	\$55.71	Proposed at 5,000 gallons	\$114.44
,	Existing at 10,000 gallons	\$83.86	Proposed at 10,000 gallons	\$157,63
Rocky Point	Existing at 5,000 gallons	\$42.50	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$64.00	Proposed at 10,000 gallons	\$157.63
Sidney Shores	Existing at 5,000 gallons	\$100,00	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$130.00	Proposed at 10,000 gallons	\$157.63
Southwest Garden	Existing at 5,000 gallons	\$28.50	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$38.50	Proposed at 10,000 gallons	\$157,63
Valley Vista	Existing at 5,000 gallons	\$31.00	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$41.00	Proposed at 10,000 gallons	\$157.63
Ville d'Alsace	Existing at 5,000 gallons	\$58.60	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$73.60	Proposed at 10,000 gallons	\$157.63
Vineyard Ridge	Existing at 5,000 gallons	\$75.70	Proposed at 5,000 gallons	\$114,44
	Existing at 10,000 gallons	\$96.40	Proposed at 10,000 gallons	\$157.63
Wood Trail	Existing at 5,000 gallons	\$50.39	Proposed at 5,000 gallons	\$114.44
	Existing at 10,000 gallons	\$67.44	Proposed at 10,000 gallons	\$157,63

Exhibit C: Map of Cassie Water System Custor	ners by Type

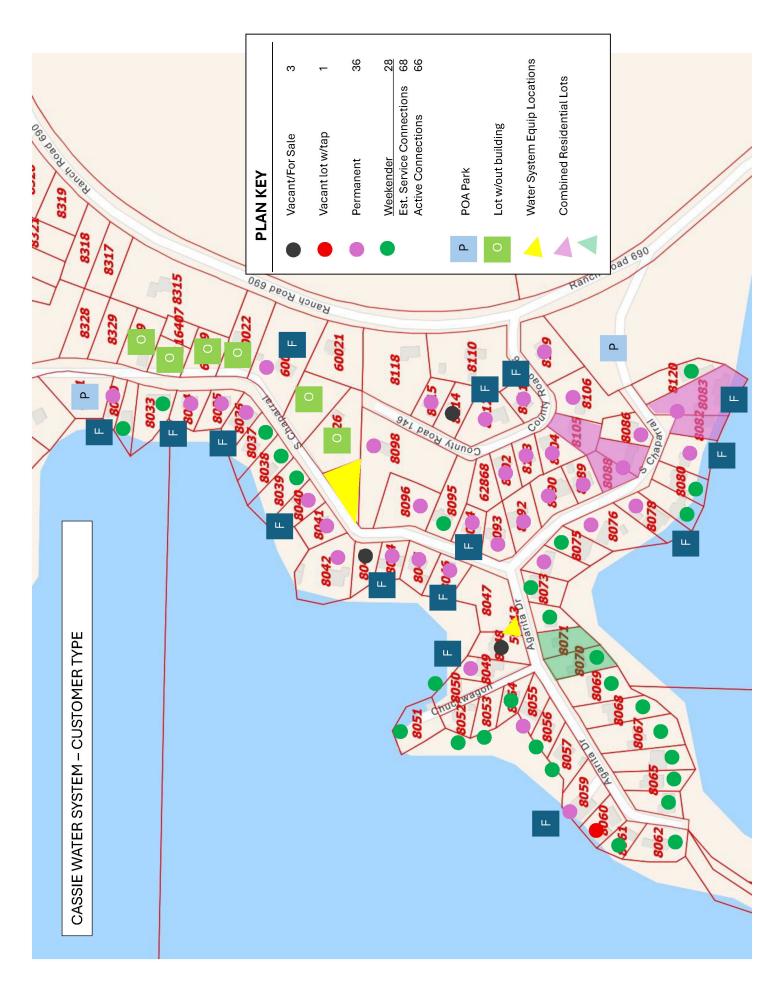
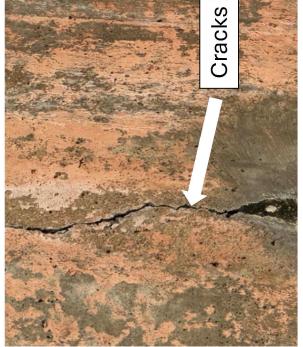


Exhibit D: Photographs of Cassie	Water System Agarita	Storage Tanks











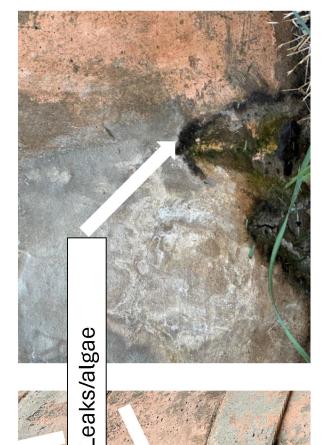




Exhibit E: Confidential Financial Exhibit

	Exhibit F:	Cassie Wat	er System	Intervenor	Survey 1	Results	
2.000	NATURE 57206					NATIONA	

Subject: Proposed Water System Consolidation & Tariff Increase

Please complete this survey to help evaluate the real-world impact of the proposed changes. Your input will help inform regulators, community leaders, and policymakers as part of the Cassie Subdivision Intervenor submission due June 6, 2025.

Responses can be anonymous.

Pri	acy Option
	es, keep my responses anonymous
Ø	o, I am okay with being contacted (optional info at the end)
Se	tion 1: Residency, Property, and Household Information
1.	Are yoy a:
	Permanent Resident
	■ Weekender / seasonal resident
	• □ Other:
2.	How long have you owned or resided in your home? ☐ Less than 1 year
	■ 1-5 years
	● Ø 6-10 years
	■ More than 10 years
3.	Do you own more than one property served by the Cassie Water System?
	• 🗆 Yes
	• IZ No
4.	If yes, how many meters do you have across your properties?
	• □1
	• □ 2
	■ 3 or more

	me	eter? (Optional)	
6.	Но	ow many people live in your household full- or part-time?	
	•		
	•		
	•	□ 3	
	•	☐ 4 or more	
7.	WI •	hat is your average monthly water consumption per meter (in gallons)?	
	•	□ 501-1,000 gallons	
	9	□ 1,000 - 2,000 gallons	
	•	□ 2,001 - 4,000 gallons	
	•	■ 4,001 – 6,000 gallons	
	9	□ 6,001 - 8,000 gallons	
	•	□ Over 8,000 gallons	
	•	□ Not sure	
Ç0	ctia	on 2: Employment & Income (Optional)	
		hat is your employment status?	
	9	Retired	
	•	☐ Employed full-time	
	٠	☐ Employed part-time	
	0	☐ Unemployed	
9.	Ar •	re you on a fixed income (e.g., Social Security, pension)? Yes	
	9	□No	
	9	☐ Prefer not to answer	
Cas:	sie W	ater System Customer Survey	Page 2 of 7

5. What is your property address or addresses if more than one property with

Section 3: Water Usage & Treatment
10. Do you drink water provided by the Cassie Water System?
• 🗆 Yes
• DANO
11. If yes, how do you consume the water? (Check all that apply) • □ Straight from the tap NEVER!
• De Basic filtration (e.g., refrigerator/Brita filter)
• D'Reverse Osmosis (RO) system in KITCHEN FOR CONSUMPTION
 Description (e.g., refrigerator/Brita filter) Description <li< td=""></li<>
· DOTHERS ON SHOWER HEADS
12. If you use a supplemental filtration/purification system, did it require investment? • Pres
• □ No
13. If yes, what was the cost of your system? • □ Under \$100
□ \$100-\$500
• □ \$500-\$1,000
• De Over \$1,000
•
Prefer not to answer
14. If you do not drink the tap water, do you purchase water for drinking or cooking?
· Dryes BOTTLED WATER
• 🗆 No
15. If yes, how much do you spend monthly on purchased water?
• Under \$10
• 🗇 \$10-\$25
• M \$25-\$50
Cassie Water System Customer Survey Page 3 of 7

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- Uver \$50
- ☐ Prefer not to answer

Section 4: System Issues & Impacts

16. Have you experienced any of the following water system issues in the past 24 months? (Check all that apply)

(Please describe the impact in Question 16.)

- Water pressure fluctuations
- Highly chlorinated water
- M Hard water issues
- □ Other:

17. Did any of the above cause specific damage? (Check all that apply)

(Also describe in Question 17.)

- PRuined or damaged appliances HAD TO REPLACE 2 YR OLD WATER HEATER
- Damaged plumbing or caused leaks HAD TO REPLUMB ENTIRE HOUSE
- Ruined clothing or other household items CLORINE RUINED CLOTHES IN WASHER
- Damaged or impacted septic system CLORINE DAMAGED SEPTIC
- CLORINE KILLED GRASS AND SHRUBS

18. Please describe the damage and incl	clude the following if possibl	e:
---	--------------------------------	----

- □ Approximate date(s) of occurrence SEPTEMBETZ 2024
- \$ 25,000 WHOLE HOUSE REPLUMBED Cost to repair
- □ Value of damaged items \$500 CLOTHES
- □ Was an insurance claim filed? YES, but THEY would only pay FOR Response: REPLUMB TO LAUNDRY ROOM \$3,500
- ☐ Response: WE REPAIRED 4 FLUMBING LEAKS OVER 6 YEARS OUT OF OUR POCKET, DIGNT FILE INSURANCE CLAIMS

THE COPPER PIPES IN THE FOUNDATION WERE CORRODED

Cassie Water System Customer Survey

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AND LEAKING IN THE FOUNDATION - WE HAD NO CHOICE BUTTO CAP COPPER PIPES AND REPLACE (PEX

19.	DIU	you contact the water system to report the issue:	
	•	Yes	
	•	□ No	
	If ye	es, did you request the water system reimburse you and did they in full, in part or not at	
	all?		
	•	☐ Full reimbursement	
	•	☐ Part reimbursement	
	•	No reimbursement provided	
20.	rep	w many times have you interacted with water system employees or call center resentatives?	
		☐ 1-2 times	
		□ 3-5 times	
	•	☐ More than 5 times	
21.	Hov	w would you rate those experiences overall? ☐ Mostly positive ☐ Mostly negative ☐ Mixed ☐ No opinion	
22.	sys oth	ve you been asked to opt in to text, email, or phone notifications from the water tem for service outages (planned or otherwise), high chlorination levels, or er critical updates? Yes No es, how was this offered? by mail email	
Cass	ie Wa	ter System Customer Survey Page 5 of 7	

23. If you have opted in for notifications mentioned above, have you received timely notifications of system outages (planned or otherwise), high chlorination levels, or other issues? Yes	
Yes No If no, please confirm the last date you received a notification. 25. Have you had any water leaks or other issues with your meter that required a water system representative to come to your property to conduct repairs? Yes No If yes, what was the response time? 1-3 hrs 3-6 hrs 3-6 hrs 9+ hrs And were you without water during this period? Yes No No Yes HAVE HAD ONGOINS SKIN REACTIONS AND HEIRE SINCE WE MOVED HEIRE 27. If yes, do you have documentation linking the illness directly to the water system? Yes Aqo Yes Yes Aqo Yes Aqo Yes Aqo Yes Yes Aqo Yes	notifications of system outages (planned or otherwise), high chlorination levels, or other issues? Yes No
Yes No If no, please confirm the last date you received a notification. 25. Have you had any water leaks or other issues with your meter that required a water system representative to come to your property to conduct repairs? Yes No If yes, what was the response time? 1-3 hrs 3-6 hrs 3-6 hrs 9+ hrs And were you without water during this period? Yes No No Yes HAVE HAD ONGOINS SKIN REACTIONS AND HEIRE SINCE WE MOVED HEIRE 27. If yes, do you have documentation linking the illness directly to the water system? Yes Aqo Yes Yes Aqo Yes Aqo Yes Aqo Yes Yes Aqo Yes	
• □ No If no, please confirm the last date you received a notification. 25. Have you had any water leaks or other issues with your meter that required a water system representative to come to your property to conduct repairs? □ □ Yes □ □ No If yes, what was the response time? □ □ 1-3 hrs □ □ 3-6 hrs □ □ 6-9 hrs □ □ 9+ hrs And were you without water during this period? □ □ Yes □ □ No Section 5: Health, Safety & Additional Feedback 26. Have you, a family member, or a house guest gotten sick from using the water system? □ □ No RIERQIC REACTIONS EVER. SINCE WE MOVED HETTE 27. If yes, do you have documentation linking the lilness directly to the water system?	
If no, please confirm the last date you received a notification. 25. Have you had any water leaks or other issues with your meter that required a water system representative to come to your property to conduct repairs? □ Yes □ Ino □ 1-3 hrs □ 3-6 hrs □ 3-6 hrs □ 3-6 hrs □ 9+ hrs And were you without water during this period? □ Yes □ No Section 5: Health, Safety & Additional Feedback 26. Have you, a family member, or a house guest gotten sick from using the water system? □ Yes □ No	• Z Yes
25. Have you had any water leaks or other issues with your meter that required a water system representative to come to your property to conduct repairs? Yes No If yes, what was the response time? 1-3 hrs 3-6 hrs 6-9 hrs 9+ hrs And were you without water during this period? Yes No Section 5: Health, Safety & Additional Feedback 26. Have you, a family member, or a house guest gotten sick from using the water system? Yes HAVE HAD ONGOING SKIN REACTIONS AND No AILERGIC REACTIONS EVER SINCE WE MOVED HETE 27. If yes, do you have documentation linking the illness directly to the water system?	• □ No
water system representative to come to your property to conduct repairs? Yes	If no, please confirm the last date you received a notification.
If yes, what was the response time? □ 1-3 hrs □ 3-6 hrs □ 6-9 hrs □ 9+ hrs And were you without water during this period? □ Yes □ No Section 5: Health, Safety & Additional Feedback 26. Have you, a family member, or a house guest gotten sick from using the water system? □ Yes □ No ANE HAD ONGOING SKIN REACTIONS ANCL □ No ANELTIONS ANCL □ No ANELTIONS EVER SINCE WE MOVED HETZE 27. If yes, do you have documentation linking the illness directly to the water system?	water system representative to come to your property to conduct repairs?
 □ 1-3 hrs □ 3-6 hrs □ 9+ hrs And were you without water during this period? □ Yes □ No Section 5: Health, Safety & Additional Feedback 26. Have you, a family member, or a house guest gotten sick from using the water system? □ Yes □ HAVE HAD ONGOING SKIN REACTIONS AND □ NO ATTERGIC REACTIONS EVER SINCE WE MOVED HETTE 27. If yes, do you have documentation linking the illness directly to the water system?	• DNO
 □ 3-6 hrs □ 6-9 hrs □ 9+ hrs And were you without water during this period? □ Yes □ No Section 5: Health, Safety & Additional Feedback 26. Have you, a family member, or a house guest gotten sick from using the water system? □ Yes □ HAVE HAD ONGOING SKIN REACTIONS AND □ NO RIERGIC REACTIONS EVER SINCE WE MOVED HETTE 27. If yes, do you have documentation linking the illness directly to the water system?	If yes, what was the response time?
 □ 6-9 hrs □ 9+ hrs And were you without water during this period? □ Yes □ No Section 5: Health, Safety & Additional Feedback 26. Have you, a family member, or a house guest gotten sick from using the water system? □ Yes □ HAVE HAD ONGOING SKIN REACTIONS AND □ NO AILERGIC REACTIONS EVER SINCE WE MOVED HETTE 27. If yes, do you have documentation linking the illness directly to the water system?	• □ 1-3 hrs
• □ 9+ hrs And were you without water during this period? • □ Yes • □ No Section 5: Health, Safety & Additional Feedback 26. Have you, a family member, or a house guest gotten sick from using the water system? • □ Yes	● □ 3-6 hrs
And were you without water during this period? • Yes • No Section 5: Health, Safety & Additional Feedback 26. Have you, a family member, or a house guest gotten sick from using the water system? • Zives Have Had ongoing Skin Reactions and • No Allergic Reactions ever 5, NCE We moved Herze 27. If yes, do you have documentation linking the illness directly to the water system?	• 🗆 6-9 hrs
• ☐ Yes • ☐ No Section 5: Health, Safety & Additional Feedback 26. Have you, a family member, or a house guest gotten sick from using the water system? • ☐ Yes HAVE HAD ONGOING SKIN REACTIONS AND • ☐ NO ALLERGIC REACTIONS EVER SINCE WE MOVED HETZE 27. If yes, do you have documentation linking the illness directly to the water system?	• 🗀 9+ hrs
• □No Section 5: Health, Safety & Additional Feedback 26. Have you, a family member, or a house guest gotten sick from using the water system? • ☑Yes HAVE HAD ONGOING SKIN REACTIONS AND • □NO AILERGIC REACTIONS EVER SINCE WE MOVED HETCE 27. If yes, do you have documentation linking the illness directly to the water system?	And were you without water during this period?
Section 5: Health, Safety & Additional Feedback 26. Have you, a family member, or a house guest gotten sick from using the water system? • Zives Have Had ongoing SKIN REACTIONS AND • DNO AILERGIC REACTIONS EVER SINCE WE MOVED HETCE 27. If yes, do you have documentation linking the illness directly to the water system? • Tives	• □ Yes
26. Have you, a family member, or a house guest gotten sick from using the water system? • ✓ Yes HAVE HAD ONGOING SKIN REACTIONS AND • □ NO AILERGIC REACTIONS EVER SINCE WE MOVED HETZE 27. If yes, do you have documentation linking the illness directly to the water system? • □ Yes The Company of The State of The	• ENo
26. Have you, a family member, or a house guest gotten sick from using the water system? • ✓ Yes HAVE HAD ONGOING SKIN REACTIONS AND • □ NO AILERGIC REACTIONS EVER SINCE WE MOVED HETZE 27. If yes, do you have documentation linking the illness directly to the water system? • □ Yes The Company of The State of The	Section 5: Weelth Safety & Additional Ecoelback
	26. Have you, a family member, or a house guest gotten sick from using the water system? • Yes HAVE HAD ONGOING SKIN REACTIONS AND • □ NO AILERGIC REACTIONS EVER SINCE WE MOVED HETT 27. If yes, do you have documentation linking the illness directly to the water system? 9 4PS AGO

u pnone call

ij yes, wodia you be willing to snare this injormation below:

WE HAVE SPENT TIME AND MONEY TRYING TO IMPROVE THE WATER QUALITY. WE INSTALLED A 3 STAGE WATER FILTRATION SYSTEM, AN R.O. SYSTEM, A WATER SOFTENER, SHOWER FILTERS AND WE ALSO RUN R.D. WATER THROUGH A BRITA FILTER FOR CONSUMPTION IN ADDITION TO THE ABOVE prior to December 2023?

Please briefly describe and summarize the impact, including financial, health, or property related. IVE HAD ONGDING MEDICAL ISSUES THE ENTIRE TIME WE'VE LIVED HERE, (8 YEARS) SUCH AS: AllERGIC REACTIONS, EXEMA, HIVES AND URTICARIA.

I Did NOT HAVE KNY OF THESE ISSUSES BEFORE LIVING HERE proposed consolidation or rate increase?

THE HORRIBLE WATER HAS CAUSED ONGOING, UNRESOLVED MEDICAL ISSUES AND COST US OVER \$30,000 ,N HOME REPAIRS, WE ALSO WILL HAVE TO PAY FOR DEAD LANDSCAPING TO BE REPLACED ONCE WE HAVE WATER THAT WILL NOT KILL PLANTS

Optional: Contact Info

Only if you'd like to be contacted or kept informed

Name: DEBRA HOLCOMB

Phone/Email: 5126631894

debraholcomb 1895@9mail 180m Cassie Water System Customer Survey

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Subject: Proposed Water System Consolidation & Tariff Increase

Please complete this survey to help evaluate the real-world impact of the proposed changes. Your input will help inform regulators, community leaders, and policymakers as part of the Cassie Subdivision Intervenor submission due June 6, 2025.

Responses can be anonymous.

	Yes	keep my responses anonymous I am okay with being contacted (optional info at the end)
Se	cti	on 1: Residency, Property, and Household Information
1.	Aı	e you a:
	•	Permanent Resident
	ė	☐ Weekender / seasonal resident
	ē	□ Other:
2.	•	ow long have you owned or resided in your home? ☐ Less than 1 year ☐ 1-5 years ☑ 6-10 years ☐ More than 10 years
3.	Do •	you own more than one property served by the Cassie Water System? √Yes
	•	□ No
4.	Ify •	res, how many meters do you have across your properties? 1 2

5.	v n	Vhat is your property address or addresses if more than one property with neter? (Optional)
		101 Chuckwayon Dr.
6.	H	fow many people live in your household full- or part-time? \Box 1
	•	\mathbf{P}_{2}
	•	□ 3
	9	□ 4 or more
7.	W	That is your average monthly water consumption per meter (in gallons)? \Box 0 -500 gallons
	•	□ 501-1,000 gallons
	٠	□ 1,000 - 2,000 gallons
	•	☐ 2,001 - 4,000 gallons
	ė	₩ 4,001 - 6,000 gallons
	•	□ 6,001 – 8,000 gallons
	ě	□ Over 8,000 gallons
	•	□ Not sure
		on 2: Employment & Income (Optional) hat is your employment status? Retired
	ē	☐ Employed full-time
	9	☐ Employed part-time
	ė	
9.	Are	e you on a fixed income (e.g., Social Security, pension)?
	•	□ No
	•	☐ Prefer not to answer

10. Do you drink water provided by the Cassic Water System?	Sect	Section 3: Water Usage & Treatment		
 Yes No 11. If yes, how do you consume the water? (Check all that apply) Straight from the tap Basic filtration (e.g., refrigerator/Brita filter) Reverse Osmosis (RO)system Whole-home water treatment Other: 12. If you use a supplemental filtration/purification system, did it require investment? We so calligan water softwer RO No 13. If yes, what was the cost of your system? Under \$100 \$100-\$500 \$500-\$1,000 Over \$1,000 Over \$1,000 Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? Yes No 15. If yes, how much do you spend monthly on purchased water? Under \$10 \$10-\$25 		o you drink water provided by the Cassie Water System?		
11. If yes, how do you consume the water? (Check all that apply) Straight from the tap Basic filtration (e.g., refrigerator/Brita filter) Reverse Osmosis (RO)system Whole-home water treatment Other: 12. If you use a supplemental filtration/purification system, did it require investment? Wes culligan water Softwer & RO No 13. If yes, what was the cost of your system? Under \$100 \$100-\$500 \$500-\$1,000 Over \$1,000 Pother: Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? Wes No 15. If yes, how much do you spend monthly on purchased water? Under \$10 \$10-\$25		□ Yes		
Straight from the tap Basic filtration (e.g., refrigerator/Brita filter) Reverse Osmosis (RO)system Whole-home water treatment Other: Other:	•	M∕ No		
 □ Basic filtration (e.g., refrigerator/Brita filter) □ Reverse Osmosis (RO)system □ Whole-home water treatment □ Other: 12. If you use a supplemental filtration/purification system, did it require investment? □ Wes Culligan Water Softwer & RO □ No 13. If yes, what was the cost of your system? □ Under \$100 □ \$100-\$500 □ \$500-\$1,000 □ Over \$1,000 □ Over \$1,000 □ Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? □ Yes □ No 15. If yes, how much do you spend monthly on purchased water? □ Under \$10 □ \$10-\$25 	11. If	yes, how do you consume the water? (Check all that apply)		
 □ Reverse Osmosis (RO)system □ Whole-home water treatment □ Other: 12. If you use a supplemental filtration/purification system, did it require investment? □ Wes culligan water Softner & RO □ No 13. If yes, what was the cost of your system? □ Under \$100 □ \$100-\$500 □ \$500-\$1,000 □ Over \$1,000 □ Over \$1,000 □ Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? □ Yes □ No 15. If yes, how much do you spend monthly on purchased water? □ Under \$10 □ \$10-\$25 	÷	☐ Straight from the tap		
 □ Whole-home water treatment □ Other: 12. If you use a supplemental filtration/purification system, did it require investment? □ Yes cwligan water Softner & RO □ No 13. If yes, what was the cost of your system? □ Under \$100 □ \$100-\$500 □ \$500-\$1,000 □ Over \$1,000 □ Other: □ Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? □ Yes □ No 15. If yes, how much do you spend monthly on purchased water? □ Under \$10 □ \$10-\$25 	•	☐ Basic filtration (e.g., refrigerator/Brita filter)		
12. If you use a supplemental filtration/purification system, did it require investment? □ Wes culligan water Softner 1 RO □ No 13. If yes, what was the cost of your system? □ Under \$100 □ \$100-\$500 □ \$500-\$1,000 □ Over \$1,000 □ Over \$1,000 □ Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? □ Yes □ No 15. If yes, how much do you spend monthly on purchased water? □ Under \$10 □ \$10-\$25	é	☐ Reverse Osmosis (RO)system		
12. If you use a supplemental filtration/purification system, did it require investment? • Pres culligan water Softwer 1 RO • No 13. If yes, what was the cost of your system? • Under \$100 • \$100-\$500 • \$500-\$1,000 • Over \$1,000 • Other: • Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? • Pres • No 15. If yes, how much do you spend monthly on purchased water? • Under \$10 • \$10-\$25	•	☐ Whole-home water treatment		
investment? □ Yes Culligan Water Softner □ RO □ No 13. If yes, what was the cost of your system? □ Under \$100 □ \$100-\$500 □ \$500-\$1,000 □ Over \$1,000 □ Other: □ Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? □ Yes □ No 15. If yes, how much do you spend monthly on purchased water? □ Under \$10 □ \$10-\$25	•	□ Other:		
investment? □ Yes Culligan Water Softner □ RO □ No 13. If yes, what was the cost of your system? □ Under \$100 □ \$100-\$500 □ \$500-\$1,000 □ Over \$1,000 □ Other: □ Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? □ Yes □ No 15. If yes, how much do you spend monthly on purchased water? □ Under \$10 □ \$10-\$25				
investment? □ Yes Culligan Water Softner □ RO □ No 13. If yes, what was the cost of your system? □ Under \$100 □ \$100-\$500 □ \$500-\$1,000 □ Over \$1,000 □ Other: □ Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? □ Yes □ No 15. If yes, how much do you spend monthly on purchased water? □ Under \$10 □ \$10-\$25	12 If	Voli HSA 2 supplemental Simula / m as		
 □ No 13. If yes, what was the cost of your system? □ Under \$100 □ \$100-\$500 □ \$500-\$1,000 □ Over \$1,000 □ Other: □ Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? □ Yes □ No 15. If yes, how much do you spend monthly on purchased water? □ Under \$10 □ \$10-\$25 	in	vestment?		
 □ No 13. If yes, what was the cost of your system? □ Under \$100 □ \$100-\$500 □ \$500-\$1,000 □ Over \$1,000 □ Other: □ Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? □ Yes □ No 15. If yes, how much do you spend monthly on purchased water? □ Under \$10 □ \$10-\$25 	•	WYes culligan water Softner & RD		
 □ Under \$100 □ \$100-\$500 □ \$500-\$1,000 □ Other: □ Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? □ Yes □ No 15. If yes, how much do you spend monthly on purchased water? □ Under \$10 □ \$10-\$25 	•	ElÎNo		
 □ Under \$100 □ \$100-\$500 □ \$500-\$1,000 □ Other: □ Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? □ Yes □ No 15. If yes, how much do you spend monthly on purchased water? □ Under \$10 □ \$10-\$25 				
 \$100-\$500 \$500-\$1,000 Over \$1,000 If other: Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? Yes No 15. If yes, how much do you spend monthly on purchased water? Under \$10 \$10-\$25 				
 \$500-\$1,000 □ Over \$1,000 □ Other: □ Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? □ Yes □ No 15. If yes, how much do you spend monthly on purchased water? □ Under \$10 □ \$10-\$25 				
 Over \$1,000 Other:	•			
 Other:	•	□ \$500-\$1,000		
 Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? ☐ Yes ☐ No 15. If yes, how much do you spend monthly on purchased water? ☐ Under \$10 ☐ \$10-\$25 	•	□ Over \$1,000		
 14. If you do not drink the tap water, do you purchase water for drinking or cooking? 	•	Other:		
 ■ Tes ■ No 15. If yes, how much do you spend monthly on purchased water? ■ Under \$10 ■ \$10-\$25 	•	☐ Prefer not to answer		
 ■ Tes ■ No 15. If yes, how much do you spend monthly on purchased water? ■ Under \$10 ■ \$10-\$25 	1 4 TC			
 15. If yes, how much do you spend monthly on purchased water? □ Under \$10 □ \$10-\$25 	14. If y	ou do not drink the tap water, do you purchase water for drinking or cooking? Yes		
 Under \$10 □ \$10-\$25 	•	□ No		
 Under \$10 □ \$10-\$25 	4 F 16			
• □ \$10-\$25	15. If y	es, now much do you spend monthly on purchased water?		
	_			
■ Maria 25% \$50	.			
	•	M 345-35U		

•	□ Over \$50
Ć	☐ Prefer not to answer
16. E n	ion 4: System Issues & Impacts lave you experienced any of the following water system issues in the past 24 nonths? (Check all that apply) Please describe the impact in Question 16.) Water outages Water pressure fluctuations Highly chlorinated water Hard water issues Other:
17. Di	id any of the above cause specific damage? (Check all that apply) Iso describe in Question 17.) Ruined or damaged appliances Damaged plumbing or caused leaks Every other month Ruined clothing or other household items Damaged or impacted septic system Other:
18. Ple	ease describe the damage and include the following if possible: Approximate date(s) of occurrence Every other must. Cost to repair 4/45° - 385° Value of damaged items Was an insurance claim filed? Response:

19.	. Di	d you contact the water system to report the issue?
	9	□ No
	Ify	ves, did you request the water system reimburse you and did they in full, in part or not at
	all	?
	.	☐ Full reimbursement
	0	☐ Part reimbursement
	ē	☑ No reimbursement provided
	ıcı	w many times have you interacted with water system employees or call center presentatives?
	9	□ Never
	0	☐ 1-2 times
ì	8	☑ 3-5 times
•	9	☐ More than 5 times
	Ho	w would you rate those experiences overall? Mostly positive
•	3	☐ Mostly negative
•	•	□ Mixed
ę	•	□ No opinion
3	the	e you been asked to opt in to text, email, or phone notifications from the water tem for service outages (planned or otherwise), high chlorination levels, or er critical updates?
8		ENo
IJ	ye.	s, how was this offered?
٥	ļ	□ by mail
9	I	□ email

		Li pnone cail
23	LE	you have opted in for notifications mentioned above, have you received timely offications of system outages (planned or otherwise), high chlorination levels, other issues?
	•	IL NO
	•	☐ Sometimes
24.	. H:	ave you been receiving regular TCEQ Notice of Violations in the mail?
	•	□ No
	If	no, please confirm the last date you received a notification.
25.	Ha wa	eve you had any water leaks or other issues with your meter that required a electric system representative to come to your property to conduct repairs?
	0	II No
	lfy	res, what was the response time?
	0	□ 1-3 hrs
	0	□ 3-6 hrs
	ø	□ 6-9 hrs
	•	□ 9+ hrs
	And	l were you without water during this period?
į	8	□ Yes
•	.	□ No.
Sec	tio	n 5: Health, Safety & Additional Feedback
26. I	Hav	re you, a family member, or a house guest gotten sick from using the water system?
•	•	□ Yes □ Yes
9 ۱ سر		
7. l ه	rye	es, do you have documentation linking the illness directly to the water system?
•	,	□ No
	142 .	

If yes, would you be willing to share this information below?

28. Have you experienced other issues or concerns with the Cassie Water System prior to December 2023?

Please briefly describe and summarize the impact, including financial, health, or property related. The monthly notifications we receive indicates mot being in compliance with sampling as the system is ground water under the influence of surface water and nothing is done to correct the problem.

29. Do you have any additional comments, feedback, or concerns regarding the proposed consolidation or rate increase?

FYI we have a contract with LCKA for an irrigation system.

Optional: Contact Info

Only if you'd like to be contacted or kept informed

Name: Roger Nancy Mumby

Phone/Email: 5/2-793-2686 namber by @ qmail. com

Cassie Water System Customer Survey

Page 7 of 7

Subject: Proposed Water System Consolidation & Tariff Increase

Please complete this survey to help evaluate the real-world impact of the proposed changes. Your input will help inform regulators, community leaders, and policymakers as part of the Cassie Subdivision Intervenor submission due June 6, 2025.

Responses can be anonymous.

Pr	ivacy Option
X	es, keep my responses anonymous
ום	No, I am okay with being contacted (optional info at the end)
Se	ction 1: Residency, Property, and Household Information
1.	
	Permanent Resident
	Weekender / seasonal resident
	•
2.	How long have you owned or resided in your home? ■ Less than 1 year
	• □ 1-5 years
	• □ 6-10 years
	• More than 10 years
3.	Do you own more than one property served by the Cassie Water System?
	• 🗆 Yes
	• No
4.	If yes, how many meters do you have across your properties? $ \ \Box \ 1$ $ \ \Box \ 2$
	• □ 3 or more

5.	W m	hat is your property address or addresses if more than one property with eter? (Optional)
	1	OTCOUNTY RD 146
6.	Но	DUNCE TO POUR HOUSehold full- or part-time?
	•	721
	•	□ 2
	0	□ 3
	٠	☐ 4 or more
7.	W/I	hat is your avorage monthly week
•	•	hat is your average monthly water consumption per meter (in gallons)?
	e	□ 501-1,000 gallons
		□ 1,000 – 2,000 gallons
	•	≤2,001 - 4,000 gallons
	6	□ 4,001 - 6,000 gallons
	0	□ 6,001 - 8,000 gallons
	•	□ Over 8,000 gallons
	•	□ Not sure
Sec	ctic	on 2: Employment & Income (Optional)
8.	Wh	nat is your employment status? Retired
	•	☐ Employed full-time
	0	☐ Employed part-time
	0	☐ Unemployed
9.	Are	you on a fixed income (e.g., Social Security, pension)? Yes
,	9	□ No
)	9	☐ Prefer not to answer

Section 3: Water Usage & Treatment 10. Do you drink water provided by the Cassie Water System? ☐ Yes · No 11. If yes, how do you consume the water? (Check all that apply) • ☐ Straight from the tap ■ Basic filtration (e.g., refrigerator/Brita filter) • Reverse Osmosis (RO)system Whole-home water treatment • Other: 12. If you use a supplemental filtration/purification system, did it require investment? ✓Yes □ No 13. If yes, what was the cost of your system? ■ Under \$100 \$100-\$500 \$500-\$1,000 ■ Over \$1,000 • Nother: 3000 Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? • XYes □ No

15. If yes, how much do you spend monthly on purchased water?

■ Under \$10

• \$10-\$25

• \$25-\$50_

0	□ Over \$50
9	☐ Prefer not to answer
16. Ha m	on 4: System Issues & Impacts ave you experienced any of the following water system issues in the past 24 onths? (Check all that apply) lease describe the impact in Question 16.} Water outages Water pressure fluctuations Highly chlorinated water Hard water issues Other:
17. Die (Al	d any of the above cause specific damage? (Check all that apply) lso describe in Question 17.) Ruined or damaged appliances Damaged plumbing or caused leaks Ruined clothing or other household items Damaged or impacted septic system Other:
18. Ple	ease describe the damage and include the following if possible: Approximate date(s) of occurrence Cost to repair Value of damaged items Was an insurance claim filed? Response:

19. Did you contact the water system to report the issue?		
• A Yes		
■ □ No		
If yes, did you request the water system reimburse you and did they in full, in part	or not at	
all?		
■ Full reimbursement		
Part reimbursement		
No reimbursement provided		
 20. How many times have you interacted with water system employees or cal representatives? ■ Never 	l center	
• 🔀 1-2 times		
• 🗆 3-5 times		
•		
21. How would you rate those experiences overall? • □ Mostly positive		
 ■ Mostly negative 		
● ☐ Mixed		
No opinion		
 22. Have you been asked to opt in to text, email, or phone notifications from the system for service outages (planned or otherwise), high chlorination level other critical updates? ☐ Yes ☐ No If yes, how was this offered? ☐ by mail ☐ email 		
Cassie Water System Customer Survey	Page 5 of 7	

• 🗀 phone call
 23. If you have opted in for notifications mentioned above, have you received timely notifications of system outages (planned or otherwise), high chlorination levels, or other issues? □ Yes □ No □ Sometimes
24. Have you been receiving regular TCEQ Notice of Violations in the mail? • XYes
• □ No
If no, please confirm the last date you received a notification.
 25. Have you had any water leaks or other issues with your meter that required a water system representative to come to your property to conduct repairs? Yes
• A 400
If yes, what was the response time?
• □ 1-3 hrs
• □ 3-6 hrs
• □ 6-9 hrs
• 🗆 9+ hrs
And were you without water during this period?
• 🗆 Yes
• □ No
Section 5: Health, Safety & Additional Feedback 26. Have you, a family member, or a house guest gotten sick from using the water system? ■ Yes ■ No
27. If yes, do you have documentation linking the illness directly to the water system?■ Yes
• 🗆 No
Cassie Water System Customer Survey Page 6 of 7

If yes, would you be willing to share this information below?

28. Have you experienced other issues or concerns with the Cassie Water System prior to December 2023?

Please briefly describe and summarize the impact, including financial, health, or property related.

WATER TASTE POTTEN-DONT Drink IT!

29. Do you have any additional comments, feedback, or concerns regarding the proposed consolidation or rate increase?

NO JUSTIFICATION FOR RAISING PRICE Sky High-

Optional: Contact Info

Only if you'd like to be contacted or kept informed

Name: ______Phone/Email: ______

Cassie Water System Customer Survey

Page 7 of 7

Subject: Proposed Water System Consolidation & Tariff Increase

Please complete this survey to help evaluate the real-world impact of the proposed changes. Your input will help inform regulators, community leaders, and policymakers as part of the Cassie Subdivision Intervenor submission due June 6, 2025.

Responses can be anonymous.

∍ri	vac	y Option		
□Y	es, l	keep my responses anonymous		
No, I am okay with being contacted (optional info at the end)				
Se	ctio	n 1: Residency, Property, and Household Information		
1.	Are	e you,ar		
	0	Permanent Resident		
	•	☐ Weekender / seasonal resident		
	•	□ Other:		
2.	Ho •	w long have you owned or resided in your home?		
	•	□ 1-5 years		
	۵	₽ 6-10 years		
	•	☐ More than 10 years		
3.	Do	you own more than one property served by the Cassie Water System?		
	•	□ Yes		
	9	₩o		
4.	lf :	yes, how many meters do you have across your properties? ☑ 1		
		□ 2		
	•	□ 3 or more		

5.	What is your property address or addresses if more than one property with meter? (Optional)
6.	How many people live in your household full- or part-time? ■ 1 ■ 2 ■ 3 ■ 4 or more
7.	What is your average monthly water consumption per meter (in gallons)? □ 0 -500 gallons □ 1,000 - 2,000 gallons □ 2,001 - 4,000 gallons □ 4,001 - 6,000 gallons □ 6,001 - 8,000 gallons □ Over 8,000 gallons □ Not sure
	tion 2: Employment & Income (Optional) What is your employment status? ■ Retired ■ Employed full-time ■ Employed part-time ■ Unemployed
9.	Are you on a fixed income (e.g., Social Security, pension)? ■ Yes No □ Prefer not to answer

	n 3: Water Usage & Treatment		
10. Do you drink water provided by the Cassie Water System?			
•	□ Yes		
•	Ū∕No		
11. If yes, how do you consume the water? (Check all that apply) ■ Straight from the tap			
	☐ Basic filtration (e.g., refrigerator/Brita filter)		
e			
•	☐ Reverse Osmosis (RO)system		
•	☐ Whole-home water treatment		
÷	□ Other: WIA		
12. If you use a supplemental filtration/purification system, did it require investment?			
•	Yes		
•	□ No		
13. If	yes, what was the cost of your system?		
•	□ \$100-\$500		
ø	□ \$500-\$1,000		
•	Over \$1,000		
•	□ Other:		
•	☐ Prefer not to answer		
14. If you do not drink the tap water, do you purchase water for drinking or cooking? • \$\sum \text{Yes}\$			
•	□ No		
15. If	yes, how much do you spend monthly on purchased water?		
•	□ \$1 9 <\$25		
•	\$25-\$50		

• [Over \$50
•] Prefer not to answer
16. Have mont (Piea:	4: System Issues & Impacts you experienced any of the following water system issues in the past 24 ths? (Check all that apply) se describe the impact in Question 16.) Water outages Water pressure fluctuations Highly chlorinated water Hard water issues Other: Own pressure function Causing water leak Michael Chim Aposts runny fixtures / Showerheads
(Also • ☑ • ☑	ny of the above cause specific damage? (Check all that apply) describe in Question 17.) Ruined or damaged appliances Damaged plumbing or caused leaks Ruined clothing or other household items Damaged or impacted septic system Other:
•	Response:

19.	Did •	you contact the water system to report the issue? Yes
	e	□ No
	If ye	es, did you request the water system reimburse you and did they in full, in part or not at
	all?	
	•	☐ Full reimbursement
	0	☐ Part reimbursement
	•	No reimbursement provided
20		w many times have you interacted with water system employees or call center oresentatives?
	•	□ Never
	•	☐ 1-2 times
	6	□ 3-5 times
	•	More than 5 times
21	. He	w would you rate those experiences overall?
	•	☐ Mostly positive
	•	Mostly negative
	•	☐ Mixed
	9	□ No opinion
22	sy	eve you been asked to opt in to text, email, or phone notifications from the water stem for service outages (planned or otherwise), high chlorination levels, or her critical updates? Yes
	•	□ No
	lf.	yes, how was this offered?
	•	□ by mail
	6	□ email
Ca	ssie V	Vater System Customer Survey Page 5 of 7

If yes, would you be	willing to share	this information below?
----------------------	------------------	-------------------------

28. Have you experienced other issues or concerns with the Cassie Water System prior to December 2023?

Please briefly describe and summarize the impact, including financial, health, or property related.

29. Do you have any additional comments, feedback, or concerns regarding the proposed consolidation or rate increase?

Optional: Contact Info

Only if you'd like to be contacted or kept informed

Name: Corey Crithiv

Phone/Email: 409-504-4551

Cassie Water System Customer Survey

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•	□ phone call
no	you have opted in for notifications mentioned above, have you received timely offications of system outages (planned or otherwise), high chlorination levels, other issues? \[\sum \text{Yes} \] \[\sum \text{No} \] \[\sum \text{Sometimes} \]
24. Ha	eve you been receiving regular TCEQ Notice of Violations in the mail? Yes
٠	□ No
lfi	no, please confirm the last date you received a notification.
25. Ha wa	eve you had any water leaks or other issues with your meter that required a later system representative to come to your property to conduct repairs?
	⊠No
lfy	ves, what was the response time?
•	□ 1-3 hrs
•	□ 3-6 hrs
•	□ 6-9 hrs
9	□ 9+ hrs
An	d were you without water during this period?
	☐ Yes
9	□ No
	on 5: Health, Safety & Additional Feedback ve you, a family member, or a house guest gotten sick from using the water system? Ves No
.9	res, do you have documentation linking the illness directly to the water system? Yes No
Cassie Wa	tter System Customer Survey

Page **6** of **7**

Subject: Proposed Water System Consolidation & Tariff Increase

Please complete this survey to help evaluate the real-world impact of the proposed changes. Your input will help inform regulators, community leaders, and policymakers as part of the Cassie Subdivision Intervenor submission due June 6, 2025.

Responses can be anonymous.

Pr	iva	cy Option
	les,	keep my responses anonymous
L i	No, I	am okay with being contacted (optional info at the end)
Se	ctic	on 1: Residency, Property, and Household Information
1.	. Are you a:	
	٠	Permanent Resident
	•	☐ Weekender / seasonal resident
	•	□ Other:
2.	Ho •	w long have you owned or resided in your home?
		□ 1-5 years
	•	☐ 6-10 years
	8	More than 10 years
3.	Do	you own more than one property served by the Cassie Water System? ☐ Yes
	•	™No
4.	lf y	ves, how many meters do you have across your properties?
	•	
	•	□ 3 or more

5.		nat is your property address or addresses if more than one property with
	me	eter? (Optional) 111 S. Chaparral Burnet TX
6.	Но	w many people live in your household full- or part-time?
	0	□ 1
	Φ	□ 2
	8	□,3
		4 or more
7.	W!	hat is your average monthly water consumption per meter (in gallons)?
	•	□ 0 -500 gallons
	•	☐ 501-1,000 gallons
		□ 1,000 – 2,000 gallons
	9	☐ 2,001 – 4,000 gallons
	•	☐ 4,001 - 6,000 gallons
	•	☐ 6,001 - 8,000 gallons
	٠	□ Over 8,000 gallons
	8	☑ Not sure
S		ion 2: Employment & Income (Optional)
8.	W	/hat is your employment status?
	9	☐ Retired
	0	Employed full-time
	•	☐ Employed part-time
	•	□ Unemployed
9	. A	are you on a fixed income (e.g., Social Security, pension)?
	•	□ No
	•	Prefer not to answer

Secti	on 3: Water Usage & Treatment
10. D	o you drink water provided by the Cassie Water System?
	□ Yes
9	No
11. If	yes, how do you consume the water? (Check all that apply)
	☐ Basic filtration (e.g., refrigerator/Brita filter)
•	□ Reverse Osmosis (RO)system
¢	☐ Whole-home water treatment
٥	□ Other:
	you use a supplemental filtration/purification system, did it require vestment? Yes
•	□ No
13. If	yes, what was the cost of your system? Under \$100 \$100-\$500 \$500-\$1,000 Over \$1,000 Other: Prefer not to answer
14. If	you do not drink the tap water, do you purchase water for drinking or cooking? Yes No
15. If	yes, how much do you spend monthly on purchased water?
	☐ \$10-\$25
6	Dver 150
6) Over 150

/
• 🗹 Over \$50
• ☐ Prefer not to answer
tion 4: System Issues 8
Have you experienced any
months? (Check all that a
(Please describe the impact

& Impacts Sec

ny of the following water system issues in the past 24 16. apply)

(Please describe the impact in Question 16.)

- ☑ Water outages
- ✓ Water pressure fluctuations
- Highly chlorinated water

Dother: Hard on Appliances / Hot hearters

17. Did any of the above cause specific damage? (Check all that apply)

(Also describe in Question 17.)

- Ruined or damaged appliances
- Damaged plumbing or caused leaks
- Ruined clothing or other household items
- ☐ Damaged or impacted septic system
- □ Other:

18. Please describe the damage and include the following if possible:

- ☐ Cost to repair
- Ualue of damaged items
- ☐ Was an insurance claim filed?

Response:

Bad hot water heater, turns funds turns pipe green, turns green

Cassie Water System Customer Survey

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19. Did you contact the water system to report the issue?□ Yes		
• 🗆 No		
If yes, did you request the water system reimburse you and did they in full, in part or not at		
all?		
• 🗆 Full reimbursement		
Description		
No reimbursement provided		
 20. How many times have you interacted with water system employees or call center representatives? ■ Never 		
• 🗆 1-2 times		
• 🗆 3-5 times		
■ More than 5 times		
21. How would you rate those experiences overall? • □ Mostly positive		
Mostly negative		
• Mixed		
No opinion		
 22. Have you been asked to opt in to text, email, or phone notifications from the water system for service outages (planned or otherwise), high chlorination levels, or other critical updates? □ Yes ☑ No 		
If yes, how was this offered?		
• □ by mail		
• 🗆 email		
Cassic Water System Customer Survey Page 5 of 7		

If yes, would you be willing to share this information below?

28. Have you experienced other issues or concerns with the Cassie Water System prior to December 2023?

Please briefly describe and summarize the impact, including financial, health, or property related.

29. Do you have any additional comments, feedback, or concerns regarding the proposed consolidation or rate increase?

This is non-potable warder
that they are trying to ripus off,
my opinion is barley good enough
the both in or wash dighes, defferely
would NOT drink it
ext all.

Optional: Contact Info

Only if you'd like to be contacted or kept informed

Name: Phone/Email:

Cassie Water System Customer Survey

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6	□ phone call			
no or	 23. If you have opted in for notifications mentioned above, have you received timely notifications of system outages (planned or otherwise), high chlorination levels, or other issues? ■ Yes 			
9	A No			
•	☐ Sometimes			
	ve you been receiving regular TCEQ Notice of Violations in the mail? We Yes			
•	□ No			
Ifr	no, please confirm the last date you received a notification.			
	we you had any water leaks or other issues with your meter that required a ster system representative to come to your property to conduct repairs?			
	🗸 No			
lfs	ves, what was the response time?			
•	□ 1-3 hrs			
	□ 3-6 hrs			
•	□ 6-9 hrs			
9	□ 9+ hrs			
Ar	d were you without water during this period?			
•	□ Yes			
•	□ No			
26. H	on 5: Health, Safety & Additional Feedback ave you, a family member, or a house guest gotten sick from using the water system? Yes No Ves, do you have documentation linking the illness directly to the water system? Yes			

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Subject: Proposed Water System Consolidation & Tariff Increase

Please complete this survey to help evaluate the real-world impact of the proposed changes. Your input will help inform regulators, community leaders, and policymakers as part of the Cassie Subdivision Intervenor submission due June 6, 2025.

Responses can be anonymous.

Pr	iva	cy Option
	Yes,	keep my responses anonymous
Ø	No,	I am okay with being contacted (optional info at the end)
Se	ctio	on 1: Residency, Property, and Household Information
1.	Ar	e you a:
	•	💢 Permanent Resident
	9	□ Weekender / seasonal resident
	9	Other:
2.	Ho	ow long have you owned or resided in your home?
	•	□ 1-5 years
	•	□ 6-10 years
	•	More than 10 years
3.	Do	you own more than one property served by the Cassie Water System?
	•	⊠ No
4.	If y	es, how many meters do you have across your properties?
	•	□ 2 □ 3 or more
	a	□ 3 or more

Page 1 of 7

5,		nat is your property address or addresses if more than one property with eter? (Optional)
6.	Но	w many people live in your household full- or part-time?
	•	
	9	☑ 2
	•	□ 3
	•	☐ 4 or more
7.	W]	hat is your average monthly water consumption per meter (in gallons)?
	•	☐ 501-1,000 gallons
	•	□ 1,000 – 2,000 gallons
	•	☐ 2,001 – 4,000 gallons
	9	☐ 4,001 - 6,000 gallons
	0	□ 6,001 – 8,000 gallons
	9	□ Over 8,000 gallons
	٥	□ Not sure
8.	• • • • • • • • • • • • • • • • • • •	on 2: Employment & Income (Optional) That is your employment status? Retired Employed full-time Employed part-time Unemployed
9.	Ai •	re you on a fixed income (e.g., Social Security, pension)?
	•	□ No
	•	☐ Prefer not to answer

Page 2 of 7

Section 3: Water Usage & Treatment 10. Do you drink water provided by the Cassie Water System? ✓ Yes □ No 11. If yes, how do you consume the water? (Check all that apply) □ Straight from the tap • 🗆 Basic filtration (e.g., refrigerator/Brita filter) • Reverse Osmosis (RO)system ☐ Whole-home water treatment ☐ Other: 12. If you use a supplemental filtration/purification system, did it require investment? • A Yes X No 13. If yes, what was the cost of your system? ■ Under \$100 ■ \$100-\$500 □ \$500-\$1,000 □ Over \$1,000 □ Other: ____ • □ Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? • Tyes ● 🔀 No 15. If yes, how much do you spend monthly on purchased water? • □ Under \$10 \$10-\$25

Cassie Water System Customer Survey

■ \$25-\$50

a	□ Over \$50	
•	☐ Prefer not to answer	
		. •
Section	on 4: System Issues & Impacts	
mo	we you experienced any of the following water system issues in the pasonths? (Check all that apply) ease describe the impact in Question 16.) 因 Water outages	t 24
6	☐ Water pressure fluctuations	
•	⊠ Highly chlorinated water	
•	⊠ Hard water issues	
•	☐ Other:	
		a,
	d any of the above cause specific damage? (Check all that apply) lso describe in Question 17.) Ruined or damaged appliances Damaged plumbing or caused leaks Ruined clothing or other household items Damaged or impacted septic system Other:	•
18. Pl	ease describe the damage and include the following if possible: Approximate date(s) of occurrence Representations of Superior Cost to repair Value of damaged items 300.00 Was an insurance claim filed?	, ,

19. Di	d you contact the water system to report the issue? XYes
	□ No
lfy	ves, did you request the water system reimburse you and did they in full, in part or not at
all	
•	☐ Full reimbursement
•	☐ Part reimbursement
6	☐ No reimbursement provided
20. Ho rej	ow many times have you interacted with water system employees or call center presentatives?
9	□ 1-2 times
•	□ 3-5 times
•	More than 5 times
21. Ho	w would you rate those experiences overall? Mostly positive
9	☐ Mostly negative
	⊠ ,Mixed
٠	□ No opinion
sys oth	ve you been asked to opt in to text, email, or phone notifications from the water stem for service outages (planned or otherwise), high chlorination levels, or ner critical updates? Yes NoT ALWAYS NOTIFIED No es, how was this offered? by mail email
sys oth	stem for service outages (planned or otherwise), high chlorination levels, or ner critical updates? Yes Not Always Notified No es, how was this offered? by mail

	•	□ phone call
23.	no	you have opted in for notifications mentioned above, have you received timely tifications of system outages (planned or otherwise), high chlorination levels, other issues? ☐ Yes
		Ja No
	•	∑ Sometimes
24.	Ha •	ve you been receiving regular TCEQ Notice of Violations in the mail? X Yes
	•	□ No
	lfn	o, please confirm the last date you received a notification.
25.		ve you had any water leaks or other issues with your meter that required a ter system representative to come to your property to conduct repairs?
		⊠'No
	Ify	es, what was the response time?
	•	□ 1-3 hrs
		□ 3-6 hrs
	•	□ 6-9 hrs
		□ 9+ hrs
	An	d were you without water during this period?
	•	☐ Yes
	•	□No
		on 5: Health, Safety & Additional Feedback we you, a family member, or a house guest gotten sick from using the water system? Yes No
27.	If y •	es, do you have documentation linking the illness directly to the water system? □ Yes □ No

If yes, would you be willing to share this information below?

28. Have you experienced other issues or concerns with the Cassie Water System prior to December 2023?

Please briefly describe and summarize the impact, including financial, health, or property related. WATER PRESSURE + BUALITY

29. Do you have any additional comments, feedback, or concerns regarding the proposed consolidation or rate increase?

The LE has SEEN NO IMPROVEMENTS SINCE CSWLTENDS
has TAKEN OVER THE CASSIE WHEN SYSTEM. WITH THE
WATER QUALITY: WE RECIVE MONTHS NOTICES FROM
TOEQ THAT OUR WATER SYSTEM had FAILURE TO
INSTALL FILTRATION TO OUR SYSTEM.
CSWRTENAS ALWAYS STATES WE ARE TALING ACTIONS
CSWRTENAS ALWAYS STATES WE ARE TALING ACTIONS
TO CORRECT THE ACTIONS BUT NOWNOS AND DEEN
HOW SINCE PURCHASINS CASSIE WATER SYSTEM
TO LORDER SUSTEM SURVEY SINING PURCHASINS CASSIE WATER SYSTEM ASOUT WATER BUALLY

Optional: Contact Info

Only if you'd like to be contacted or kept informed

Name: 6D HOPKINS

Phone/Email: 512-756-3175
92 hopkins 13 expahoo. com

Cassie Water System Customer Survey

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Subject: Proposed Water System Consolidation & Tariff Increase

Please complete this survey to help evaluate the real-world impact of the proposed changes. Your input will help inform regulators, community leaders, and policymakers as part of the Cassie Subdivision Intervenor submission due June 6, 2025.

Responses can be anonymous.

Pri	vac	cy Option
□Y	es, l	keep my responses anonymous
1	lo, I	am okay with being contacted (optional info at the end)
Se	ctic	on 1: Residency, Property, and Household Information
1.	Are	e you a:
	•	Permanent Resident
	9	☐ Weekender / seasonal resident
	9	□ Other:
2.	Ho	ow long have you owned or resided in your home?
	•	☐ 1-5 years
	•	☐ 6-10 years
	•	More than 10 years
3.	Ďo	you own more than one property served by the Cassie Water System?
	•	□ Yes
	8	II No
4.	If y	yes, how many meters do you have across your properties?
	٥	□ 2
		□ 3 or more

5.	me	ter? (Op	otional)	ddress or addresses if more than one property with	
	2	104	South	Chaparral	
6.	Ho •	w many	people live i	n your household full- or part-time?	
		□ 2			
	•	□ 3			
	•	□ 4 or	more		
7.	WI		our average m 00 gallons	nonthly water consumption per meter (in gallons)?	
	•	□ 501	-1,000 gallons		
	•	□ 1,00	00 – 2,000 gall	ons	
		□ 2,00)1 – 4,000 gall	ons	
	0	□ 4,00)1 – 6,000 gall	ons	
	•	□ 6,00)1 – 8,000 gall	ons	
	9	□ Ove	er 8,000 gallon	as	
	•	□ Not	sure		
\$6 8			our employm	t & Income (Optional) nent status?	
	•	□ Em	ıployed full-tir		
	0	□ Em	ployed part-ti	ime	
	8	□Un	employed)
9	. A	tre you (Ye:		ome (e.g., Social Security, pension)?	
	•	□ No	•		٠
	6	⊳ □ Pr	efer not to ans	swer	

Section 3: Water Usage & Treatment 10. Do you drink water provided by the Cassie Water System? 11. If yes, how do you consume the water? (Check all that apply) • Straight from the tap ☐ Basic filtration (e.g., refrigerator/Brita filter) Reverse Osmosis (RO)system Whole-home water treatment □ Other: 12. If you use a supplemental filtration/purification system, did it require investment? W Yes □ No 13. If yes, what was the cost of your system? □ Under \$100 □ \$100-\$500 \(\sum \\$500-\\$1,000 \) • □ Over \$1,000 **★**Other: <u>6,900.00</u> ☐ Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? I Did Before installation of my system ☐ Yes W No 15. If yes, how much do you spend monthly on purchased water? Under \$10

Cassie Water System Customer Survey

□ \$10-\$25

\$25-\$50

	□ Over \$50
6	☐ Prefer not to answer
	on 4: System Issues & Impacts
mo	we you experienced any of the following water system issues in the past 24 onths? (Check all that apply)
•	ease describe the impact in Question 16.) Water outages
•	Water pressure fluctuations
•	Highly chlorinated water
•	Hard water issues
•	☐ Other:
	d any of the above cause specific damage? (Check all that apply)
٥	☑ Ruined or damaged appliances
•	☐ Damaged plumbing or caused leaks
9	☑ Ruined clothing or other household items
•	□ Damaged or impacted septic system
€.	□ Other:
	ease describe the damage and include the following if possible:
9	☐ Approximate date(s) of occurrence
•	Li Cost to repair
•	WValue of damaged items 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
•	\square Was an insurance claim filed? \land \lor
•	□ Cost to repair □ Value of damaged items \$\\$\\$350. □ Was an insurance claim filed? No □ Response: No Re

	you contact the water system to report the issue? Yes
	□ No
If ye	es, did you request the water system reimburse you and did they in full, in part or not at
all?	
•	☐ Full reimbursement
•	☐ Part reimbursement
•	No reimbursement provided
	w many times have you interacted with water system employees or call center presentatives?
6	□ 1-2 times
a a	✓ 3-5 times
•	☐ More than 5 times
21. Ho	w would you rate those experiences overall? ☐ Mostly positive ☐ Mostly negative ☐ Mixed
c	□ No opinion
ot	ive you been asked to opt in to text, email, or phone notifications from the water stem for service outages (planned or otherwise), high chlorination levels, or her critical updates? Yes No ves, how was this offered? by mail email
Cassie W	Vater System Customer Survey Page 5 of 7

•	□ phone call
no	vou have opted in for notifications mentioned above, have you received timely tifications of system outages (planned or otherwise), high chlorination levels, other issues? Yes No Sometimes
24. Ha	ve you been receiving regular TCEQ Notice of Violations in the mail? Yes
•	□ No
Ifr	no, please confirm the last date you received a notification.
	ive you had any water leaks or other issues with your meter that required a ater system representative to come to your property to conduct repairs?
•	ſ Y No
If	ves, what was the response time?
• 25	□ 1-3 hrs
•	□ 3-6 hrs
9	
	□ 9+ hrs
Ar	nd were you without water during this period?
	□ Yes
8	□ No
26. Ha	on 5: Health, Safety & Additional Feedback ave you, a family member, or a house guest gotten sick from using the water system? Yes No yes, do you have documentation linking the illness directly to the water system? Yes
•	□ No
Cassie V	Vater System Customer Survey Page 6 of 7

28.	Have you experienced other issues or cond	erns wit	th the	Cassie '	Water S	ystem
	prior to December 2023?					

Please briefly describe and summarize the impact, including financial, health, or property related.

Unnealthy drinking water. Turner my hair green, Bleach Burning eyes

29. Do you have any additional comments, feedback, or concerns regarding the proposed consolidation or rate increase?

for the rates to be increased is unrealistic. They are providing defective water as it is. the things I listen above have happened more often after 2023. We only use the water for showers and washing chotness. I do not even give this water to my animals

Optional: Contact Info

Only if you'd like to be contacted or kept informed

Phone/Email: 979-824-6966

bd Kiley 4@ 9 mail. com

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Subject: Proposed Water System Consolidation & Tariff Increase

Please complete this survey to help evaluate the real-world impact of the proposed changes. Your input will help inform regulators, community leaders, and policymakers as part of the Cassie Subdivision Intervenor submission due June 6, 2025.

Responses can be anonymous.

Pr	iva	cy Option
	Yes,	keep my responses anonymous
	No, I	I am okay with being contacted (optional info at the end)
		on 1: Residency, Property, and Household Information
1.	Ar	e you a:
	•	🐞 Permanent Resident
	٠	☐ Weekender / seasonal resident
	6	□ Other:
2.	Ho	w long have you owned or resided in your home?
		Less than 1 year
	-	La ness man i year
	6	圈 1-5 years

- 3. Do you own more than one property served by the Cassie Water System?
 - Yes

□ 6-10 years

■ More than 10 years

- 📓 No
- 4. If yes, how many meters do you have across your properties?

5.		ter? (Optional) 221-50 th Chapart
6.	Ho	w many people live in your household full- or part-time?
		□ 2
	•	□ 3
	•	☐ 4 or more
7.	Wh	nat is your average monthly water consumption per meter (in gallons)?
	•	□ 501-1,000 gallons
	•	□ 1,000 - 2,000 gallons
	•	□ 2,001 - 4,000 gallons
	•	☐ 4,001 – 6,000 gallons
	•	☐ 6,001 – 8,000 gallons
	•	□ Over 8,000 gallons
	9	□ Not sure
Se 8.		on 2: Employment & Income (Optional) hat is your employment status? Retired
		☐ Employed full-time
	•	☐ Employed part-time
	9	□ Unemployed
9,	Ar •	re you on a fixed income (e.g., Social Security, pension)? Yes
		□ No
	•	☐ Prefer not to answer

~~~	on 3: Water Usage & Treatment
10. D	o you drink water provided by the Cassie Water System?
e	□ Yes
•	No No
۰	yes, how do you consume the water? (Check all that apply)  ☐ Straight from the tap
•	Basic filtration (e.g., refrigerator/Brita filter)
•	□ Reverse Osmosis (RO)system
•	Mhole-home water treatment
6	☐ Other:
12. If	you use a supplemental filtration/purification system, did it require vestment?
8	<b>■</b> Yes
9	□ No
•	yes, what was the cost of your system?  Under \$100
•	☐ Under \$100 ■ \$100-\$500
6	☐ Under \$100  ■ \$100-\$500  ☐ \$500-\$1,000
•	☐ Under \$100  \$\$100-\$500  ☐ \$500-\$1,000  ☐ Over \$1,000
6	☐ Under \$100  \$100-\$500  ☐ \$500-\$1,000  ☐ Over \$1,000  ☐ Other:
e •	☐ Under \$100  \$\$100-\$500  ☐ \$500-\$1,000  ☐ Over \$1,000
8 6 8	□ Under \$100  \$100-\$500  □ \$500-\$1,000  □ Over \$1,000  □ Other: □ Prefer not to answer  You do not drink the tap water, do you purchase water for drinking or cooking?
14. If y	Under \$100 \$100-\$500 \$500-\$1,000 Over \$1,000 Other: Prefer not to answer  ou do not drink the tap water, do you purchase water for drinking or cooking?  Yes
8 6 8	□ Under \$100  \$100-\$500  □ \$500-\$1,000  □ Over \$1,000  □ Other: □ Prefer not to answer  You do not drink the tap water, do you purchase water for drinking or cooking?
14. If y	□ Under \$100  \$100-\$500  □ \$500-\$1,000  □ Over \$1,000  □ Other: □ Prefer not to answer   *Ou do not drink the tap water, do you purchase water for drinking or cooking?  \$\frac{\psi}{2}\$ Yes  □ No
14. If y	Under \$100 \$100-\$500 \$500-\$1,000 Over \$1,000 Other: Prefer not to answer  ou do not drink the tap water, do you purchase water for drinking or cooking?  Yes
14. If y	□ Under \$100  \$100-\$500  □ \$500-\$1,000  □ Over \$1,000  □ Other: □ Prefer not to answer  You do not drink the tap water, do you purchase water for drinking or cooking?  Yes □ No  Yes, how much do you spend monthly on purchased water?
14. If y	□ Under \$100  \$\$100-\$500  □ \$500-\$1,000  □ Over \$1,000  □ Other: □ Prefer not to answer  **Ou do not drink the tap water, do you purchase water for drinking or cooking?  **Yes □ No  **Pes, how much do you spend monthly on purchased water? □ Under \$10