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DOCKET NO. 57386

OBJECTION TO THE APPLICATION OF

BY CSWR-TEXAS

UTILITY OPERATING COMPANY,

LLC FOR AUTHORITY TO

CHANGE RATES

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§

§

BEFORE THE

PUBLIC UTILITY COMMISSION

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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ELLEN MATSON, AIA INTERVENOR ON BEHALF OF THE CASSIE WATER
SYSTEM CUSTOMERS, BURNET, TEXAS**

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1 **DIRECT TESTIMONY OF ELLEN MATSON, AIA**

2
3 **I. INTRODUCTION**

4
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 53295¹, I experienced "rate shock" like many other CSWR-

Texas customers when I received the most recent PUC Change Rate Docket 57386 proposing which included a 365% increase to Cassie Water rates.¹ I registered as an Intervenor to represent Cassie customer interests in these proceedings.

II. PURPOSE AND SCOPE OF TESTIMONY

Q. PLEASE DESCRIBE THE PURPOSE OF YOUR TESTIMONY.

A. The purpose of my testimony is to provide evidence why the Cassie Water system should not be subject to the proposed rate increases or consolidation plan as proposed by CSWR-Texas.

Q. PLEASE DESCRIBE THE SCOPE OF YOUR TESTIMONY.

A. My testimony addresses multiple concerns regarding this application submitted by CSWR-Texas to increase rates and consolidate the Cassie Water System with other dissimilar systems across Texas. In addition, I will provide evidence why the current proposal should be rejected and offer counter proposals for consideration in these proceedings.

Q. PLEASE LIST OUT AND SUMMARIZE YOUR KEY CONCERNS WITH THIS APPLICATION

A. Below is my list and summary of key concerns:

1. The proposed rate increase is unjust and discriminatory

The proposed rate increase for the Cassie Water System is unjust, unreasonable, and discriminatory when compared to rates paid by other CSWR-Texas customers, particularly given the lack of corresponding service improvements.

2. The proposed consolidation lacks adequate justification or metrics for success

The proposed consolidation provides no measurable benefit to Cassie and other Company customers in terms of service quality, reliability, or operational efficiency. In fact, CSWR-Texas already administratively operates its systems as if they are

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

consolidated, which undermines the rationale for a formal consolidation and unified rate structure.

3. CSWR-Texas has failed to improve water quality

Since acquiring the Cassie Water System, CSWR-Texas has not implemented capital improvements, infrastructure upgrades, or operational procedures necessary to improve water quality or ensure safe drinking water.

4. CSWR-Texas has used questionable asset valuation and accounting methods

CSWR-Texas's post-acquisition asset valuations appear to rely in part on atypical or non-standard accounting treatments. If confirmed, these practices raise significant concerns about the accuracy and appropriateness of calculations used to justify the proposed rate increase.

5. CSWR-Texas's strategic plans will not yield rate reductions for any of their water customers in the near future.

Unless CSWR-Texas halts future acquisitions or provides evidence of significant operational savings and customer base growth to offset ongoing reinvestment and depreciation cycles, it is difficult to see how customers under a consolidated tariff could ever realize rate reductions.

Q. PLEASE LIST OUT AND SUMMARIZE ANY ADDITIONAL INFORMATION YOU WILL PRESENT IN YOUR TESTIMONY

A. In support of my position, my testimony will also include

1. Cassie Water System Intervenor Survey

I will present the results of a customer survey recently conducted among Cassie Water System users. The responses reflect serious and ongoing concerns about service quality, system reliability, affordability, and communication with the utility.

2. TCEQ Water Quality Compliance Issues

I will provide documentation of repeated Texas Commission on Environmental Quality (TCEQ) violations. These violations highlight long-standing water quality issues and support customers' objections to any rate increase prior to demonstrated compliance with public health and safety standards.

85 **3. Recent denials of CSWR-Texas affiliate rate increases in other states**

86 While 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 reasons why as these may inform how it proceeds in the current case.

89
90 **III. SUMMARY OF RECOMMENDATIONS**

91
92 **Q. PLEASE PROVIDE AN OUTLINE AND SUMMARY OF YOUR**
93 **RECOMMENDATIONS?**

94 A. I respectfully recommend that the Commission pursue one of the following options to
95 protect the Cassie Water System customers and ensure transparency, accountability, and
96 equity in future rate making:

97 **Option 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
112 acquired concurrently from the same prior owner.

113 **Option B – Include Cassie Water System in the Current Proceedings, with exceptions:**

- (1) **Require CSWR-Texas to consolidate systems into tiers or categories based on location, number of taps, source of water, capital improvement requirements, and class of customer:**

In order to be fair and reasonable, avoid rate shock, or discriminatory rate increases, CSWR-Texas should be required to consolidate similar systems requiring similar capital improvements

- (2) **Establish a Base Rate based on the consolidation tier:**

The proposed base rate adjustment should reflect the reasonable expenses associated with operational, maintenance, capital improvement requirements of each tier or category, including a reasonable profit

Q. PLEASE IDENTIFY AND SUMMARIZE ANY ADDITIONAL RECOMMENDATIONS WHICH APPLY TO EITHER OF THE OPTIONS DESCRIBED ABOVE.

A. I recommend that CSWR-Texas be required to achieve certain metrics prior to submitting future rate increases for systems subject included in this consolidation and rate base request.

- (1) **Capital Improvement Plan:**

CSWR-Texas shall submit a five-year capital improvement plan with estimated revenue requirements necessary to initiate improvements. This plan shall include reasonable and necessary projects that will measurably improve water quality and ensure the delivery of safe, potable water.

- (2) **Performance-Based Rate Adjustments:**

Any future rate increases related to capital improvements should be contingent upon successful completion and measurable effectiveness of those improvements. PUC and TCEQ should define specific performance metrics that must be met before rate adjustments are implemented.

Q. PLEASE IDENTIFY AND SUMMARIZE RECOMMENDATIONS SPECIFICALLY RELATED TO THE REPEAL OF TEXAS WATER CODE §13.145.

A. I am concerned that the repeal of this part of the Water Code may have unintended impacts on customers of distressed water systems. I recommend that the following steps

be taken to ensure whether the repeal should be reconsidered or new legislations may need to be introduced to address negative impacts.

(1) Post-Consolidation Service Quality Metrics:

PUC and TCEQ should establish formal, quantifiable metrics to assess whether consolidation of water systems results in improvements in service quality, operational efficiency, and cost-effectiveness. These metrics should evaluate whether systems like Cassie receive equitable capital investment over time and whether the repeal of Texas Water Code § 13.145 has led to:

- Rate shock or undue financial burden on smaller or dissimilar systems,
- Unequal infrastructure investment, and
- Reduced water conservation or service reliability.

The Commission should produce a public report summarizing its findings, which should inform future regulatory policy.

(8) Rate Case Frequency Reform:

The PUC should revise its standard timeline for base rate proceedings. A 36-month minimum period between general rate cases should be established.

However, systems subject to a transfer, merger, or acquisition may be reviewed 24 months after the transaction closing date, consistent with the intent of House Bill 1918 (88th Texas Legislature).

(9) Cap on Annual Rate Increases:

The Commission should adopt tiered or capped rate increases, limiting annual base rate growth to no more than 20% per annum, as contemplated by House Bill 1918. This would protect customers from sudden, unaffordable rate hikes and align with best practices in rate affordability and gradualism.

III. UNJUST AND DISCRIMINATORY RATE INCREASE

Q. DO YOU HAVE SPECIFIC CONCERNS ABOUT THE PROPOSED RATE INCREASE AND THE IMPACT ON CASSIE WATER SYSTEM CUSTOMERS?

173 A. Yes, I am concerned that CSWR-Texas is proposing a 362% increase in the water rates for
174 the Cassie Water System from \$24.75 per 5,000 gallons/month to \$114.44 per 5,000
175 gallons/month and from \$32.25 per 10,000 gallons/month to \$157.63 per 10,000
176 gallons/month¹. **(Exhibit B)** This increase is unjust when compared to the proposed 50%
177 increase to water systems that were subject to a rate increase under Docket 54565 two years
178 ago.

179 This proposed increase for Cassie Water System customers is unjust and comes after no
180 measurable improvements have been made to the water quality or system infrastructure
181 since CSWR-Texas acquired and took over management in /January 2024. CSWR-Texas
182 indicated it would perform up to \$100,000 in capital improvements as part of the Cassie
183 Water System acquisition as stipulated in Docket 53295, however, except for the
184 installation of a remote monitoring system, there is no evidence of other capital
185 expenditures at either of the two plant sites.

186 **Q. PLEASE DESCRIBE YOUR UNDERSTANDING OF THE CASSIE WATER**
187 **SYSTEM, THE TYPICAL CUSTOMER, AND WHY THE RATE INCREASE**
188 **WOULD BE CONSIDERED DISCRIMINATORY**

189 A. The Cassie Water System consists of 66 active service taps in a subdivision located
190 adjacent to Lake Buchanan in Burnet County. Based on my own in-person survey, there
191 appears to be 68 total connections as shown in **Exhibit C**. Of these, 36 serve permanent
192 households, 28 serve weekender/infrequent users; 3 serve homes either recently
193 unoccupied or for sale; and 1 serves a lot where the home has been demolished to make
194 room for a new home. I have assumed that two taps are not in service.

195 Of the 35 permanent households, at least 15 are occupied by customers on a fixed income;
196 5 households are families with children ranging from infants to high school age; while the
197 remaining households are mix of singles and couples.

198 The Cassie Water System is significantly different than the majority of water systems
199 CSWR-Texas is proposing to consolidate due to the approximate 50/50 ratio of permanent
200 vs. semi-permanent customers. It is my understanding that the majority of other CSWR-
201 Texas water systems serve as permanent residences for customers. Imposing a 365%
202 increase on 50% of customers on a fixed income and 50% of customers who are infrequent

users, is discriminatory because no consideration has been given to the financial status or frequency of use of the customers.

Q. DO YOU HAVE OTHER EXAMPLES WHY THE RATE INCREASE WOULD BE CONSIDERED DISCRIMINATORY?

A. Yes, in addition to the above, CSWR-Texas is proposing to combine systems which source water from wells, like Cassie, with those that purchase water from adjacent municipalities. The infrastructure for the water well systems is different from purchased water systems and the rate structure of purchased water systems is also subject to municipal limits. CSWR-Texas is also proposing to combine Cassie with systems that serve aging manufactured housing developments, recently constructed ½ acre to acre residential suburbs of Houston, and newly rebuilt residences near Rockport damaged in the most recent series of hurricanes. While the Texas Water Law no longer stipulates that consolidation of systems be substantially similar, it does not alleviate CSWR-Texas from imposing fair and reasonable rates. I assert that if each of these systems were subject to an independent rate increase based solely on each system's needs, the base rate would be substantially different. I request that CSWR-Texas be required to submit comparative rate studies to ensure that the proposed rate increases do not discriminate against any specific system subject to this docket.

IV. LACK OF JUSTIFICATION FOR CONSOLIDATION

Q. DO YOU HAVE CONCERNS WITH THE IMPACT OF THE RECENT REPEAL OF SECTION 14.145 OF THE TEXAS WATER CODE AND WHY?

A. Yes, I do have concerns about the impact of the recent repeal. The Texas Legislature and the Public Utility Commission of Texas (PUC) have recently 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:

233 *Sec. 13.145. MULTIPLE SYSTEMS CONSOLIDATED UNDER TARIFF.*

234 *(a) A utility may consolidate more than one system under a single tariff only if:*

235 *(1) the systems under the tariff are substantially similar in terms of facilities,*
236 *quality of service, and cost of service; and*

237 *(2) The tariff provides for rates that promote water conservation for single-*
238 *family residences and landscape irrigation.*

239 *(b) This section does not apply to a public utility that provided utility service in*
240 *only 24 counties on January 1, 2003.*

241
242 This repeal was enacted through House Bill 2373, which took effect on June 2, 2023 citing
243 goals such as streamlining ratemaking, promoting regionalization, and encouraging
244 improvements to investor-owned water systems.

245 The repeal was initially recommended in the PUC’s 2021 self-evaluation report to the
246 Sunset Advisory Commission. The rationale was that the “substantial similarity” language
247 in Section 13.145 had hindered the ability to consolidate water systems under a single tariff,
248 creating inefficiencies in regulatory processes.

249 Among the projected benefits were the reduction of staff time in processing multiple tariffs,
250 the elimination of duplicative testimony, and lower regulatory costs.

251 In PUC Docket No. 54565, CSWR-Texas echoed these arguments, stating:

252
253 *“Consolidation promotes affordability among all customers by achieving*
254 *economies of scale and spreading costs over larger customer bases. It also*
255 *incentivizes the acquisition of smaller, distressed systems by allowing more*
256 *larger utilities to invest in these systems with confidence they can timely recover*
257 *their costs while maintaining affordable rates. Consolidation even benefits*
258 *customers of systems that do not require immediate investment or increased*
259 *costs.”*

260
261 **Q. DO AGREE WITH CSWR-TEXAS ASSERTION THAT “CONSOLIDATION**
262 **PROMOTES AFFORDABILITY AMONG ALL CUSTOMERS?”**

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

265 For example, some CSWR-Texas customers are facing proposed rate increases as high as
266 615.25% while Cassie Water System customers are facing an increase of 362%. Other
267 customers, who were subject to increase two years ago, would see an additional 50%
268 escalation in rates.

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

273 **Q. DO AGREE WITH CSWR-TEXAS CLAIM THAT “CONSOLIDATION**
274 **REDUCES THE NEED FOR FREQUENT, COMPLEX, AND EXPENIVE RATE**
275 **CASES?”**

276 A. I disagree with this claim as there is no historical evidence to substantiate this assertion.
277 While it may be the case that fewer filings may reduce administrative burdens, it does not
278 necessarily simplify the complexity of the rate cases themselves. It is my understanding
279 that water utilities will still be required to provide detailed engineering and financial
280 documentation to justify their requested rates, including capital improvement plans, budget
281 estimates, asset depreciation schedules, and system-specific operational costs.

282 **Q. DO YOU AGREE WITH CSWR-TEXAS CONTENTS THAT CONSOLIDATION**
283 **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.

290 **Q. DO YOU KNOW OF OR ARE YOU AWARE OF ANY METRICS FOR SUCCESS**
291 **ESTABLISHED TO MEASURE WHETHER THE REPEAL SECTION 13.145 OF**
292 **THE WATER CODE ACHIEVED THE DESIRED OUTCOMES ?**

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

perpetual upward pressure on rates, which contradicts claims that consolidation ultimately benefits customers through affordability and efficiency.

V. FAILURE TO COMPLETE CAPITAL IMPROVEMENTS

Q. WHAT CONCERNS DO YOU HAVE WITH CSWR-TEXAS CAPITAL IMPROVEMENTS AND IMPACT ON WATER QUALITY IN THE CASSIE WATER SYSTEM?

A. CSWR-Texas took over the operations of the Cassie Water System in January 2024. As included in the acquisition docket, CSWR-Texas committed to invest less than \$100,000 in capital improvements but did not publicly disclose the nature of these improvements. There may have been unseen capital improvements, I am only aware of the addition of a remote monitoring system which has not improved water.

Q. ARE YOU AWARE OF ANY STRUCTURAL, OPERATIONAL, OR OTHER ISSUES WITH THE CURRENT CASSIE WATER SYSTEM FACILITIES?

A. Yes. The concrete water storage tower located on Agarita has visible cracks and is leaking. I am uncertain as to when these defects occurred but it is my understanding that these issues were present at the time of acquisition. This could be further verified by requesting pre-acquisition survey conducted by CSWR's employees, assigns, contractors, or consultants. I am sharing recent photographs in **Exhibit D** that illustrate the various water leaks and associated algae and moss growth.

Q. WHY ARE YOU SPECIFICALLY CONCERNED WITH THE CONDITION OF THE WATER STORAGE TOWER?

A. I am concerned with the condition of the tower due to the algae and moss growth which could have an adverse effect on the Cassie Water System quality. It is my understanding that the Cassie Water System operates both wells intermittently as well as both storage tanks next to each well. Therefore, it is highly likely that the water in the storage tank, which has already been subject to filtration, is potentially being contaminated.

I am even more concerned that there haven't been any noticeable efforts by CSWR-Texas to address these very obvious infrastructure issues.

352 **Q. DO YOU HAVE OTHER CONCERNS ABOUT INFRASTRURE OR CAPITAL**
353 **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 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 **THE CASSIE WATER SYSTEM?**

364 A. While CSWR-Texas may assert that the Cassie Water System provides safe drinking water
365 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**
371 **ADDRESS THE UNSAFE DRINKING WATER?**

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 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
381 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.

I request that further detailed analysis and scrutiny be placed on the accounting methodologies used to calculate the annual revenue requirement. My concern is if my understanding is correct and the asset calculations are incorrect for the Cassie Water system, then other systems where the same asset valuation was used may also have errors. (See confidential **Exhibit E**)

VII. CASSIE WATER INTERVENOR SURVEY

Q. HAVE YOU CONDUCTED ANY SURVEYS OR INTERVIEWS AS PART OF YOUR ROLE AS INTERVENOR AND REPRESENTATIVE FOR THE CASSIE WATER SYSTEM CUSTOMERS?

A. Yes, as Intervenor on behalf of the Cassie Water System customers, it was important that customers had an opportunity to provide feedback as part of this process through a survey.

Q. DID YOU RECEIVE RESPONSES TO THE SURVEY AND CAN YOU SUMMARIZE THE RESULTS?

A. Fifteen of the 66 active customers responded, with the majority being permanent residents. The survey covered five topics including: (1) Residency, Property, and Household information; (2) Employment and Income; (3) Water Usage and Treatment; (4) Systems Issues and Impacts; and finally (5) Health, Safety, and Additional Feedback. Completed surveys are attached to **Exhibit F**.

- The majority of responses were from permanent retired residents on a fixed income.

- Most residents have owned their home for more than ten years.

- Only two respondents drink the Cassie Water system after installing residential filtration and or reverse osmosis systems.

- The rest of the respondents purchase drinking water, spending between \$25 and \$50 per month.

- Most customers have had some interaction with CSWR-Texas representatives with mixed results.

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

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

447 448 **VIII. CONCLUSION**

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

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

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

463 Consolidation should not become a mechanism for perpetual rate escalation without
464 corresponding improvements. Any future rate adjustments must be grounded in
465 documented capital improvements, safe water delivery, and clear benefit to the customers
466 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?
DW - Abraxas Utilities - TX1840034	2/15/2023	30 TAC 290.45(b)(1)(D)(i)	Failed to provide a production capacity of 0.6 gpm per connection	N
DW - Abraxas Utilities - TX1840034	2/15/2023	30 TAC 290.46(m)	Repair or replace rusted assets: tank roof, water supply line and tank supports	N
DW - Aero Valley - TX0610243	2/26/2024	30 TAC 290.45(b)(1)(B)	Failed to provide a pressure tank capacity of 20 gallons per connection.	N
DW - Aero Valley - TX0610243	2/26/2024	30 TAC 290.45(b)(1)(B)	Failed to provide total storage capacity of 200 gallons per connection	N
DW - Aero Valley - TX0610243	2/26/2024	30 TAC 290.45(b)(1)(B)	Failed to provide well capacity of 0.6 gpm per connection	N
DW - Aero Valley - TX0610243	2/26/2024	30 TAC 290.43(c)	designed and fabricated in strict accordance with currentAWWA standards.	N
DW - Aero Valley - TX0610243	2/26/2024	30 TAC 290.44(a)	Failure to bury all water lines no less than 24 inches below the ground surface.	N
DW - Aero Valley - TX0610243	2/26/2024	30 TAC 290.41(c)(1)(I)	Failure to have sanitary control easements for the well.	N
DW - Aero Valley - TX0610243	2/26/2024	30 TAC 290.46(m)(1)	Failure to conduct annual inspections on the exterior of both pressure tanks.	N
DW - Arrowhead - TX2470025	2/15/2023	30 TAC 290.109(d)(6)	Failure to provide a Revised Total Coliform Sample Siting Plan.	N
DW - Arrowhead - TX2470025	2/15/2023	30 TAC Chapter 290.46(f)(2) & 30 TAC Chapter 290.46(f)(3)(A)(i)(III)	Failure to provide documentation that identifies the amount of each chemical used each week.	N
DW - Arrowhead - TX2470025	2/15/2023	30 TAC 290.46(n)(2)	Failure to provide an accurate and up-to-date map of the distribution system.	N
DW - Arrowhead - TX2470025	2/15/2023	30 TAC 290.121	Failure to provide a complete monitoring plan.	N
DW - Arrowhead - TX2470025	2/15/2023	30 TAC 290.460	Failure to conduct Customer Service Inspections (CSIs) for new connections.	N
DW - Arrowhead - TX2470025	2/15/2023	30 TAC 290.46(s)(1)	Failure to calibrate or replace the well meters every three years.	N
DW - Arrowhead - TX2470025	2/15/2023	30 TAC Chapter 290.46(m)(1)(A)	Failure to conduct annual tank inspections.	N
DW - Arrowhead - TX2470025	2/15/2023	30 TAC 290.390	Failure to notify the executive director prior to making significant changes and obtain approval.	N
DW - Chaparral Water System Gillespie - TX0860010	1/24/2024	30 TAC 290.45(b)(1)(C)(i)	Failure to provide adequate well capacity.	N
DW - Chaparral Water System Gillespie - TX0860010	1/24/2024	30 TAC 290.43(c)(3)	Failure to provide adequate overflows for the ground storage tanks.	N
DW - Circle R Ranchettes - TX2200148	9/10/2024	30 TAC Chapter 290.45(b)(1)(C)(i)	Failed to provide well capacity of 0.6 gpm per connection	N
DW - Circle R Ranchettes - TX2200148	9/10/2024	30 TAC Chapter 290.46(m)	manner so as to minimize the possibility of the harboring on insects, rodents, and other disease-causing vectors, and in such a way as to prevent other conditions that might cause the contamination	N
DW - Coieto - TX2350036	12/12/2023	30 TAC Chapter 290.45(b)(1)(C)(i)	Failure to have a well capacity of 0.6 gpm per connection.	N
DW - Coieto - TX2350036	12/12/2023	30 TAC Chapter 290.44(c)	Failure to have an adequate waterline size for the number of customers served.	N

Facility	Violation Date	Code	Violation	Health Risk?
DW - Coletto - TX2350036	12/12/2023	30 TAC Chapter 290.46(1)(3)(1) & 30 TAC Chapter 290.46(1)(3)(1)(ii)	Failed to retain the results of inspections for all water storage pressure maintenance facilities. The water system did not have copies of their most recent tank inspection forms.	N
DW - Cooley Point - TX2200117	3/28/2023	30 TAC Chapter 290.45(b)(1)	Failure to provide the minimum required production capacity rate of 0.6 gpm per connection.	N
DW - Copano Cove - TX0040003	12/28/2023	30 TAC Chapter 290.46(m)	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 was documented that there was a leak on a distribution main. Specifically, there was a leak	N
DW - Copano Cove - TX0040003	12/28/2023	30 TAC Chapter 290.46(e) 30 TAC Chapter 290.46(e)(3)(13)	distribution facilities at the public water system are operated at all times under the direct supervision of a water works operator who holds an applicable, valid license.	N
DW - Copano Cove - TX0040003	9/24/2024	30 TAC Chapter 290, SubChapter 1) 290.46(1)(4)(13)	drinking water standards and the results of any special monitoring tests which have been required in the Disinfection Level Quarterly Operating Reports (DLQORs).	N
DW - Copano Cove - TX0040003	9/24/2024	30 TAC Chapter 290, SubChapter 1) 290.110(e)(5)(13)(i) ; 30 TAC Chapter 290, SubChapter 1) 290.110(e)(5)(13)(ii)	Failed to perform sampling to represent the water entering the distribution system in a public water system that has chloramines present.	N
DW - Copano Cove - TX0040003	9/24/2024	30 TAC Chapter 290, SubChapter 1) 290.46(i)	service agreement with provisions for proper enforcement to insure that neither cross-connections nor other unacceptable plumbing practices are	N
DW - Copano Cove - TX0040003	9/24/2024	30 TAC Chapter 290, SubChapter 1) 290.46(s)(2)(C)(i)	Failed to measure the accuracy of manual disinfectant residual analyzers at least once every 90 days.	N
DW - Copano Cove - TX0040003	9/24/2024	30 TAC Chapter 290, SubChapter 1) 290.46(1)	Failed to flush all dead-end mains at monthly intervals.	N
DW - Copano Cove - TX0040003	9/24/2024	30 TAC Chapter 290, SubChapter 1) 290.45(1)(5)	Failed to have a purchase water agreement that authorized a service pump capacity of at least 2.0 gpm per connection.	N
DW - Country Squire Water & Sewer - TX1810060	6/6/2023	30 TAC Chapter 290.45(b)(1)(D)(iii)	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
DW - Country Squire Water & Sewer - TX1810060	6/6/2023	30 TAC Chapter 290.46(1)(2)	Failure by Central State Water Resources to have operating records accessible for review upon request.	N
DW - Country Squire Water & Sewer - TX1810060	6/6/2023	30 TAC Chapter 290.42(1)	Failure to have an adequate plant operations manual.	N
DW - Country Squire Water & Sewer - TX1810060	6/6/2023	30 TAC Chapter 290.46(p)(2)	all the operators and operating companies that the public water system employs.	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	6/6/2023	30 TAC Chapter 290.43(c)(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	3/8/2023	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.	N
DW - C-Willow - TX2470019	3/8/2023	30 TAC 290.46(m)	corrosion was present on the facility piping and the standpipe.	N
DW - C-Willow - TX2470019	3/8/2023	30 TAC 290.46(f)(3)	Failure to provide documentation that identifies the amount of each chemical used each day.	N
DW - C-Willow - TX2470019	3/8/2023	30 TAC 290.110(c)(4)	representative locations in the distribution system at least once per day.	N
DW - El Pinon Estates - TX2030013	4/10/2023	30 TAC Chapter 290.121 (a)	Failure to maintain a copy of the monitoring plan at water treatment plants.	N
DW - El Pinon Estates - TX2030013	4/10/2023	30 TAC Chapter 290.42(1)	Failure to have an adequate plant operations manual.	N
DW - El Pinon Estates - TX2030013	4/10/2023	30 TAC Chapter 290.43(c)(4)	Failure to have an adequate liquid level indicator on all ground storage tanks.	N
DW - El Pinon Estates - TX2030013	4/10/2023	30 TAC Chapter 290.42(f)(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 290.46(f)	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(f)(1)(i)(ii)(I)	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 Date	Code	Violation	Health Risk?
DW - Franklin 3 - TX1520080	1/31/2025	30 TAC Chapter 290, SubChapter 1F 290.121(a)	Failure to maintain an up-to-date chemical and microbiological monitoring plan.	N
DW - Franklin 3 - TX1520080	1/31/2025	30 TAC Chapter 290, SubChapter 1D 290.46(m)	Failure to ensure the good working condition of the system's facilities & equipment.	N
DW - Franklin 3 - TX1520080	1/31/2025	30 TAC Chapter 290, SubChapter 1D 290.46(f)(3)(A)(i)(III)	Failure to maintain records of the amount of chemical used.	N
DW - Franklin 3 - TX1520080	1/31/2025	30 TAC Chapter 290, SubChapter 1D 290.42(f)	Failure to maintain a thorough and up-to-date plant operations manual for operator review and reference.	N
DW - Franklin 3 - TX1520080	1/31/2025	30 TAC Chapter 290, SubChapter 1D 290.39(j)	Failure to obtain written approval of plans and specifications prior to modifying a PWS.	N
DW - Franklin Water System 1 - TX1520224	4/26/2022	30 TAC Chapter 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 290.46(i)	Failure to adopt an adequate customer service agreement (CSA).	N
DW - Franklin Water System 1 - TX1520224	4/26/2022	30 TAC Chapter 290.44(h)(4)	Failed to test backflow devices annually.	N
DW - Franklin Water System 3 - TX1520080	4/26/2022	30 TAC Chapter 290.45(b)(1)(C)(iv)	Failure to provide adequate pressure tank capacity	N
DW - Franklin Water System 3 - TX1520080	4/26/2022	30 TAC §290.45(b)(1)(C)(ii i)	Failure to have two or more pumps that have a total capacity of 2.0 gallons per minute (gpm) per connection at each pump station or pressure plane.	N
DW - Franklin Water System 3 - TX1520080	4/26/2022	30 TAC Chapter 288.30(5)(8)	Failure to prepare and adopt a Drought Contingency Plan (DCP).	N
DW - Franklin Water System 3 - TX1520080	4/26/2022	30 TAC Chapter 290.41(e)(1)	the time of the investigation, there was Municipal Solid Waste (MSW) near the wells	N
DW - Grande Casa - TX0700063	10/26/2023	30 TAC Chapter 290.46(q)(1)	Failed to issue a boil water notice within 24 hrs of a water outage	N
DW - Grande Casa - TX0700063	3/4/2025	30 TAC Chapter 290, SubChapter 1F 290.118(a) ; 30 TAC Chapter 290, SubChapter 1F 290.118(b) ; 30 TAC Chapter 290, SubChapter 1F 290.118(f)(3)	Failure to meet the Secondary Constituent Levels (SCL.s) for Total Dissolved Solids (TDS) and Iron. IIC C4 MIN(3)(D)	N
DW - Grande Casa - TX0700064	7/11/2024	30 TAC Chapter 290.46(f)	Failure to have the system's operating records accessible for review during inspections.	N
DW - Hickory Hill - TX2470018	2/6/2023	30 TAC 290.45(b)(1)(C)(i)	Failure to provide the required well capacity.	N
DW - Hickory Hill - TX2470018	2/6/2023	30 TAC 290.109(d)(6)	Failure to provide a Revised Total Coliform Sample Siting Plan.	N
DW - Hickory Hill - TX2470018	2/6/2023	30 TAC 290.46(n)(2)	Failure to provide an accurate and up-to-date map of the distribution system.	N
DW - Hickory Hill - TX2470018	2/6/2023	30 TAC 290.46(o)	Failure to conduct Customer Service Inspections (CSIs) for new system connections.	N
DW - Hickory Hill - TX2470018	2/6/2023	30 TAC 290.121	Failure to prepare the system's monitoring plan in accordance with 30 TAC 290.121	N

Facility	Violation Date	Code	Violation	Health Risk?
DW - Hickory Hill - TX2470018	2/6/2023	30 TAC 290.46(s)(1)	Failure to calibrate or replace the well meters every three years.	N
DW - Hickory Hill - TX2470018	2/6/2023	30 TAC 290.46(f)	Failure to provide documentation that identifies the amount of chemical used each week.	N
DW - Hills of Briar Oaks - TX2490049	3/28/2023	30 TAC 290.45(b)(1)(C)	capacity rate of 0.6 gpm per connection and for wholesale obligations.	N
DW - La Playa Subdivision - TX2030015	9/5/2023	30 TAC Chapter 290.46(l)(3)(B)(ii)	Failure by CSWR Texas Utility Operating Company - La Playa Subdivision to maintain a complete record of the distribution residual monitoring results.	N
DW - La Playa Subdivision - TX2030015	7/12/2023	30 TAC Chapter 290.46(l)(2)	Failure by CSWR - La Playa Subdivision to have operating records accessible for review upon request.	N
DW - La Playa Subdivision - TX2030015	7/12/2023	30 TAC Chapter 290.42(1)	Failure by CSWR - La Playa Subdivision to have an adequate Plant Operations Manual.	N
DW - La Playa Subdivision - TX2030015	7/12/2023	30 TAC Chapter 290.121(b)	Failure by CSWR - La Playa Subdivision to have a complete monitoring plan.	N
DW - La Playa Subdivision - TX2030015	7/12/2023	30 TAC Chapter 290.43(e)(3)	overflow on the ground storage tank covered with a gravity hinged and weighted cover, an elastomeric duckbill valve, or other approved device.	N
DW - La Playa Subdivision - TX2030015	7/12/2023	30 TAC Chapter 290.43(e)(2)	Failure by CSWR - La Playa Subdivision to lock all roof hatches.	N
DW - Laguna Tres - TX1110019	2/8/2024	30 TAC Chapter 290.45(b)(1)	Failure to provide a minimum pressure tank capacity of 20 gallons per connection.	N
DW - Laguna Tres - TX1110019	9/1/2021	30 TAC 290.46(m)(6)	Failure to maintain the flow-measuring device (meter) for Well Unit #6 in good working condition.	N
DW - Laguna Tres - TX1110019	9/1/2021	30 TAC 290.41 (c)(1)(f)	Failure to provide sanitary control easements.	N
DW - Laguna Tres - TX1110019	9/1/2021	30 TAC 290.46(n)(3)	Failure to obtain and keep on file, a copy of the well completion data.	N
DW - Laguna Tres - TX1110019	9/1/2021	30 TAC Chapter 290.46(n)(1)	plans or record drawings and specifications for each treatment plant, pump station, and storage tank.	N
DW - Laguna Tres - TX1110019	12/16/2024	30 TAC Chapter 290, SubChapter D 290.41(e)(3)(N)	Failure to provide a working well meter for Wells No. 5, 6, 7, 8, 9, and 10. EIC B1 MOI(2)(A)	N
DW - Laguna Tres - TX1110019	12/16/2024	30 TAC Chapter 290, SubChapter D 290.46(s)(1)	Failure to complete well meter calibrations for all wells. EIC B1 MOI(2)(A)	N
DW - Laguna Tres - TX1110020	9/1/2021	30 TAC Chapter 290.46(1)	Failure to flush dead-end mains at monthly intervals.	N
DW - Laguna Vista - TX1110095	9/14/2021	30 TAC (30 TAC) 290.45(b)(1)	Failure to provide a minimum pressure tank capacity of 20 gallons per connection.	N
DW - Laguna Vista - TX1110095	9/14/2021	30 TAC 290.45(b)(1)(C)(i)	Failure to provide a well production capacity of 0.6 gallons per minute (gpm) per connection.	N
DW - Laguna Vista - TX1110095	9/14/2021	30 TAC Chapter 290.42(m) & 30 TAC Chapter 290.43(e)	Failure to have Water Treatment Plant #1 and all appurtenances thereof enclosed by an intruder-resistant fence.	N
DW - Laguna Vista - TX1110095	9/14/2021	30 TAC 290.46(n)(1)	plans or record drawings and specifications for each treatment plant, pump station, and storage tank.	N
DW - Laguna Vista - TX1110095	12/16/2024	30 TAC Chapter 290, SubChapter D 290.46(s)(1)	Failure to complete well meter calibrations for all three wells. EIC B1 MOI(2)(A)	N
DW - Laguna Vista - TX1110095	12/16/2024	30 TAC Chapter 290, SubChapter D 290.39(j)	making any significant change or addition to the system's production, treatment, storage, pressure maintenance, or distribution facilities. EIC C7 MOI	N

Facility	Violation Date	Code	Violation	Health Risk?
DW - Laguna Vista - TX1110095	12/16/2024	30 TAC Chapter 290, SubChapter D 290.41(c)(3)(N)	Failure to provide a working well meter for Well No. 2. IIC C1 MOIX(2)(A)	N
DW - Lake Limestone Coves - TX1980020	4/30/2024	30 TAC Chapter 290.46(f) & 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(c)(3)(J)	at least three feet from the well casing 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(f)(1)(i)(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(f)(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	30 TAC Chapter 290.39(j)	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	30 TAC Chapter 290.45(b)(1)(C)(iii)	Failure to provide adequate service pump capacity.	N
DW - Oak Hills Ranch - TX0940085	11/22/2022	30 TAC Chapter 290.41 (c)(3)(K)	Failure to provide Well #2 with an adequate casing vent.	N
DW - Quiet Village II - TX1080221	11/2/2022	30 TAC Chapter 290.110(c)(4)(A)	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	30 TAC Chapter 290.45(f)(1)	Failure to make available a purchase water contract.	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

Facility	Violation Date	Code	Violation	Health Risk?
DW - Red Oak - TX0700056	10/31/2023	30 TAC Chapter 290.45(b)(1)	Failure to provide the minimum required service pump capacity rate of 2.0 gpm per connection.	N
DW - RJR Water (Mountain River) - TX1840077	3/19/2024	30 TAC Chapter 290.110(b)(4) & 30 TAC Chapter 290.46(d)(2)	acceptable levels within 24 hours or enforcement action will be taken against the public water system. The water system should also conduct additional monitoring throughout the distribution system.	N
DW - RJR Water (Mountain River) - TX1840077	2/13/2024	30 TAC Chapter 290.45(b)(1)(C)(i)	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 (gpm) and only provides 70 gpm. 30 TAC 290.45(b)(1)(C)(i) states that for groundwater systems serving between 50 to 250 connections, the	N
DW - RJR Water (Mountain River) - TX1840077	2/13/2024	30 TAC Chapter 290.43(c)(3)	Failure to maintain an overflow with a 1/16 inch or less gap on the Water plant #1 ground storage tank.	N
DW - RJR Water (Mountain River) - TX1840077	2/13/2024	30 TAC Chapter 290.41(c)(1)(I)	Failure to provide copies of the sanitary control easements.	N
DW - RJR Water (Mountain River) - TX1840077	2/13/2024	30 TAC Chapter 290.41(c)(1)(D)	Failure to keep animals at least 50 feet away from Well #1.	N
DW - RJR Water (Mountain River) - TX1840077	2/13/2024	30 TAC Chapter 290.41(c)(3)(C)	Failure to appropriately pressure cement Well#2.	N
DW - Rocky Point Community - TX0610041	12/18/2023	30 TAC 290.45(b)(1)(C)(iv)	Failure to provide a pressure tank capacity of 20 gallons per connection.	N
DW - S. Silver Creek Village I II & III - TX0270041	10/3/2024	30 TAC Chapter 290.46(m)(1)	inspections available for review during the investigation.	N
DW - S. Silver Creek Village I II & III - TX0270041	10/3/2024	30 TAC Chapter 290.46(m)(1)	chemical used each week, the dates that dead-end mains were flushed and the disinfectant residual monitoring results from the distribution system.	N
DW - Settlers Crossing I - TX0080058	9/6/2022	30 TAC Chapter 290.45(b)(1)(A)(i)	Failure to provide a well capacity of 1.5 gallons per minute (gpm) per connection	N
DW - Settlers Crossing I - TX0080058	9/6/2022	30 TAC Chapter 291.93(3)	certificate of public convenience and necessity that has reached 85% of its capacity as compared to the most restrictive criteria of the commission's minimum capacity requirements	N
DW - Settlers Crossing I - TX0080058	9/6/2022	30 TAC Chapter 290.46(n)(2)	Failure to provide an accurate and up-to-date map of the distribution system.	N
DW - Settlers Crossing I - TX0080058	9/6/2022	30 TAC Chapter 290.46(f)(3)(B)(iv)	Failure to provide a copy of the manual disinfectant residual analyzer verification records.	N
DW - Settlers Crossing I - TX0080058	9/6/2022	30 TAC Chapter 290.46(m)	of the system's facilities and equipment. There was excessive vegetation along the bottom of the southeast portion of the fence inside the plant.	N
DW - Settlers Crossing I - TX0080058	9/6/2022	30 TAC Chapter 290.46(k)	Failure to notify the executive director prior to interconnecting with another system.	N
DW - Settlers Meadow - TX0080055	9/19/2023	30 TAC Chapter 290.45(b)(1)(A)(i)	Failure to provide a well capacity of 1.5 gallons per minute (gpm) per connection.	N
DW - Settlers Meadows - TX0080055	10/28/2024	30 TAC Chapter 290. SubChapter D 290.45(b)(1)(A)(i)	Failure to provide a well capacity of 1.5 gallons per minute (gpm) per connection.	N
DW - Shady Oaks - TX2470017	4/4/2023	30 TAC Chapter 290.45(b)(1)(C)(i)	Failure to provide the required well capacity.	N

Facility	Violation Date	Code	Violation	Health Risk?
DW - Shady Oaks - TX2470017	4/4/2023	30 TAC 290.45(b)(1)(C)(ii)	Failure to provide the required total storage capacity.	N
DW - Shady Oaks - TX2470017	4/4/2023	30 TAC Chapter 290.45(b)(1)(C)(iii)	Failure to provide the required service pump capacity.	N
DW - Shady Oaks - TX2470017	4/4/2023	30 TAC Chapter 290.109(d)(6)	Failure to provide a Revised Total Coliform Sample Siting Plan.	N
DW - Shady Oaks - TX2470017	4/4/2023	30 TAC Chapter 290.46(f)	Failure to provide documentation that identifies the amount of each chemical used each week.	N
DW - Shady Oaks - TX2470017	4/4/2023	30 TAC 290.46(n)(2)	Failure to provide an accurate and up-to-date map of the distribution system.	N
DW - Shady Oaks - TX2470017	4/4/2023	30 TAC Chapter 290.121	Failure to prepare the system's monitoring plan in accordance with 30 TAC 290.121 (b).	N
DW - Shady Oaks - TX2470017	4/4/2023	30 TAC Chapter 290.46(j)	Failure to conduct Customer Service Inspections (CSIs) for new system connections.	N
DW - Shady Oaks - TX2470017	4/4/2023	30 TAC Chapter 290.42(1)	Failure to provide an up-to-date plant operations manual.	N
DW - Shady Oaks - TX2470017	4/4/2023	30 TAC 290.41(c)(3)(N)	Failure to provide an operational flow measuring device (well meter) on Well #2.	N
DW - Shady Oaks - TX2470017	4/4/2023	30 TAC Chapter 290.46(s)(1)	Failure to calibrate or replace the well meters every three years.	N
DW - Shady Oaks - TX2470017	4/4/2023	30 TAC Chapter 290.38(41) & 30 TAC Chapter 290.43(e)	Failure to provide an intruder resistant fence.	N
DW - Shady Oaks - TX2470017	4/4/2023	30 TAC 290.46(m)(1)(A)	Failure to conduct annual tank inspections.	N
DW - South Council Creek 2 - TX0270080	7/25/2023	30 TAC Chapter 290.45(b)(1)(C)(i) & 5A THSC Chapter 341.0315(e)	Failure to provide a well capacity of 0.6 gallons per minute (gpm) per connection.	N
DW - South Council Creek 2 - TX0270080	7/25/2023	30 TAC Chapter 290.460)	(CSI) certificate prior to providing continuous water service to new construction.	N
DW - South Council Creek 2 - TX0270080	7/25/2023	30 TAC Chapter 290.41 (c)(3)(1.)	terminates in a downward direction at and a point which will not be submerged by flood waters.	N
DW - South Council Creek 2 - TX0270080	7/25/2023	30 TAC Chapter 290.41(c)(3)(C)	drill hole by using enough cement under pressure to completely fill and seal the annular space between the well casing and the drill hole.	N
DW - South Silver Creek - TX0270041	11/20/2024	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 290.46(m)(1)(B)	Failure to conduct annual tank inspections.	N
DW - Spanish Grant - TX0700064	3/8/2023	30 TAC Chapter 290.46(f)	Failure to submit the complaint records upon request	N
DW - Spanish Grant - TX0700064	10/25/2022	30 TAC Chapter 290.45(b)(1)(C)	Failure to maintain a total storage capacity of 200 gallons per connection.	N
DW - Spanish Grant - TX0700064	10/25/2022	30 TAC Chapter 290.43(d)(3)	water-volume for all pressure tanks greater than 1,000-gallon capacity.	N

Facility	Violation Date	Code	Violation	Health 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
DW - Spanish Grant - TX0700064	10/25/2022	30 TAC Chapter 290.46(m)(1)	Failure to conduct annual external pressure tank inspections.	N
DW - Tall Pines - TX1010220	3/23/2022	30 TAC Chapter 290.46(m)	condition and general appearance of the system's facilities and equipment. At the time of the investigation, overgrown vegetation, in the side of the fence where the gate is located and in the opposite side of this side of the fence, was noted.	N
DW - Tall Pines - TX1010220	3/23/2022	30 TAC Chapter 290.46(1)(3)(13)(iv)	laboratory equipment, flowmeters, rate-of-flow controllers, on-line turbidimeters, and on-line disinfectant residual analyzers.	N
DW - Texas Landing - TX1870151	6/22/2023	30 TAC Chapter 290.46(n)(2)	an up-to-date map of the distribution system available for review upon request.	N
DW - Thousand Oaks Subdivision - TX0720054	7/13/2022	30 TAC Chapter 290.46(n)(3)	Failure to provide copies of the well completion data.	N
DW - Thousand Oaks Subdivision - TX0720054	7/13/2022	30 TAC Chapter 290.41(e)(1)(I)	Failure to provide copies of the sanitary control easement for Well #1	N
DW - Timberlane Water System - TX2020054	1/31/2023	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 - TX2020054	1/31/2023	30 TAC Chapter 290.46(s)(1)	Failure to calibrate the well meter every three years.	N
DW - Timberlane Water System - TX2020054	1/31/2023	30 TAC Chapter 290.46(1)(3)(13)(ii)	Failure to maintain records of the results of inspections for all water storage and pressure maintenance facilities.	N
DW - Timberlane Water System - TX2020054	1/31/2023	30 TAC Chapter 290.43(c)(4)	Failure to have an appropriate liquid level indicator on the 0.019 million gallon ground storage tank.	N
DW - Timberlane Water System - TX2020054	1/31/2023	30 TAC Chapter 290.41(e)(3)	Failure to have an adequate sealing block at the well.	N
DW - Timberlane Water System - TX2020054	1/31/2023	30 TAC Chapter 290.46(m)	Failure to maintain Well No. 1	N
DW - Timberlane Water System - TX2020054	1/31/2023	30 TAC Chapter 290.46(v)	Failure to maintain all electrical wiring securely installed in compliance with a local or national	N
DW - Tri County Water System 2 - TX1200027	9/6/2023	30 TAC Chapter 290.46(q)(1)	customers throughout the distribution system within the required time frame.	N
DW - Tri County Water System 2 - TX1200027	9/6/2023	30 TAC Chapter 290.46(q)(1)	milligrams per liter (mg/L) at all points throughout 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 code	N
DW - Vacation Village - TX0610052	7/20/2023	30 TAC Chapter 290.45(b)(1)(D)(iv)	Failure to provide a total pressure tank capacity of 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 - TX1630037	5/13/2024	30 TAC Chapter 290.45(b)(1)(C)(ii)	Failure to provide adequate total storage capacity.	N
DW - Ville Dalsace Water Supply - TX1630037	5/13/2024	30 TAC Chapter 291.93(3)	the pressure tank capacity reaching 85% of its capacity.	N
DW - Ville Dalsace Water Supply - TX1630037	5/13/2024	30 TAC Chapter 290.46(s)(2)(C)(i)	Failure to provide chlorine solutions of known concentrations.	N
DW - Ville Dalsace Water Supply - TX1630037	5/13/2024	30 TAC Chapter 290.43(c)(3)	Failure to install an adequate ground storage tank overflow.	N
DW - Ville Dalsace Water Supply - TX1630037	5/13/2024	30 TAC Chapter 290.39(h) & 30 TAC Chapter 290.39(j)	Failure to attest to the completion of water works projects or to notify and obtain approval from the executive director prior to making a significant change to the water system's capacities.	N
DW - Ville Dalsace Water Supply - TX1630037	5/13/2024	30 TAC Chapter 290.46(1)(2) & 30 TAC Chapter 290.46(1) & 30 TAC Chapter 290.46(s)(1)	Failure to make records available for review.	N
DW - Ville Dalsace Water Supply - TX1630037	5/13/2024	30 TAC Chapter 290.44(h)(1)	provide an air gap where an actual contamination hazard exists.	N
DW - Ville Dalsace Water Supply - TX1630037	5/13/2024	30 TAC Chapter 290.46(i)	Failure to provide an adequate adopted plumbing ordinance, regulations, or service agreement.	N
DW - Woodland Harbor - TX0320014	12/27/2023	30 TAC Chapter 290.43(c)	Failure to maintain the ground storage tank.	N
DW - Woodland Harbor - TX0320014	12/27/2023	30 TAC Chapter 290.46(m)(1)(B)	Failure to inspect the interior of pressure tanks provided with an inspection port every five years.	N
DW - Woodland Harbor - TX0320014	12/27/2023	30 TAC Chapter 290.46(1)(3)E	Failure to maintain Customer Service Inspections on file.	N
DW - Woodland Harbor - TX0320014	12/27/2023	30 TAC Chapter 290.43(d)(3)	Failure to equip air compressor injection line with a filter.	N
DW - Woodland Harbor - TX0320014	12/27/2023	30 TAC Chapter 290.46(v)	Failure to have the electrical wiring in the appropriate conduit.	N
DW - Woodland Harbor - TX0320014	12/27/2023	30 TAC Chapter 290.109(d)(1)(A)	Failure to rotate bacteriological sites monthly according to the systems monitoring plan.	N
DW - Woodland Harbor - TX0320014	12/27/2023	30 TAC Chapter 290.45(1)(1)	Failure to have a purchase water contract available for review.	N
DW - Woodland Harbor - TX0320014	5/30/2023	30 TAC Chapter 290.43(c)	Failure to maintain the ground storage tank.	N
DW - Woodland Harbor - TX0320014	5/30/2023	30 TAC Chapter 290.46(1)(3)E	Failure to maintain Customer Service Inspections on file.	N
DW - Woodland Harbor - TX0320014	5/30/2023	30 TAC Chapter 290.46(m)(1)(B)	Failure to inspect the interior of pressure tanks provided with an inspection port every five years.	N

Name	Parameter	Type of Violation	Date Received	Violation Period	Health Risk?
DW - Abraxas Utilities - TX1840034	Gross Alpha	MCL	4/16/2021	Q1 2023	Y
DW - Abraxas Utilities - TX1840034	Combined Radium	MCL	9/19/2023	Q3 2023	Y
DW - Abraxas Utilities - TX1840034	Gross Alpha	MCL	9/19/2023	Q3 2023	Y
DW - Abraxas Utilities - TX1840034	Combined Radium	MCL	9/19/2023	Q3 2023	Y
DW - Abraxas Utilities - TX1840034	Gross Alpha	MCL	9/19/2023	Q3 2023	Y
DW - Abraxas Utilities - TX1840034	Gross Alpha	MCL	8/8/2023	Q2 2023	Y
DW - Abraxas Utilities - TX1840034	Gross Alpha	MCL	5/3/2023	Q1 2023	Y
DW - Abraxas Utilities - TX1840034	Gross Alpha	MCL	3/7/2023	Q4 2022	Y
DW - Abraxas Utilities - TX1840034	Gross Alpha	MCL	1/9/2023	Q3 2022	Y
DW - Abraxas Utilities - TX1840034	Gross Alpha	MCL	12/19/2022	Q2 2022	Y
DW - Abraxas Utilities - TX1840034	Gross Alpha	MCL	8/19/2022	2Q2022	Y
DW - Abraxas Utilities - TX1840034	Combined Radium	MCL	6/29/2022	1Q2022	Y
DW - Abraxas Utilities - TX1840034	Gross Alpha	MCL	6/29/2022	1Q2022	Y
DW - Abraxas Utilities - TX1840034	Gross Alpha	MCL	4/15/2022	Q2 2021	Y
DW - Arrowhead - TX2470025	T.C.R	Water Quality	8/2/2023	Jan-Jun 2023	N
DW - Arrowhead - TX2470025	LCR Lead	Monitoring/Reporting	2/27/2025	July-December 2024	N
DW - Arrowhead - TX2470025	T.C.R	Monitoring/Reporting	1/27/2024	September 2024	N
DW - Cassie Water System - TX0270047	Failure to submit Surface water monthly operating report	Monitoring/Reporting	8/4/2024	June 2024	N
DW - Cassie Water System - TX0270047	Chlorine	Treatment Technique	8/27/2021	June 2021	Y
DW - Cassie Water System - TX0270047	Failure to submit Surface water monthly operating report	Monitoring/Reporting	8/30/2024	May 2024	N
DW - Cassie Water System - TX0270047	Chlorine	Monitoring/Reporting	7/1/2024	April 2024	N
DW - Cassie Water System - TX0270047	RTCR	Monitoring/Reporting	4/16/2024	February 2024	N
DW - Cassie Water System - TX0270047	Chlorine	Treatment Technique	1/4/2021	February 2021	Y
DW - Cassie Water System - TX0270047	Failure to submit Surface water monthly operating report	Monitoring/Reporting	3/26/2024	January 2024	N
DW - Cassie Water System - TX0270047	LCR Lead	Monitoring/Reporting	3/19/2021	07/01/2023-12/31/23	N
DW - Cassie Water System - TX0270047	Chlorine	Treatment Technique	2/26/2024	December 2023	Y
DW - Cassie Water System - TX0270047	Chlorine	Treatment Technique	2/6/2021	November 2023	Y
DW - Cassie Water System - TX0270047	Chlorine	Monitoring/Reporting	1/24/2024	November 2023	Y
DW - Cassie Water System - TX0270047	Chlorine	Treatment Technique		January 2024	Y
DW - Cassie Water System - TX0270047	Chlorine	Treatment Technique	1/13/2025	December 2024	Y
DW - Cassie Water System - TX0270047	LCR Lead	Monitoring/Reporting	1/27/2025	July-December 2024	N
DW - Cassie Water System - TX0270047	Chemical Monitoring	Monitoring/Reporting	2/7/2025	November 2024	N
DW - Cassie Water System - TX0270047	Chemical Monitoring	Monitoring/Reporting	1/4/2024	September 2024	N
DW - Chaparral Water System Gillespie - TX0860010	Nitrate	Monitoring/Reporting	6/8/2023	Q12023	N
DW - Chaparral Water System Gillespie - TX0860010	Chlorine	Monitoring/Reporting	1/21/2023	Q3 2022	N
DW - Circle R Ranchettes - TX2290148	CCR	CCR	1/12/2023	2021	N
DW - Circle R Ranchettes - TX2290148	Chemical Monitoring	Monitoring/Reporting	1/12/2023	2019-2021	N
DW - Circle R Ranchettes - TX2290148	Chemical Monitoring	Monitoring/Reporting	1/12/2023	Y2020	N
DW - Circle R Ranchettes - TX2290148	Chlorine	Monitoring/Reporting	1/12/2023	Q1 2022	N
DW - Circle R Ranchettes - TX2290148	Chlorine	Monitoring/Reporting	1/12/2023	Q2 2021	N
DW - Circle R Ranchettes - TX2290148	Chlorine	Monitoring/Reporting	1/12/2023	Q1 2020	N
DW - Circle R Ranchettes - TX2290148	DWR	Monitoring/Reporting	1/12/2023	6/24-7/8/2021	N
DW - Copano Cove - TX0040003	Chlorine	Treatment Technique	7/2/2021	December 2023 and January 2024	Y
DW - Copano Cove - TX0040003	Chlorine	Treatment Technique	4/4/2024	October & November 2023	Y
DW - Copano Cove - TX0040003	Chlorine	Treatment Technique	9/26/2023	May & June 2023	Y
DW - Copano Cove - TX0040003	RTCR	Monitoring/Reporting	8/1/2023	8/22/2022	N
DW - Copano Cove - TX0040003	RTCR	Monitoring/Reporting	7/17/2023	5-1/2023	N
DW - Copano Heights - TX0040017	LCR Lead	Monitoring/Reporting	8/19/2024	January - June 2024	N
DW - Copano Heights - TX0040017	T.C.R	Monitoring/Reporting	12/1/2023	2021-2023	N
DW - Council Creek Village - TX0270014	Chlorine	Monitoring/Reporting	10/17/2024	Q2 2024	N
DW - Council Creek Village - TX0270014	Combined Radium	MCL	5/8/2021	Q1 2023	Y
DW - Council Creek Village - TX0270014	Gross Alpha	MCL	5/8/2024	Q4 2023	Y
DW - Council Creek Village - TX0270014	Combined Radium	MCL	12/13/2023	Q2 2023	Y
DW - Council Creek Village - TX0270014	Combined Radium	MCL	12/13/2023	Q3 2023	Y
DW - Council Creek Village - TX0270014	Gross Alpha	MCL	12/13/2023	Q3 2023	Y
DW - Council Creek Village - TX0270014	Gross Alpha	MCL	12/13/2023	Q3 2023	Y
DW - Council Creek Village - TX0270014	Combined Radium	MCL	6/29/2023	Q1 2023	Y
DW - Council Creek Village - TX0270014	Gross Alpha	MCL	6/29/2023	Q1 2023	Y
DW - Council Creek Village - TX0270014	Combined Radium	MCL	2/14/2023	Q1 2022	Y
DW - Council Creek Village - TX0270014	Gross Alpha	MCL	2/14/2023	Q4 2022	Y
DW - Council Creek Village - TX0270014	Combined Radium	MCL	12/19/2022	Q3 2022	Y
DW - Council Creek Village - TX0270014	Nitrate	MCL	12/19/2022	Q3 2022	Y
DW - Council Creek Village - TX0270014	Combined Radium	MCL	8/19/2022	2Q2022	Y
DW - Council Creek Village - TX0270014	Gross Alpha	MCL	8/19/2022	2Q2022	Y
DW - Council Creek Village - TX0270014	RADs	Notification	7/19/2022	1Q2022	N
DW - Council Creek Village - TX0270014	Combined Radium	MCL	5/27/2025	3Q 2024	Y
DW - Council Creek Village - TX0270014	Gross Alpha	MCL	5/27/2025	1Q2024	Y
DW - Council Creek Village - TX0270014	Combined Radium	MCL	3/24/2025	Q2 2025	Y
DW - Council Creek Village - TX0270014	Gross Alpha	MCL	1/24/2025	Q1 2024	Y
DW - Country Square Water & Sewer - TX1810060	Chlorine	Monitoring/Reporting	9/26/2023	Q2 2023	N
DW - Country Square Water & Sewer - TX1810060	Chemical Monitoring	DTQOR	2/8/2023	Q1-Q2 2021	N
DW - C-Willow - TX2470019	LCR	Water Quality	8/2/2023	Jan-Jun 2023	N
DW - C-Willow - TX2470019	LCR Lead	Monitoring/Reporting	1/27/2024	July-December 2024	N
DW - Deer Springs Water Company - TX0270006	Chlorine	Monitoring/Reporting		Q3 2022	N
DW - Deer Springs Water Company - TX0270006	RTCR	Monitoring/Reporting	4/16/2021	February 2021	N
DW - Deer Springs Water Company - TX0270006	Chlorine	Monitoring/Reporting		Q2 2022	N
DW - Deerwood - TX1700798	CCR	CCR	1/25/2023	2023	N
DW - El Pinon Estates - TX2030013	Chemical Monitoring	Monitoring/Reporting	8/29/2024	January - June 2024	N
DW - El Pinon Estates - TX2030013	Failure to submit operational evaluation report	Monitoring/Reporting	7/25/2021	Q1 2021	N
DW - El Pinon Estates - TX2030013	TTIM	MCL	5/16/2024	Q1 2024	Y
DW - El Pinon Estates - TX2030013	T.C.R	Monitoring/Reporting	9/16/2023	Q1&2 2022	N
DW - El Pinon Estates - TX2030013	LCR	Water Quality	8/2/2023	Jan-Jun 2023	N
DW - El Pinon Estates - TX2030013	T.C.R	Monitoring/Reporting	2/21/2023	July 1 - Dec 31 2022	N
DW - El Pinon Estates - TX2030013	Chemical Monitoring	Monitoring/Reporting	2/1/2023	July 1 - Dec 31 2022	N
DW - El Pinon Estates - TX2030013	CCR	CCR	12/1/2023	2023	N
DW - El Pinon Estates - TX2030013	THM	MCL	2/29/2025	Q1 2025	Y
DW - El Pinon Estates - TX2030013	HAAs	MCL	12/18/2024	Q1 2024	Y
DW - El Pinon Estates - TX2030013	THM	MCL	12/18/2024	Q2 2024	Y
DW - Farrar WSC - TX1470007	Gross Alpha	Monitoring/Reporting	6/8/2023	Tr 1/2020-12/2022	N
DW - Farrar WSC - TX1470007	Chemical Monitoring	Monitoring/Reporting	5/2/2023	01/01/2021-12/31/2021	N
DW - Farrar WSC - TX1470007	Chemical Monitoring	Monitoring/Reporting	2/1/2023	July 1 - Dec 31 2022	N
DW - Flag Creek Ranch - TX1500112	RADs	Monitoring/Reporting	10/1/2024	Q1 2024	N
DW - Flag Creek Ranch - TX1500112	RTCR	Monitoring/Reporting	4/16/2021	February 2021	N
DW - Flag Creek Ranch - TX1500112	LCR Lead	Notification	2/29/2024	08/01/2023-09/30/2023	N
DW - Flag Creek Ranch - TX1500112	Nitrate	Monitoring/Reporting	9/19/2023	Q2 2022	N
DW - Flag Creek Ranch - TX1500112	RTCR	Monitoring/Reporting	9/24/2022	8/19/2022	N
DW - Franklin Water System 3 - TX1520080	Nitrate	MCL	2/6/2021	Q1 2023	Y
DW - Franklin Water System 3 - TX1520080	Chromium	MCL	11/14/2023	Q3 2023	Y
DW - Franklin Water System 3 - TX1520080	Nitrate	MCL	11/14/2023	Q3 2023	Y
DW - Franklin Water System 3 - TX1520080	Nitrate	MCL	7/25/2023	Q2 2023	Y
DW - Franklin Water System 3 - TX1520080	Nitrate	MCL	6/12/2023	Q1 2023	Y
DW - Franklin Water System 3 - TX1520080	Nitrate	Monitoring/Reporting	6/8/2023	Q12023	N
DW - Franklin Water System 3 - TX1520080	Nitrate	MCL	5/8/2023	Q1 2024	Y

Name	Parameter	Type of Violation	Date Received	Violation Period	Health Risk?
DW - Franklin Water System 3 - TX1520080	Chromium	MCL	3/14/2023	Q3&4 2022	Y
DW - Franklin Water System 3 - TX1520080	Chromium	MCL	2/6/2023	Q4 2023	Y
DW - Franklin Water System 3 - TX1520080	Nitrate	MCL	12/19/2022	Q1 2022	Y
DW - Franklin Water System 3 - TX1520080	Nitrate	MCL	9/23/2022	3Q2022	Y
DW - Franklin Water System 3 - TX1520080	Chromium	MCL	8/19/2022	2Q2022	Y
DW - Franklin Water System 3 - TX1520080	Nitrate	MCL	3/13/2025	Q4 2024	Y
DW - Franklin Water System 3 - TX1520080	Nitrate	MCL	1/13/2024	Q1 2024	Y
DW - Fremont Water - TX1330153	RAAs	Monitoring/Reporting	1/3/2024	Q2 2022	N
DW - Fremont Water - TX1330153	RAAs	Monitoring/Reporting	9/19/2023	Q1 2022	N
DW - Hickory Hill - TX2470018	Chlorine	Monitoring/Reporting	10/7/2024	Q2 2024	N
DW - La Playa Subdivision - TX2050015	RTCR	Monitoring/Reporting	9/28/2021	July 2021	N
DW - La Playa Subdivision - TX2050015	TTHM	MCL	9/4/2024	Q2 2024	Y
DW - La Playa Subdivision - TX2050015	Failure to submit operational evaluation report	Monitoring/Reporting	8/25/2021	Q1 2021	N
DW - La Playa Subdivision - TX2050015	Chemical Monitoring	Monitoring/Reporting	8/29/2024	January - June 2024	N
DW - La Playa Subdivision - TX2050015	TTHM	MCL	5/16/2021	Q1 2024	Y
DW - La Playa Subdivision - TX2050015	HAAs	Reporting	2/6/2024	Q3 2023	N
DW - La Playa Subdivision - TX2050015	TTHM	MCL	2/6/2021	Q1 2023	Y
DW - La Playa Subdivision - TX2050015	TTHM	Monitoring/Reporting	1/24/2024	11/29/2022	N
DW - La Playa Subdivision - TX2050015	TTHM	MCL	11/14/2023	Q5 2023	Y
DW - La Playa Subdivision - TX2050015	Failure to submit operational evaluation report	Monitoring/Reporting	8/24/2023	Q2 2023	N
DW - La Playa Subdivision - TX2050015	LCR	Water Quality	8/2/2023	Jan-Jun 2024	N
DW - La Playa Subdivision - TX2050015	TTHM	Monitoring/Reporting	6/23/2023	Q1 2023	N
DW - La Playa Subdivision - TX2050015	RTCR	Monitoring/Reporting	5/4/2023	2021	N
DW - La Playa Subdivision - TX2050015	TTHM	MCL	4/4/2023	Q4 2022	Y
DW - La Playa Subdivision - TX2050015	TTHM	MCL	3/19/2023	Q3 2022	Y
DW - La Playa Subdivision - TX2050015	LCR	Monitoring/Reporting	2/14/2023	June 1- Sept 30 2022	N
DW - La Playa Subdivision - TX2050015	CCR	CCR	12/12/2022	7-11-1905	N
DW - La Playa Subdivision - TX0900015	HAAs	MCL	3/13/2025	Q4 2024	Y
DW - La Playa Subdivision - TX0900015	TTHM	MCL	1/13/2025	Q3 2024	Y
DW - La Playa Subdivision - TX0900015	TCU Lead	Monitoring/Reporting	1/27/2025	July-December 2024	N
DW - La Playa Subdivision - TX0900015	TTHM	MCL	12/11/2024	Q1 2024	Y
DW - Laguna Tres - TX1110019	LCR Lead	Monitoring/Reporting	3/13/2023	2022	N
DW - Laguna Tres - TX1110019	LCR	Water Quality	2/1/2023	July 1- Dec. 31 2022	N
DW - Laguna Vista - TX1110015	Well	Monitoring/Reporting	7/26/2023	5/1/2023	N
DW - Lake Limestone Coves - TX1980020	RTCR	Monitoring/Reporting	11/7/2023	9-1/2023	N
DW - Lake Limestone Coves - TX1980020	Chlorine	Treatment Technique	8/26/2023	May & June 2023	Y
DW - Lake Limestone Coves - TX1980020	Chlorine	Treatment Technique	7/5/2023	Dec 2022 & Jan 2023	Y
DW - Lake Limestone Coves - TX1980020	Chlorine	Monitoring/Reporting	12/19/2022	Q3 2022	N
DW - Lincenum Water Powers Addition - TX0200159	Nitrate and Synthetic organics	Monitoring/Reporting	5/7/2021	2023	N
DW - Lincenum Water Powers Addition - TX0200159	RTCR	Monitoring/Reporting	3/25/2024	October 2023	N
DW - Lincenum Water Powers Addition - TX0200159	LCR Lead	Monitoring/Reporting	3/18/2021	07-01-2023-1-31-2023	N
DW - Lincenum Water Powers Addition - TX0200159	Chlorine	Treatment Technique	2/26/2024	12/29/2023	Y
DW - Live Oak Hills Subdivision - TX1540012	RTCR	Monitoring/Reporting	4/16/2021	February 2021	N
DW - Live Oak Hills Subdivision - TX1540012	Combined Radium	MCL	3/26/2024	Q3 2023	Y
DW - Live Oak Hills Subdivision - TX1540012	Gross Alpha	MCL	3/26/2021	Q3 2023	Y
DW - Live Oak Hills Subdivision - TX1540012	Combined Radium	MCL	9/19/2023	Q2 2023	Y
DW - Live Oak Hills Subdivision - TX1540012	Gross Alpha	MCL	9/19/2023	Q2 2023	Y
DW - Live Oak Hills Subdivision - TX1540012	Combined Radium	MCL	8/8/2023	Q1 2023	Y
DW - Live Oak Hills Subdivision - TX1540012	Gross Alpha	MCL	8/8/2023	Q1 2023	Y
DW - Live Oak Hills Subdivision - TX1540012	RTCR	Monitoring/Reporting	8/1/2023	6/1/2022	N
DW - Live Oak Hills Subdivision - TX1540012	Combined Radium	MCL	3/7/2023	Q1 2022	Y
DW - Live Oak Hills Subdivision - TX1540012	Gross Alpha	MCL	3/7/2023	Q4 2022	Y
DW - Live Oak Hills Subdivision - TX1540012	Combined Radium	MCL	11/14/2022	Q3 2022	Y
DW - Live Oak Hills Subdivision - TX1540012	Gross Alpha	MCL	11/14/2022	Q3 2022	Y
DW - Live Oak Hills Subdivision - TX1540012	Combined Radium	MCL	9/13/2022	3Q2022	Y
DW - Live Oak Hills Subdivision - TX1540012	Gross Alpha	MCL	9/13/2022	3Q2022	Y
DW - Live Oak Hills Subdivision - TX1540012	Combined Radium	MCL	4/23/2025	Q2 2024	Y
DW - Live Oak Hills Subdivision - TX1540012	Gross Alpha	MCL	12/23/2024	Q2 2024	Y
DW - Longford Place Subdivision - TX1810015	LCR Lead	Notification	2/28/2021	06-01-2023-09-30-2023	N
DW - Longford Place Subdivision - TX1810015	Chlorine	Monitoring/Reporting	9/26/2023	Q2 2023	N
DW - Meadowview Estates I - TX0680051	RTCR	Monitoring/Reporting	6/4/2021	April 2021	N
DW - Meadowview Estates I - TX0680051	LCR Lead	Monitoring/Reporting	2/17/2025	July-December 2024	N
DW - Meadowview Estates II - TX0680059	LCU Lead	Monitoring/Reporting		July-December 2024	N
DW - North University Estates - TX1520159	Chemical Monitoring	Monitoring/Reporting	5/8/2021	2023	N
DW - North University Estates - TX1520159	Nitrate	Monitoring/Reporting	12/13/2023	Q3 2023	N
DW - North University Estates - TX1520159	LCR	MCL	12/8/2023	Q4 2023	Y
DW - North University Estates - TX1520159	HAAs	Monitoring/Reporting	5/7/2025	Q1-Q4 2024	Y
DW - North Victoria - TX2350049	Chlorine	Monitoring/Reporting	12/28/2023	Q3 2023	N
DW - North Victoria - TX2350049	LCU Lead	Monitoring/Reporting	1/20/2025	Jan-June 2025	N
DW - Oak Hills Ranch - TX0940085	LCR Lead	Monitoring/Reporting	8/19/2024	January - July 2024	N
DW - Oak Hills Ranch - TX0940085	LCR Lead	Water Quality	14/2/2021	July - December 2023	N
DW - Oak Hills Ranch - TX0940085	LCR Lead	Monitoring/Reporting	2/27/2025	July-December 2024	N
DW - S. Silver Creek Village I II & III - TX0270041	Combined Radium	MCL	5/8/2021	Q1 2023	Y
DW - S. Silver Creek Village I II & III - TX0270041	Gross Alpha	MCL	5/8/2024	Q4 2023	Y
DW - S. Silver Creek Village I II & III - TX0270041	Combined Radium	MCL	11/14/2023	Q2 2023	Y
DW - S. Silver Creek Village I II & III - TX0270041	Gross Alpha	MCL	11/14/2023	Q2 2023	Y
DW - S. Silver Creek Village I II & III - TX0270041	Combined Radium	MCL	10/17/2023	Q1 2023	Y
DW - S. Silver Creek Village I II & III - TX0270041	Gross Alpha	MCL	10/17/2023	Q1 2023	Y
DW - S. Silver Creek Village I II & III - TX0270041	Combined Radium	MCL	6/29/2023	Q1 2023	Y
DW - S. Silver Creek Village I II & III - TX0270041	Gross Alpha	MCL	6/29/2023	Q1 2023	Y
DW - S. Silver Creek Village I II & III - TX0270041	Combined Radium	MCL	2/14/2023	Q1 2022	Y
DW - S. Silver Creek Village I II & III - TX0270041	Gross Alpha	MCL	2/14/2023	Q4 2022	Y
DW - S. Silver Creek Village I II & III - TX0270041	Combined Radium	MCL	12/19/2022	Q3 2022	Y
DW - S. Silver Creek Village I II & III - TX0270041	Gross Alpha	MCL	12/19/2022	Q3 2022	Y
DW - S. Silver Creek Village I II & III - TX0270041	Combined Radium	MCL	8/19/2022	2Q2022	Y
DW - S. Silver Creek Village I II & III - TX0270041	Gross Alpha	MCL	8/19/2022	2Q2022	Y
DW - S. Silver Creek Village I II & III - TX0270041	RAAs	Notification	6/30/2022		N
DW - S. Silver Creek Village I II & III - TX0270041	Combined Radium	MCL	6/29/2022	1Q2022	Y
DW - S. Silver Creek Village I II & III - TX0270041	Gross Alpha	MCL	6/29/2022	1Q2022	Y
DW - S. Silver Creek Village I II & III - TX0270041	Combined Radium	MCL	5/27/2025	3Q 2024	Y
DW - S. Silver Creek Village I II & III - TX0270041	Gross Alpha	MCL	5/27/2025	1Q 2024	Y
DW - S. Silver Creek Village I II & III - TX0270041	Gross Alpha	MCL	3/24/2025	Q2 2024	Y
DW - Seven Estates - TX1520188	Fluoride	MCL	12-8-2025	Q1 2025	Y
DW - Seven Estates - TX1520188	Fluoride	MCL	12/8/2023	Q3 & Q4 2023	Y
DW - Seven Estates - TX1520188	Fluoride	MCL	7/25/2023	Q2 2023	Y
DW - Seven Estates - TX1520188	Nitrate	Monitoring/Reporting	6/8/2023	Q12023	N
DW - Seven Estates - TX1520188	Fluoride	MCL	6/6/2023	Q1 2023	Y
DW - Seven Estates - TX1520188	Fluoride	MCL	2/1/2023	Q4 2022	Y
DW - Shady Oaks - TX2470017	LCR	Water Quality	8/2/2023	Jan-Jun 2023	N
DW - Shady Oaks - TX2470017	LCR Lead	Monitoring/Reporting	2/27/2025	July-December 2024	N
DW - South Council Creek 2 - TX0270080	LCR Lead	Monitoring/Reporting	8/19/2021	January - June 2021	N
DW - South Council Creek 2 - TX0270080	Combined Radium	MCL	5/8/2024	Q4 2023	Y
DW - South Council Creek 2 - TX0270080	Gross Alpha	MCL	5/8/2021	Q1 2023	Y

Name	Parameter	Type of Violation	Date Received	Violation Period	Health Risk?
DW - South Council Creek 2 - TX0270080	T.C.R.	Monitoring/Reporting	12/12/2023	2021-2023	N
DW - South Council Creek 2 - TX0270080	Combined Radium	MCL	11/14/2023	Q2 2023	Y
DW - South Council Creek 2 - TX0270080	Gross Alpha	MCT	11/14/2023	Q2 2023	Y
DW - South Council Creek 2 - TX0270080	Combined Radium	MCL	8/8/2023	Q1 2023	Y
DW - South Council Creek 2 - TX0270080	Gross Alpha	MCT	8/8/2023	Q1 2023	Y
DW - South Council Creek 2 - TX0270080	Combined Radium	MCL	2/14/2023	Q4 2022	Y
DW - South Council Creek 2 - TX0270080	Gross Alpha	MCT	2/14/2023	Q1 2022	Y
DW - South Council Creek 2 - TX0270080	Combined Radium	MCL	12/19/2022	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	2Q2022	Y
DW - South Council Creek 2 - TX0270080	Gross Alpha	MCT	8/19/2022	2Q2022	Y
DW - South Council Creek 2 - TX0270080	Combined Radium	MCL	6/29/2022	1Q2022	Y
DW - South Council Creek 2 - TX0270080	Gross Alpha	MCT	6/29/2022	1Q2022	Y
DW - South Council Creek 2 - TX0270080	RADs	Monitoring/Reporting	5/7/2025	Q3 2024	N
DW - South Council Creek 2 - TX0270080	Combined Radium	MCL	4/24/2025	Q2 2024	Y
DW - South Council Creek 2 - TX0270080	Gross Alpha	MCL	3/24/2025	Q2 2024	Y
DW - Southwest Garden Water - TX150217	Iodide	MCL	11/31/2024	Q1 2024	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	Combined Radium	MCL	7/25/2023	Q2 2023	Y
DW - Texas Landing - TX1870151	Gross Alpha	MCL	7/25/2023	Q2 2023	Y
DW - Texas Landing - TX1870151	Combined Radium	MCT	5/25/2023	Q1 2023	Y
DW - Texas Landing - TX1870151	Gross Alpha	MCL	5/23/2023	Q1 2023	Y
DW - Texas Landing - TX1870151	Combined Radium	MCT	3/14/2023	Q1 2022	Y
DW - Texas Landing - TX1870151	Gross Alpha	MCL	3/14/2023	Q4 2022	Y
DW - Texas Landing - TX1870151	GWR	CTCR	12/12/2022	2021	N
DW - Texas Landing - TX1870151	Combined Radium	MCL	11/14/2022	Q3 2022	Y
DW - Texas Landing - TX1870151	Gross Alpha	MCT	11/14/2022	Q3 2022	Y
DW - Texas Landing - TX1870151	Gross Alpha	MCT	9/15/2022	2Q2022	Y
DW - Texas Landing - TX1870151	Combined Radium	MCL	7/17/2023	Q2 2024	Y
DW - Timberlane Water System - TX2020054	RTCR	Monitoring/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	DLQOR	5/2/2023	Q4 2021	N
DW - Timberlane Water System - TX2020054	T.C.R.	Monitoring/Reporting	2/14/2023	June 1 - Sept. 30 2021	N
DW - Tri County Water System 2 - TX1200027	Chemical Monitoring	DLQOR	2/24/2023	Q4 2019 - Q2 2022	N
DW - Tri County Water System 2 - TX1200027	GWR	Monitoring/Reporting	2/24/2023	Sept. 2021	N
DW - Tri County Water System 2 - TX1200027	GWR	CTCR	12/21/2022	7/13/2005	N
DW - Tri County Water System 2 - TX1200027	Chlorine	Water Quality			N
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 - TX0610052	RTCR	Monitoring/Reporting	5/8/2024	March 2024	N
DW - Valle Dalsace Water Supply - TX1630037	L.C.R. Lead	Monitoring/Reporting	2/6/2021	2022	N
DW - Valle Dalsace Water Supply - TX1630037	L.C.R.	Monitoring/Reporting	9/19/2023	01/01/2018-12/31/2020	N
DW - Valle Dalsace Water Supply - TX1630037	Chemical Monitoring	Monitoring/Reporting	12/11/2024	Q1 2024	N
DW - Vineyard Ridge Water - TX0860144	Nitrate	Monitoring/Reporting	5/7/2025	Q4 2024	N
DW - Vineyard Ridge Water - TX0860144	Chlorine	Monitoring/Reporting	7/17/2025	Q1 2024	N
DW - Vista Verde Water Systems - TX1700694	RTCR	Monitoring/Reporting	12/6/2023	10/1/2022	N
DW - Vista Verde Water Systems - TX1700694	RTCR	Monitoring/Reporting	8/1/2023	6/1/2022	N
DW - Vista Verde Water Systems - TX1700694	Chlorine	DLQOR	7/31/2023	Q1 2022	N
DW - Vista Verde Water Systems - TX1700694	RTCR	Monitoring/Reporting	6/6/2023	4/1/2022	N
DW - Vista Verde Water Systems - TX1700694	L.C.R.	Monitoring/Reporting	2/14/2023	June 1 - Sept. 30 2022	N
DW - Walnut Bend - TX0030037	Combined Radium	Monitoring/Reporting	6/8/2023	Tri 1/2020-12/2022	N
DW - Water Works 1 Lloyd Acres - TX1500018	RTCR	Monitoring/Reporting	12/2/2024	September 2024	N
DW - Water Works 1 Lloyd Acres - TX1500018	RTCR	Monitoring/Reporting	11/22/2024	September 2024	N
DW - Woodland Harbor - TX0320014	TTHM	Monitoring/Reporting	10/1/2024	Q2 2024	N
DW - Woodland Harbor - TX0320014	Chlorine	Monitoring/Reporting	12/28/2023	Q3 2023	N

Exhibit B: Docket No. 57386 Proposed Rate Increases

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
Coletto	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 Water System	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
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 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
	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

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 gallons	\$75.89	Proposed at 5,000 gallons	\$114.44	
	Existing at 10,000 gallons	\$101.89	Proposed at 10,000 gallons	\$157.63	
La Playa	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	
Timberlane	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	
Vista Verde	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	
South Silver Creek I, II & III	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	
Tall Pines	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	
Texas Landing	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	
Thousand Oaks Subdivision	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	
Trectop Estates	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	
Tri-County Point POA	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	
Walnut Bend	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	
Waterco	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	

Woodland Harbor (Alpha)	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
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 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
Linccum 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 Customers by Type

CASSIE WATER SYSTEM – CUSTOMER TYPE

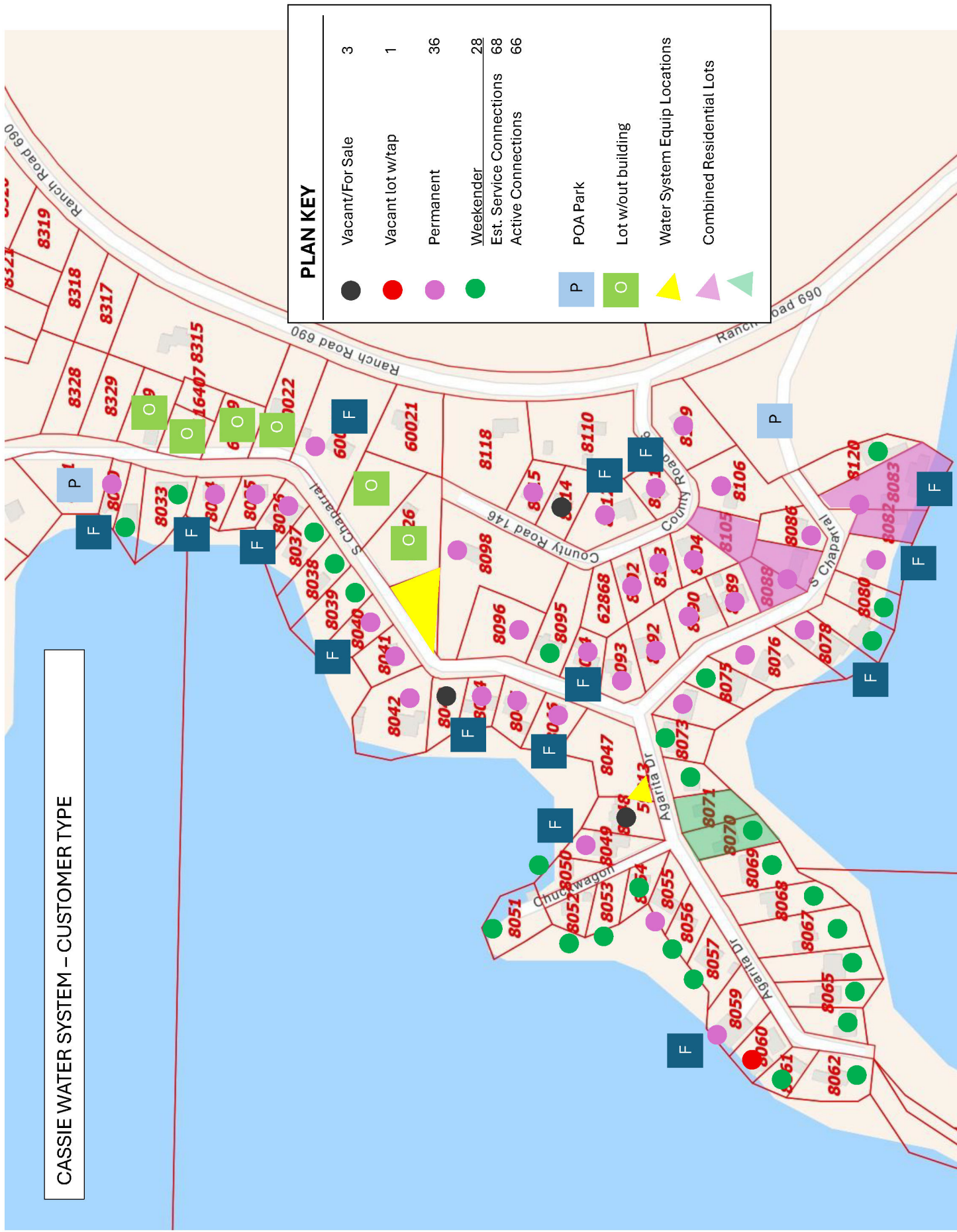
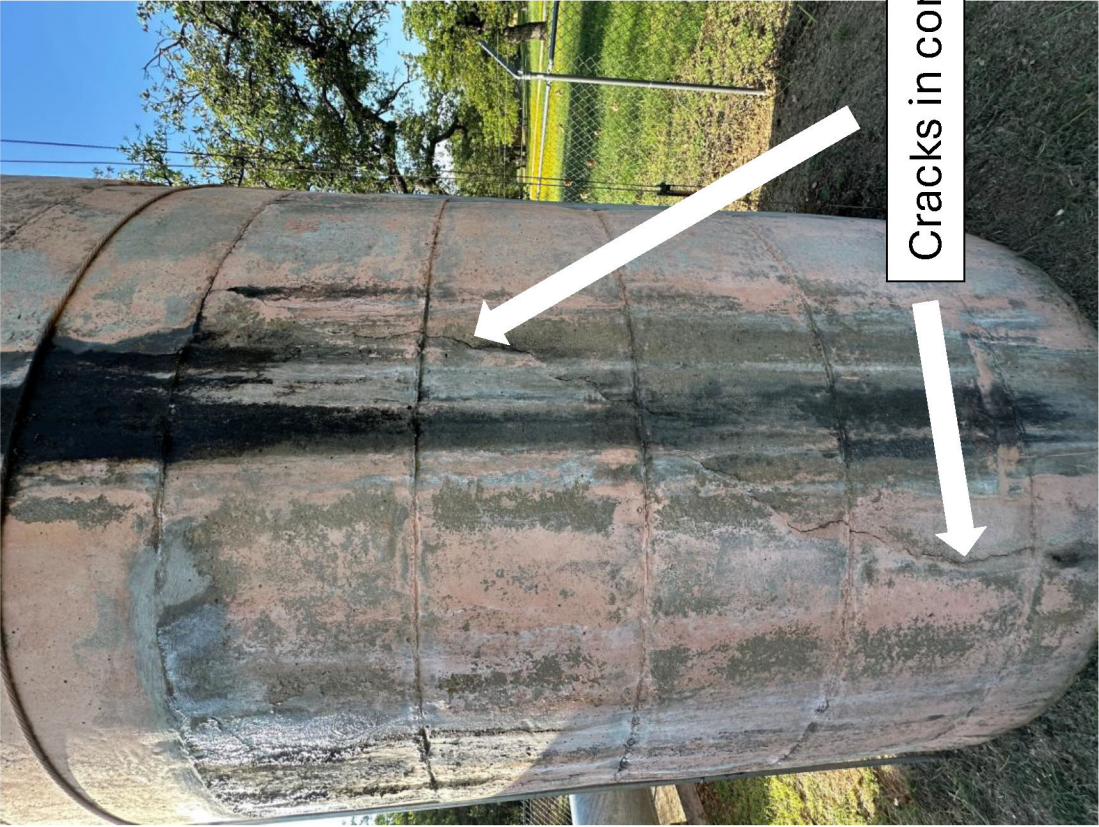


Exhibit D: Photographs of Cassie Water System Agarita Storage Tanks



Cracks in concrete



Leaks/algae



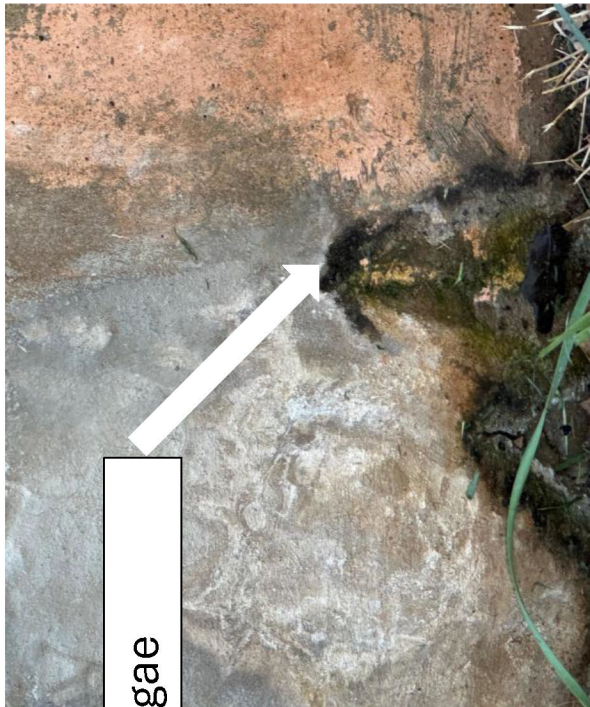
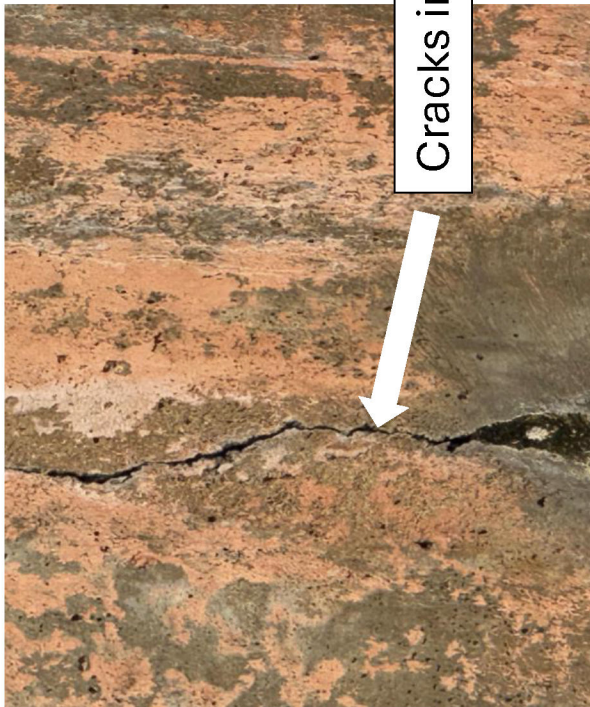


Exhibit E: Confidential Financial Exhibit

Exhibit F: Cassie Water System Intervenor Survey Results

Cassie Water System Customer Survey

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.

Privacy Option

- ☐ Yes, keep my responses anonymous
- ☒ No, I am okay with being contacted (optional info at the end)

Section 1: Residency, Property, and Household Information

1. Are you 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
- ☒ 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?

- ☐ 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
- ☐ 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
- ☐ Not sure

Section 2: Employment & Income (Optional)

8. 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

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 **NEVER!**
- ☒ Basic filtration (e.g., refrigerator/Brita filter)
- ☒ Reverse Osmosis (RO) system **IN KITCHEN FOR ^{COOKING} ~~CONSUMPTION~~**
- ☒ Whole-home water treatment **3 STAGE FILTER IN GARAGE**
- ☒ Other: **FILTERS ON SHOWER HEADS**

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
- ☐ Other: _____
- ☐ Prefer not to answer

14. If you do not drink the tap water, do you purchase water for drinking or cooking?

- ☒ Yes **BOTTLED WATER**
- ☐ No

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

- ☐ Under \$10
- ☐ \$10-\$25
- ☒ \$25-\$50

- ☐ Over \$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 outages
- ☒ Water pressure fluctuations
- ☒ Highly chlorinated water
- ☒ Hard water issues
- ☐ Other:

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

(Also describe in Question 17.)

- ☒ Ruined 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 CHLORINE RUINED CLOTHES IN WASHER
- ☒ Damaged or impacted septic system CHLORINE DAMAGED SEPTIC
- ☒ Other: CHLORINE KILLED GRASS AND SHRUBS

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

- ☐ Approximate date(s) of occurrence SEPTEMBER 2024
- ☐ Cost to repair \$25,000 - WHOLE HOUSE REPLUMBED
- ☐ Value of damaged items \$500 CLOTHES
- ☐ Was an insurance claim filed? YES, BUT THEY WOULD ONLY PAY FOR REPLUMB TO LAUNDRY ROOM \$3,500
- ☐ Response:

WE REPAIRED 4 PLUMBING LEAKS OVER 6 YEARS
OUT OF OUR POCKET, DIDNT FILE INSURANCE CLAIMS
THE COPPER PIPES IN THE FOUNDATION WERE CORRODED
AND LEAKING IN THE FOUNDATION - WE HAD NO
CHOICE BUT TO CAP COPPER PIPES AND REPLACE (PEX)

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
- ☐ Part reimbursement
- ☒ 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

- ☐ 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?

- ☒ 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?

- ☒ Yes HAVE HAD ONGOING SKIN REACTIONS AND ALLERGIC REACTIONS EVER SINCE WE MOVED HERE
- ☐ No

27. If yes, do you have documentation linking the illness directly to the water system?

- ☐ Yes IVE BEEN TO DERMATOLOGIST AND ALLERGY DOCTORS
- ☒ No TESTS COULD NOT IDENTIFY ANY ENVIRONMENTAL OR CONTACT WITH ANY SUBSTANCE EXCEPT THE WATER + CHLORINE

If yes, would you be willing to share this information 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.O. WATER THROUGH A BRITA FILTER FOR CONSUMPTION IN ADDITION TO THE ABOVE

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.

I'VE HAD ONGOING MEDICAL ISSUES THE ENTIRE TIME WE'VE LIVED HERE. (8 YEARS) SUCH AS: ALLERGIC REACTIONS, EXEMA, HIVES AND URTICARIA.

I DID NOT HAVE ANY OF THESE ISSUES BEFORE LIVING HERE

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

THE HORRIBLE WATER HAS CAUSED ONGOING, UNRESOLVED MEDICAL ISSUES AND COST US OVER \$30,000 IN 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: 512.663.1894

debra.holcomb1895@gmail.com

Cassie Water System Customer Survey

Page 7 of 7

Cassie Water System Customer Survey

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.

Privacy Option

- ☐ Yes, keep my responses anonymous
- ☒ No, I am okay with being contacted (optional info at the end)

Section 1: Residency, Property, and Household Information

1. Are you 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
- ☒ 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?

- ☒ 1
- ☐ 2
- ☐ 3 or more *

5. What is your property address or addresses if more than one property with meter? (Optional)

101 Chuckwagon Dr.

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
- ☐ 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
- ☐ Not sure

Section 2: Employment & Income (Optional)

8. 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

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 *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
- ☒ \$25-\$50

- ☐ Over \$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 outages
- ☒ Water pressure fluctuations
- ☐ Highly chlorinated water
- ☒ Hard water issues
- ☐ Other:

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 *Every other month*
- ☐ Ruined clothing or other household items
- ☐ Damaged or impacted septic system
- ☐ Other:

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

- ☐ Approximate date(s) of occurrence *Every other month*
- ☒ Cost to repair *\$145⁰⁰ - 315⁰⁰*
- ☐ Value of damaged items
- ☐ Was an insurance claim filed?
- ☐ Response:

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
- ☐ Part reimbursement
- ☒ 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

- ☐ 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?

- ☒ 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?

- ☐ Yes
- ☒ No

27. If yes, 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. The monthly notifications we receive indicates not 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: 512-793-2686 nambumby@gmail.com

Cassie Water System Customer Survey

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.

Privacy Option

- ☒ Yes, keep my responses anonymous
- ☐ No, I am okay with being contacted (optional info at the end)

Section 1: Residency, Property, and Household Information

1. Are you 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
- ☐ 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?

- ☐ 1
- ☐ 2
- ☐ 3 or more

5. What is your property address or addresses if more than one property with meter? (Optional)

107 COUNTY RD 146
Burnet TX 78611

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
- ☐ 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
- ☐ Not sure

Section 2: Employment & Income (Optional)

8. 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

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
- ☒ Other: over 3000
- ☐ 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
- ☒ \$25-\$50

- ☐ Over \$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 outages
- ☐ Water pressure fluctuations
- ☐ Highly chlorinated water
- ☐ Hard water issues
- ☐ Other:

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:

- ☐ 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?

- ☒ 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 call center representatives?

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- ☐ 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

- ☐ 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?

- ☒ 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?

- ☐ Yes
- ☒ No

27. If yes, 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 TASTE ROTTEN - DON'T
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

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.

Privacy Option

- ☐ Yes, keep my responses anonymous
- ☒ No, I am okay with being contacted (optional info at the end)

Section 1: Residency, Property, and Household Information

1. Are you 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
- ☒ 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?

- ☒ 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
- ☐ 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
- ☐ Not sure

Section 2: Employment & Income (Optional)

8. 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

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:

N/A

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
- ☐ 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
- ☒ \$25-\$50

- ☐ Over \$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 outages
- ☒ Water pressure fluctuations
- ☒ Highly chlorinated water
- ☒ Hard water issues

• ☒ Other: *over pressurization causing water leak mineral / Calcium deposits ruining fixtures / showerheads*

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:

- ☒ Approximate date(s) of occurrence *May 2024*
- ☒ Cost to repair *over \$1000*
- ☐ Value of damaged items
- ☐ Was an insurance claim filed?
- ☐ Response:

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
- ☐ Part reimbursement
- ☒ 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

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 Crichton

Phone/Email: 409-504-4557

- ☐ 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?

- ☒ 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?

- ☐ Yes
- ☐ No *Not sure*

27. If yes, do you have documentation linking the illness directly to the water system?

- ☐ Yes
- ☒ No

Cassie Water System Customer Survey

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.

Privacy Option

- ☐ Yes, keep my responses anonymous
- ☒ No, I am okay with being contacted (optional info at the end)

Section 1: Residency, Property, and Household Information

1. Are you 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
- ☐ 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?

- ☒ 1
- ☐ 2
- ☐ 3 or more

5. What is your property address or addresses if more than one property with meter? (Optional)

111 S. Chaparral Burnet Tx

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
- ☐ 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
- ☒ Not sure

Section 2: Employment & Income (Optional)

8. 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

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
- ☐ 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
- ☒ \$25-\$50

Over \$50

- ☒ Over \$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 outages
- ☒ Water pressure fluctuations
- ☒ Highly chlorinated water
- ☒ Hard water issues
- ☒ Other: *Hard on Appliances / Hot water heaters*

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:

- ☐ Approximate date(s) of occurrence
- ☐ Cost to repair
- ☐ Value of damaged items
- ☐ Was an insurance claim filed?
- ☒ Response: *Bad hot water heater, turns pipe green, turns faucet green*

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
- ☐ Part reimbursement
- ☒ 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

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 water
that they are trying to rip us off,
my opinion is barley good enough
to bath in. or wash dishes, definitely
would ~~not~~ NOT drink it
at all.

Optional: Contact Info

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

Name: 

Phone/Email: _____

- ☐ 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?

- ☒ 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?

- ☐ Yes
- ☐ No

☒ unknown

27. If yes, do you have documentation linking the illness directly to the water system?

- ☐ Yes
- ☒ No

Cassie Water System Customer Survey

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.

Privacy Option

☐ Yes, keep my responses anonymous

☒ No, I am okay with being contacted (optional info at the end)

Section 1: Residency, Property, and Household Information

1. Are you 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
- ☐ 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?

- ☐ 1
- ☐ 2
- ☐ 3 or more

NA

5. What is your property address or addresses if more than one property with meter? (Optional)

NA

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
- ☐ 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
- ☐ Not sure

Section 2: Employment & Income (Optional)

8. 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

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
- ☐ 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
- ☐ \$25-\$50

- ☐ Over \$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 outages
- ☐ Water pressure fluctuations
- ☒ Highly chlorinated water
- ☒ Hard water issues
- ☐ Other:

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:

- ☒ Approximate date(s) of occurrence ? NOT SURE
- ☐ Cost to repair
- ☒ Value of damaged items \$300.00
- ☒ Was an insurance claim filed? NO
- ☐ Response:

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
- ☐ Part reimbursement
- ☐ 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 *NOT ALWAYS NOTIFIED*
- ☐ No

If yes, how was this offered?

- ☐ by mail
- ☐ email

- ☐ 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?

- ☒ 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?

- ☐ Yes
- ☒ No

27. If yes, do you have documentation linking the illness directly to the water system?

- ☐ Yes
- ☐ No

NA

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 + QUALITY

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

THERE HAS BEEN NO IMPROVEMENTS SINCE CSWR-TEXAS HAS TAKEN OVER THE CASSIE WATER SYSTEM. WITH THE WATER QUALITY. WE RECEIVE MONTHLY NOTICES FROM TCEQ THAT OUR WATER SYSTEM HAD FAILURE TO INSTALL FILTRATION TO OUR SYSTEM. CSWR-TEXAS ALWAYS STATES WE ARE TAKING ACTIONS TO CORRECT THE ACTIONS BUT NOTHING HAS BEEN DONE SINCE PURCHASING CASSIE WATER SYSTEM. THEY ARE JUST GIVING BS AND JOINS ANYTHING ABOUT WATER QUALITY

Optional: Contact Info

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

Name: GD Hopkins

Phone/Email: 512-756-3175
gdhopkins19@yahoo.com

Cassie Water System Customer Survey

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.

Privacy Option

- ☐ Yes, keep my responses anonymous
- ☒ No, I am okay with being contacted (optional info at the end)

Section 1: Residency, Property, and Household Information

1. Are you 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
- ☐ 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?

- ☒ 1
- ☐ 2
- ☐ 3 or more

5. What is your property address or addresses if more than one property with meter? (Optional)

204 South Chaparral

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
- ☐ 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
- ☐ Not sure

Section 2: Employment & Income (Optional)

8. 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

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
- ☒ Other: 6,900.00
- ☐ Prefer not to answer

14. If you do not drink the tap water, do you purchase water for drinking or cooking?

- ☐ Yes
- ☒ No

*I Did Before installation
of my system*

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

- ☐ Under \$10
- ☐ \$10-\$25
- ☐ \$25-\$50

- ☐ Over \$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 outages
- ☒ Water pressure fluctuations
- ☒ Highly chlorinated water
- ☒ Hard water issues
- ☐ Other:

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:

- ☐ Approximate date(s) of occurrence
- ☐ Cost to repair
- ☒ Value of damaged items \$350.00
- ☐ Was an insurance claim filed? No
- ☐ Response: None

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
- ☐ Part reimbursement
- ☒ 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

- ☐ 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?

- ☒ 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?

- ☐ Yes
- ☒ No

27. If yes, 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.

Unhealthy drinking water. Turned 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 listed above have happened more often after 2023. We only use the water for showers and washing clothes. I do not even give this water to my animals

Optional: Contact Info

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

Name: Donna Kiley

Phone/Email: 979-824-6966

bdkiley4@gmail.com

Cassie Water System Customer Survey

Page 7 of 7

Cassie Water System Customer Survey

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.

Privacy Option

☒ Yes, keep my responses anonymous

☐ No, I am okay with being contacted (optional info at the end)

Section 1: Residency, Property, and Household Information

1. Are you 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
- ☐ 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?

- ☐ 1
- ☐ 2
- ☐ 3 or more

5. What is your property address or addresses if more than one property with meter? (Optional) *221 - South Chaparral*

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
- ☐ 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
- ☐ Not sure

Section 2: Employment & Income (Optional)

8. 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

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
- ☐ 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
- ☐ \$25-\$50