•	
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	t.
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 fate 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? 	
Cassie Water System Customer Survey Page 5 of 7	

•	\square phone call			
n	you have opted in for not otifications of system outa r other issues?			
•	□ No			
•	☐ Sometimes			
24. H	lave you been receiving re	gular TCEQ Notice	of Violations in the	mail?
•	□ No			
IJ	f no, please confirm the last d	late you received a n	otification.	
25. l	Have you had any water leavater system representation Yes No	aks or other issues ve to come to your FRACHOR	property to conduc	at required a trepairs? It was ow the Ale of the Mater
l	fyes, what was the response	time?	w. S	ide of the
•	3 1-3 hrs		7,2)	mater -
,	□ 3-6 hrs		·	11100
•	• □ 6-9 hrs			
•	▶ □ 9+ hrs			
	And were you without water	during this period?		
+	Yes 👺 Yes			
1	• 🗀 No			
26. 27.	Have you, a family member, Yes No If yes, do you have documen Yes	or a house guest go	tten sick from using t	vater system?
Cassi	e Water System Customer Survey			Pagé 6 of 7

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

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

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

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:

Phone/Email:

-373-4152

Cassie Water System Customer Survey

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Subject: Proposed Water System Consolidation & Tariff Increase

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

Responses can be anonymous.

De		ov Ontion
	_	cy Option keep my responses anonymous
,		am okay with being contacted (optional info at the end)
Se	ctic	on 1: Residency, Property, and Household Information
		e you a:
	φ	M Permanent Resident
	0	☐ Weekender / seasonal resident
	•	☐ Other:
2.	Но •	w long have you owned or resided in your home? — Less than 1 year
	æ	□ 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
	•	[æ[No
4.	If y	es, how many meters do you have across your properties? \square 1
	•	□ 2
	Ð	☐ 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? •

Section 3: Water Usage & Treatment
10. Do you drink water provided by the Cassie Water System?
• ☐ Yes
• XNo
 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?
• \[\text{Yes} \]
• `\times 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
4. 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
• Dat \$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 • Water pressure fluctuations
• 🗇 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		d you contact the water system to report the issue?
	•	□ No
	If v	res, did you request the water system reimburse you and did they in full, in part or not at
	all	
	9	☐ Full reimbursement
	•	☐ Part reimbursement
	•	No reimbursement provided
20.	reţ	w many times have you interacted with water system employees or call center presentatives?
	•	□ Never
	⊕ `	□ 1-2 times
	•	□ 3-5 times
	9	More than 5 times
21.	Ho •	w would you rate those experiences overall? Mostly positive
	•	☐ Mostly negative
	•	□ Mixed
	•	□ No opinion
22.	sys	we you been asked to opt in to text, email, or phone notifications from the water tem for service outages (planned or otherwise), high chlorination levels, or er critical updates?
	•	□ No
	If y	es, how was this offered?
	9	□ by mail
	•	Memail email
Cassi	ie Wa	ter System Customer Survey Page 5 of 7

• □ phone call
 23. If you have opted in for notifications mentioned above, have you received timely notifications of system outages (planned or otherwise), high chlorination levels, or other issues? Yes
• 🗆 No
• Sometimes
24. Have you been receiving regular TCEQ Notice of Violations in the mail? • ☑ 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
• Total 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
Cassie Water System Customer Survey

If yes, would you be willing to share this information i	below?
28. Have you experienced other issues or concerns v prior to December 2023? Please briefly describe and summarize the impact property related.	
29. Do you have any additional comments, feedback, proposed consolidation or rate increase?	or concerns regarding the
Optional: Contact Info Only if you'd like to be contacted or kept informed Name:	
Phone/Email:	
Cassie Water System Customer Survey	Page 7 of 7

Subject: Proposed Water System Consolidation & Tariff Increase

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

Responses can be anonymous.

Pri	vacy Option
ΠJ	es, keep my responses anonymous
	No, I am okay with being contacted (optional info at the end)
Se	ction 1: Residency, Property, and Household Information
1.	Are you a:
	Permanent Resident
	Weekender / seasonal resident
	•
2.	How long have you owned or resided in your home? ■ Less than 1 year
	• 🗆 1-5 years
	• □ 6-10 years
	More than 10 years
3.	Do you own more than one property served by the Cassie Water System?
	• □ Yes
	• KNo
4.	If yes, how many meters do you have across your properties? $\ \square \ 1$
	• 🗀 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? • □ 2 • □ 3 • □ 4 or more
7.	What is your average monthly water consumption per meter (in galions)? □ 0-500 gallons □ 1,000 - 2,000 gallons □ 2,001 - 4,000 gallons □ 4,001 - 6,000 gallons □ 6,001 - 8,000 gallons □ Over 8,000 gallons □ Not sure
	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

Sectio	n 3: Water Usage & Treatment
	you drink water provided by the Cassie Water System?
	☐ Yes
•	No
11. If y	es, 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
9	☐ Whole-home water treatment
	☐ Other:
19 1fs	you use a supplemental filtration/purification system, did it require
	vestment?
	☐ Yes
•	No
13. If y	yes, what was the cost of your system?
	□ \$100-\$500
•	□ \$500-\$1,000
•	□ Over \$1,000
•	Other:
•.	☐ Prefer not to answer
14. lf •	you do not drink the tap water, do you purchase water for drinking or cooking? Yes No
	yes, how much do you spend monthly on purchased water? [Under \$10]
•	☐ \$10-\$25
•	□ \$25-\$50

• [] Over \$50	
• [] Prefer not to answer	
16. Have mon (Plea	1 4: System Issues & Impacts e you experienced any of the following water system issues in the past 24 withs? (Check all that apply) ase describe the impact in Question 16.) Water outages Water pressure fluctuations Highly chlorinated water Hard water issues Other:	
17. Did (Als	l any of the above cause specific damage? (Check all that apply) so describe in Question 17.) Ruined or damaged appliances Damaged plumbing or caused leaks Ruined clothing or other household items Damaged or impacted septic system Other:	
18. Pl	lease 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:	
	Page ·	4 of 7

9. 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 overail? • 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? 	r
• 🗋 by mail	
• □ email	
Cassie Water System Customer Survey	£ 7

	□ phone call
not	ou have opted in for notifications mentioned above, have you received timely ifications of system outages (planned or otherwise), high chlorination levels, other issues?
•	☐ Yes
	□ No
•	□ Sometimes
24. Ha •	ve you been receiving regular TCEQ Notice of Violations in the mail?
•	□ No
Ifr	no, please confirm the last date you received a notification.
25. Ha	eve you had any water leaks or other issues with your meter that required a later system representative to come to your property to conduct repairs?
-	A No
	yes, what was the response time?
IJ,	
•	□ 1-3 hrs
•	☐ 3-6 hrs
•	☐ 6-9 hrs
•	□ 9+ hrs
A	nd were you without water during this period?
•	☐ Yes
•	□ No
26. 1	tion 5: Health, Safety & Additional Feedback Have you, a family member, or a house guest gotten sick from using the water system? Yes No If yes, do you have documentation linking the illness directly to the water system? Yes
	• 🔲 No Page 6 of 7
Cassi	e Water System Customer Survey

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

28.	Have you experienced o	ther 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. NONE

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: Susan (San) thilips

Phone/Email: Sphill 16000/od 1000

Cassie Water System Customer Survey

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Subject: Proposed Water System Consolidation & Tariff Increase

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

Responses can be anonymous.

Pri	vac	y Option
□Y	es, l	keep my responses anonymous
	o, I	am okay with being contacted (optional info at the end)
Ça.	ntia	n 1: Residency, Property, and Household Information
		уод а:
••	8	Permanent Resident
	٠	☐ Weekender / seasonal resident
	•	□ Other:
2.	Ho	w 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?
	.0	Ŋ No
4.	If y	yes, how many meters do you have across your properties? \square 1
		□ 2
	•	☐ 3 or more

Section 3: Water Usage & Treatment	
10. Do you drink water provided by the Cassie Water System?	
• 🗆 Yes	
· DNO (Yuk!)	
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:	
when we first moved here I bought a littlegged up from whatever was in the	nightend Brita but ewater after one
12. If you use a supplemental filtration/purification system, did it requ	uire of use—and it
investment? • □ Yes	still tasted bac
• □ No	still tasted bac and felt terribl in your mouth.
LI NO	The year products.
13. If yes, what was the cost of your system?	
• Under \$100	
• □ \$100-\$500	
□ \$500-\$1,000	
• □ Over \$1,000	
•	
▶ □ Prefer not to answer	
14. If you do not drink the tap water, do you purchase water for drinki	ng or cooking?
• DrYes	
• 🗆 No	
15. If yes, how much do you spend monthly on purchased water?	
• □ Under \$10	
• □ \$10-\$25	
• 12 \$25-\$50	

1**1**7

Cassie Water System Customer Survey

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19. Die	d you contact the water system to report the issue?
•	ID No
lf y all:	ves, did you request the water system reimburse you and did they in full, in part or not at
•	☐ Full reimbursement
	☐ Part reimbursement
•	☐ No reimbursement provided
re	ow many times have you interacted with water system employees or call center presentatives?
•	□ 1-2 times
9	□ 3-5 times
•	More than 5 times
21. Ho	ow would you rate those experiences overall? — Mostly positive
•	☐ Mostly negative
•	Mixed
•	□ No opinion
sy	ave you been asked to opt in to text, email, or phone notifications from the water stem for service outages (planned or otherwise), high chlorination levels, or her critical updates? Yes
•	□ No
If j	yes, how was this offered?
•	☑ by mail
9	□ email
Cassie V	Vater System Customer Survey Page 5 of 7

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

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

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

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

We are conservative with our water use and as we are both in our mid-70s and livingon Social Security any increase in rates would impact us negatively.

Optional: Contact Info

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

Name: Shelley Holiday

Phone/Email: <u>928-274-47</u>87

Cassie Water System Customer Survey

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• □ 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? • TYPES
• □ No
If no, please confirm the last date you received a notification. Last week
 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?
• ENO
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
• ENo
 27. If yes, do you have documentation linking the illness directly to the water system? ■ Yes
• □ No
Cassie Water System Customer Survey Page 6 of 7

• West \$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
· Dother: sometimes the water is green or brown in the bathtub
 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
· Dother: Kitchen faucet and bathroom faucet, both under 4 years old
Kitchen faucet was internal damage Bathroom faucet was corroding on the outside
10 Plane described to the 1

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

- □ Cost to repair
- □ Value of damaged items about # 350, ~
- ☐ Was an insurance claim filed? 🗥 ට
- \square Response:

5.	W) me	hat is your property address or addresses if more than one property with eter? (Optional) 200 5 Chaparral
6.	Ho	w many people live in your household full- or part-time?
	9	
	•	
	φ.	□ 3
	8	☐ 4 or more
7.	Wł	nat is your average monthly water consumption per meter (in gallons)?
	•	□ 501-1,000 gallons
	•	□ 1,000 – 2,000 gallons
	•	☑ 2,001 – 4,000 gallons
	•	☐ 4,001 – 6,000 gallons
	•	☐ 6,001 - 8,000 gallons
	•	□ Over 8,000 gallons
	•	☑ Not sure
		on 2: Employment & Income (Optional) nat is your employment status? Retired
	•	☐ Employed full-time
	•	E Employed part-time
	9	☐ Unemployed
9.	Are	e you on a fixed income (e.g., Social Security, pension)?
	9	□ No
	•	☐ Prefer not to answer

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 as of June 2025 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 Syste ■ Yes No 	m?
 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) 220 5. Chapara
6.	How many people live in your household full- or part-time? ■ 1 ■ 2 ■ 3 ■ 4 or more
7.	What is your average monthly water consumption per meter (in gallons)? ■ 0-500 gallons ■ 1,000 - 2,000 gallons ■ 2,001 - 4,000 gallons ■ 4,001 - 6,000 gallons ■ 6,001 - 8,000 gallons ■ Over 8,000 gallons ■ Not sure
8.	what is your employment status? Retired Employed full-time Employed part-time Unemployed Are you on a fixed income (e.g., Social Security, pension)? Yes Prefer not to answer

Section 3: Water Usage & Treatment 10. Do you drink water provided by the Cassie Water System? We are adding reverse ormais to be able to drink Cassie water. □ 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? • Z Yes □ No 13. If yes, what was the cost of your system? • □ Under \$100 \$100-\$500 \$500-\$1,000 • □ Over \$1,000 • 10 ther: + 10,000 Prefer not to answer 14. If you do not drink the tap water, do you purchase water for drinking or cooking? ✓ Yes □ No 15. If yes, how much do you spend monthly on purchased water? • □ Under \$10 \$10-\$25 \$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: Or ishal Plumbing corrolled I what house had to be replumbed.
 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 ~ 2010 • □ Cost to repair □ 3500 → in Suranu claim • □ Value of damaged items • □ Was an insurance claim filed? YLS • □ Response: Quil

19. D	id you contact the water system to report the issue?
•	ØN₀
	yes, did you request the water system reimburse you and did they in full, in part or not at
al	
•	☐ Full reimbursement
•	□ Part reimbursement
•	☐ No reimbursement provided
	ow many times have you interacted with water system employees or call center epresentatives?
•	☐ 1-2 times
•	☐ 3-5 times
•	More than 5 times
21. H	ow would you rate those experiences overall?
•	Mostly negative
•	Mixed
•	□ No opinion
sy	ave you been asked to opt in to text, email, or phone notifications from the water stem for service outages (planned or otherwise), high chlorination levels, or her critical updates? Yes
•	□ No
If.	yes, how was this offered?
•	☐ by mail
•	□ email
Cassie V	Vater System Customer Survey Page 5 of 7

	•	□ phone call
23.	no or	vou have opted in for notifications mentioned above, have you received timely tifications of system outages (planned or otherwise), high chlorination levels, other issues? Yes No Sometimes
24.		ve you been receiving regular TCEQ Notice of Violations in the mail? Yes
	• lf r	□ No no, please confirm the last date you received a notification.
25.		we you had any water leaks or other issues with your meter that required a later system representative to come to your property to conduct repairs?
	•	JAN0
	<i>If</i> y	ves, what was the response time?
	•	☐ 1-3 hrs
	•	□ 3-6 hrs
	•	□ 6-9 hrs
	•	□ 9+ hrs
	An	d were you without water during this period?
	•	□Yes
	•	□ No
		on 5: Health, Safety & Additional Feedback ve you, a family member, or a house guest gotten sick from using the water system? □ Yes
	• _	√No
27.	lf y	ves, do you have documentation linking the illness directly to the water system?
	•	□ No
Cass	ie Wa	ater System Customer Survey Page 6 of 7

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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.

fact that the water system has failed TCER every month I is unsafe to drink.

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: Tom Harrison

Phone/Email: +0mh 4482 yahoo.com; 512-294-9487

Cassie Water System Customer Survey

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Cassie water survey

From Susan Gillespie <susangillespie4@gmail.com></susangillespie4@gmail.com>
Date Sun 5/25/2025 1:25 PM
To ellenmatsonaia@outlook.com <ellenmatsonaia@outlook.com></ellenmatsonaia@outlook.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 x□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?
□ 6-10 years x More than 10 years
3. Do you own more than one property served by the Cassie Water System? x Yes No
4. If yes, how many meters do you have across your properties? x ■ 1 ■ 2 ■ 3 or more
Cassie Water System Customer Survey Page 2 of 7 5. What is your property address or addresses if more than one property with meter? (Optional) 104 Chuckwagon, Burnet, TX
6. How many people live in your household full- or part-time? 1
7. What is your average monthly water consumption per meter (in gallons)? x 0 -500 gallons 10 501-1,000 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
— Not suic
Section 2: Employment & Income (Optional)
8. What is your employment status?
x Retired
Employed full-time
☐ Employed part-time
□ Unemployed
9. Are you on a fixed income (e.g., Social Security, pension)?
□ Yes
□ No
x Prefer not to answer
Cassie Water System Customer Survey Page 3 of 7
Section 3: Water Usage & Treatment
10. Do you drink water provided by the Cassie Water System?
Pes
x 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
XIII Other: We do not drink, cook with, brush our teeth or any other use that would cause us to ingest the
water. It is only used for washing dishes, cleaning, flushing the toilet and bathing.
12. If you use a supplemental filtration/purification system, did it require
investment?
□ Yes
B □ 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?
14. If you do not diffic the tap water, do you purchase water for difficing or cooking:
x Yes
x ^{EVI} Yes
x [™] Yes □ No
Yes No 15. If yes, how much do you spend monthly on purchased water?
Yes No 15. If yes, how much do you spend monthly on purchased water? Under \$10
Yes No 15. If yes, how much do you spend monthly on purchased water?

Cassie Water System Customer Survey Page 4 of 7

☐ □ Over \$50 ☐ □ Prefer not to answer
Section 4: System Issues & Impacts 16. Have your experienced any of the following water system issues in the past 24.
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.)
x [™] Water outages
x [™] Water pressure fluctuations
Highly chlorinated water
Hard water issues x Other: restrictions in outside watering to maintain trees
Other. restrictions in outside watering to maintain trees
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: staining of sinks, toilet and plumbing fixtures
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: Did not repair. It is an ongoing problem.
Cassie Water System Customer Survey Page 5 of 7
19. Did you contact the water system to report the issue?
☐ Yes xM 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?
x M Never
□ 1-2 times
<u>■</u> □ 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? X by mail (I think it was offered when they took over the system) x email
Cassie Water System Customer Survey Page 6 of 7 □ phone call 23. If you have opted in for notifications mentioned above, have you received timely notifications of system outages (planned or otherwise), high chlorination levels, or other issues? □ Yes □ No x□ Sometimes
24. Have you been receiving regular TCEQ Notice of Violations in the mail? x 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 x 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 X No (after reading TCEQ warning letters, I do not ingest the water) 27. If yes, do you have documentation linking the illness directly to the water system? Yes No
Casala Matau Custana Custanan Custanan Custanan

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.

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

Ē	5.	What is your property address or addresses if more than one property w			
]	meter? (Optional) 2055 CHAPALH			
6	. 1	How many people live in your household full- or part-time?			
	•				
	۰				
	•	→ □3			
	•	□ 4 or more			
7	. V	What is your average monthly water consumption per meter (in gallons)?			
	•	□ 501-1,000 gallons			
	6	☑ 1,000 – 2,000 gallons			
	•	□ 2,001 - 4,000 gallons			
	•	□ 4,001 - 6,000 gallons			
	•	□ 6,001 – 8,000 gallons			
	•	□ Over 8,000 gallons			
	6	□ Not sure			
		ion 2: Employment & Income (Optional)			
8.	W	hat is your employment status? □ Retired			
	•	Employed full-time			
	_				
	8	□ Employed part-time			
	8	□ Unemployed			
9,	Ar	'e you on a fixed income (e.g., Social Security, pension)?			
	•	⊠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? • TYes ■ No 13. If yes, what was the cost of your system? • □ Under \$100 □ \$100-\$500 □ \$509 \$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

Cassie Water System Customer Survey

\$10-\$25

\$25-\$50

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

19. Did you contact the water system to report the issue?
• TYes
• 🗆 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
• 11-2 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
Page 5 of 7
Cassie Water System Customer Survey

, o	□ phone call
111	you have opted in for notifications mentioned above, have you received timely offications of system outages (planned or otherwise), high chlorination levels, other issues?
•	□ No □ Sometimes
6	Ave you been receiving regular TCEQ Notice of Violations in the mail? Yes No No No, please confirm the last date you received a notification.
25. Ha wa •	ive you had any water leaks or other issues with your meter that required a eter system representative to come to your property to conduct repairs?
lfy	es, what was the response time?
•	□ 1-3 hrs □ 3-6 hrs
	□ 6-9 hrs
•	□ 9+ hrs
And	d were you without water during this period?
•	☐ Yes
•	□ No
Sectio 26. Hav	In 5: Health, Safety & Additional Feedback The you, a family member, or a house guest gotten sick from using the water system? If Yes
27. If <u>y</u> .∈ •	es, do you have documentation linking the illness directly to the water system? No

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

1190 upgusoes to System

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

outpas

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

OFF LASSE

Phone/Email: Jest haese eg muice. esse

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.

	1		
Pri	iva	cy Option	
	□Yes, keep my responses anonymous		
	No, l	am okay with being contacted (optional info at the end)	
Se	ctic	on 1: Residency, Property, and Household Information	
1.	Ar	e you a:	
	•	☐ Permanent Resident	
	•		
	•	□ Other:	
2.	•	w long have you owned or resided in your home? Less than 1 year 1-5 years 6-10 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 y	ves, how many meters do you have across your properties? ☑ 1	
	•	\square 2	
	•	☐ 3 or more	

5.	What is your property address or addresses if more than one property with meter? (Optional)			
	20	3 S. Chaparral		
6.	How many people live in your household full- or part-time?			
	•	$oxed{oxed}$ 1		
	•	\square 2		
	•	□ 3		
	•	☐ 4 or more		
7.	w]	hat is your average monthly water consumption per meter (in gallons)?		
	•	□ 501-1,000 gallons		
	•	☐ 1,000 – 2,000 gallons		
	•	☑ 2,001 – 4,000 gallons		
	•	\Box 4,001 – 6,000 gallons		
	•	□ 6,001 – 8,000 gallons		
	•	□ Over 8,000 gallons		
	•	□ Not sure		
		on 2: Employment & Income (Optional) hat is your employment status?		
	•	☐ Employed full-time		
	•	☐ Employed part-time		
	•	□ Unemployed		
9.	Ar •	e you on a fixed income (e.g., Social Security, pension)? No		
	•	☐ Prefer not to answer		
	-	- 1 Total Not to Milbred		

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?
• \(\text{Yes} \)
• 🗵 No
13. If yes, what was the cost of your system?■ Under \$100
■ \$100-\$500
■ \$500-\$1,000
• □ Over \$1,000
•
 ■ Prefer not to answer
 14. If you do not drink the tap water, do you purchase water for drinking or cooking?
 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:

		(2) Unknown date of pressure fluctuations and chemicals in system caused damage to faucets \sim \$200
19		you contact the water system to report the issue? ☐ Yes
	•	⊠ No
	If ye all?	s, did you request the water system reimburse you and did they in full, in part or not at
	•	□ Full reimbursement
	•	□ Part reimbursement
	•	□ No reimbursement provided
20	rep	v many times have you interacted with water system employees or call center resentatives? ☐ Never
	•	□ 1-2 times
	•	☑ 3-5 times
	•	☐ More than 5 times
21		v would you rate those experiences overall?
		☐ Mostly negative
		□ No opinion
22	syst oth	re you been asked to opt in to text, email, or phone notifications from the water tem for service outages (planned or otherwise), high chlorination levels, or er critical updates? — Yes
	•	⊠ No
	If ye	s, how was this offered?

	☐ by mail	
	□ email	
	☐ phone call	
23.	ou have opted in for notifications mentioned above, have you receive tifications of system outages (planned or otherwise), high chlorination other issues? Yes No Sometimes	-
24.	ve you been receiving regular TCEQ Notice of Violations in the mail? ☑ Yes	
	□ No	
	no, please confirm the last date you received a notification.	
25.	ve you had any water leaks or other issues with your meter that requater system representative to come to your property to conduct repair Yes No	
	res, what was the response time?	
	□ 1-3 hrs	
	□ 3-6 hrs	
	□ 6-9 hrs	
	□ 9+ hrs	
	d were you without water during this period?	
	☐ Yes	
	□ No	
	on 5: Health, Safety & Additional Feedback ve you, a family member, or a house guest gotten sick from using the water Yes	r system?
	⊠ No	

27.	Ify	yes, do you have documentation linking the illness directly to the water system?
	•	□ Yes
	•	□ No
	lfy	ves, 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.

Prior to 2023 there were issues with invalid meter readings over several months and was only corrected after repeated requests to reread meter. As a result, the overcharge was credited back to my account.

When I first bought my house there was a water leak in the Cassie water main in the easement across my property. The water company asked that I pay 50% of repairs but I refused since the issue was with their system and was not caused by my actions or use of the water system.

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

Right after taking over operations of the Cassie water system CSWR-Texas contractors, agents, employees or representatives introduced unhealthy amounts of chlorine into the water system over the New Years weekend from 2023/2024. I contacted TCEQ and filed a complaint in which a subsequent investigation was conducted. Although the chlorine count had subsided by this time, a Cassie resident who works for a water filtration company did a water sample test and confirmed that the chlorine levels in the water were upsafe.

In addition, in early April 2024 during the week of the total eclipse, the Cassie water system went down. I spoke with the CSWR-Texas representative on site who indicated that management had scheduled to pull the water pump at the well on Chaparral for maintenance and when the pump was put back into the well, it was inoperable. Other residents also spoke with the same representative who provided the same explanation. CSWR-Texas has claimed that the pump was subjected to

abnormal use during that week which caused the pump to fail. However, there was not a significant increase in population as asserted by the water company that caused the failure. The Cassie Water System provides water to 66 taps. Approximately half of these taps serve permanent residents while the remaining are for weekenders. I was in Cassie for the eclipse week and I can verify that 100% of the residents using the Cassie water system were not present. If CSWR-Texas explanation for the pump failure is accurate, then the Cassie system is incapable of providing water to 100% of the taps 100% of the time.

Optional: Contact Info

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

Name: Ellen Matson

Phone/Email: ellenmatsonaia@outlook.com