

- ☐ 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?

- ☐ 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

Contractor

The leak was on my side of the meter -

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.

No

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

No

Optional: Contact Info

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

Name: Eugene A. Diebolt

Phone/Email: 979-373-4152

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:

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
- ☐ 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?

- ☐ 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.

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: _____

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:

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
- ☐ 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?

- ☐ 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.

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 (Sam) Phillips*

Phone/Email: *sphil12@aol.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

Section 3: Water Usage & Treatment

10. Do you drink water provided by the Cassie Water System?

- ☐ Yes
- ☒ No (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 high end Brita but it clogged up from whatever was in the water after one day

12. If you use a supplemental filtration/purification system, did it require investment?

- ☐ Yes
- ☐ No

of use—and it still tasted bad and felt terrible in your mouth.

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

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?

We are conservative with our water use and as we are both in our mid-70s and living on 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: 928-274-4787

- ☐ 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.

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?

- ☐ 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

- ☒ 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: 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
- ☒ Other: Kitchen faucet and bathroom faucet, both under 4 years old
Kitchen faucet was internal damage
Bathroom faucet was corroding on the outside

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

- ☐ Approximate date(s) of occurrence
- ☐ Cost to repair
- ☐ Value of damaged items about \$350.00
- ☐ Was an insurance claim filed? no
- ☐ Response:

5. What is your property address or addresses if more than one property with meter? (Optional) *200 S 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

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 *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 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) 220 S. 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

We are adding reverse osmosis to be able to drink Cassie water.

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: + \$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: Original plumbing corroded + whole 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 + insurance claim
- ☐ Value of damaged items
- ☐ Was an insurance claim filed? yes
- ☐ Response: paid

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.

fact that the water system has failed TCEQ
every month & 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: tomh448@yahoo.com; 512-296-9487

Cassie water survey

From Susan Gillespie <susangillespie4@gmail.com>

Date Sun 5/25/2025 1:25 PM

To 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

☒ 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

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

☐ 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

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?

- ☐ 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: 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
- ☐ 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

Cassie Water System Customer Survey Page 4 of 7

- ☐ 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: 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
- ☒ 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 (I think it was offered when they took over the system)

☒ 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

☒ 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 (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

Cassie Water System Customer Survey

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)

205 S CHAMPARK

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
- ☒ Cost to repair
- ☐ Value of damaged items
- ☐ Was an insurance claim filed?
- ☐ Response:

100%

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.

outages

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

Need upgrades to system

Optional: Contact Info

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

Name: Jeff Haese

Phone/Email: jeffhaese@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)

203 S. 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

- ☐ 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 (1)
- ☐ Cost to repair
- ☐ Value of damaged items
- ☐ Was an insurance claim filed?
- ☐ Response:

(1) January 2024 high chlorine ruined laundry items

(2) Unknown date of pressure fluctuations and chemicals in system caused damage to faucets ~\$200

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.

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 unsafe.

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