

### 8/26/2024 Meeting at CLH Civic Club

1. Howdy! I'm Caroline Mitchell. My husband, Scott, is out of town working so he couldn't be here tonight. Since 1992, we have been visiting my brother's home in CLH. In 2019, we became full time residents.
2. First, I want to thank you for attending this information meeting, thank you for being concerned about safe drinking water in your home, & thank you POA for emailing the flyer to CLH homeowners. Just a reminder, that this is NOT an officially sponsored event of the CLH POA.
3. The GOAL of this meeting is to inform you of what has happened in the past year and what we can do together moving forward. The GREATER GOAL is sustained quality drinking water for all CLH homeowners.
4. Well over 1 year ago, many homeowners experienced clogged home water filters, which restricted flow, & caused us to replace filters more often. Here are sediment filled filters which minimize chlorine and odor and filter out sediment 5 micron or larger. We contacted The Texas Water Company (TWC), received well sample reports with elevated iron and manganese levels. TWC said CLH receives blended water from Riviera well, Hampton Well, & CL surface water. TWC stated, "The main concern for the neighborhood is aesthetic ("cosmetic") issues with discolored water. We understand if customers opt to use whole house filters or bottled water during this time due to aesthetic concerns, but the water itself is still okay to use." The reportable level of iron is 0.01 mg/L and the "may not be used for public water" level is 0.3 mg/L. On 7/31/2023, Riviera well was 0.45 and Hampton well was 0.71 mg/L.
5. Because of this issue, on 8/17/2023, TWC sent the 1st & ONLY e-mail to homeowners stating that 2 temporary emergency water lines would be connected to Ensanada Shores, then lines would be directionally flushed, AND the Riviera & Hampton wells would be offline. Long term, TWC planned to enlarge and permanently install the 2 lines AND also install treatment and filtration systems to bring the 2 wells back online. To date, TWC buried the Ensanada connection lines, replaced the sediment caked pipes from both wells to the aquifer, chlorinated the wells, and did NOT install treatment and filtration systems.
6. Last year, TWC used 850,000 gallons of water to flush the caked underground water mains trying to remove the built up sediment from the 50+ year old pipes. Some homeowners had burst pipes, pressure reducer valve failures, and interrupted service due to main breaks at the street.
7. Despite well pipe replacement and directional flushing of poorly maintained and neglected infrastructure, the iron levels are still beyond the 0.3 mg/L limit.
8. While TWC worked from 8/2023 to present, homeowners have received ZERO communications, updates, or water test results. We've received bills & rain barrel giveaways!

9. On 6/3/2024, we again contacted TCEQ regarding our clogged water filters. Three days later, a TCEQ investigator came to our home and tested our outdoor water spigot. He stated, "The water was found to be clear and free of any particulate, color, and foul odor." The iron level was 0.45 mg/L, which exceeds the 0.3 mg/L limit. I was told that this was not considered to be a threat to human health. I offered TCEQ a drink of water, but they declined. TCEQ then visited the Riviera & Hampton wells and saw 1st hand the old sediment caked well pipes and leaking tank. TCEQ then contacted TWC, gained access to the locked well sites, and further investigations occurred.

10. On 8/9/2024, TCEQ sent a 10 page investigation summary report detailing many complaints, water system history, test results, and violations. Of note, after extensive well cleaning & new pipe installation, the Riviera well iron test result on 6/19/2024 was 0.426 mg/L. TCEQ commented on 7/19/2024 that water exceeds the 0.3 mg/L limit may not be used for public drinking water without written approval from the TCEQ executive director. That hasn't happened.

11. On 8/14/2024, TWC VP of Water Operations & 2 engineers met at our home to discuss the TCEQ violation report and TWC's plan of action. TWC will replace the dilapidated Hampton Tank as a result of 2 TCEQ violations. They plan to do an engineering study to determine which sections of the water mains need to be replaced in order to increase velocity of flushing. However, TWC will only flush the system when NOT in Drought Stage 4. They plan to invest \$3 million each year on "selective" water main replacement from 2025-2027.

12. We told TWC that their plan was a band-aid fix at best for their neglected & poorly maintained infrastructure. Instead, TWC should replace all underground pipes in phases throughout CLH. Because it will take significant amount of time, homeowners should be provided with a filtration system or delivered bottled water immediately. We said that we have "zero" trust in their organization and that the all CLH homeowners need to be updated. TWC said they would review our request with management.

13. Why should you be concerned about elevated iron? If your body stores too much iron it can cause damage to your heart, liver, brain, & pancreas. Excessive iron can damage your gastrointestinal system. My husband, Scott, is a pilot and is required to have annual physicals. Prior to moving to CLH in 2019, his liver enzyme lab levels were all normal. Since 2019 & using a whole house filter, those levels started creeping up each year until 9/2023 he exceeded the limits and his serum iron was very high. His doctor told him to switch to drinking bottled water and donate blood ... because donating blood is the best method to reduce serum iron. After 40 days, he retested and all levels reduced. He will repeat these tests next month after drinking bottled water for the past year.

14. Food for thought...PEC is our electric company & has all above ground equipment. They trim trees away from the lines, replace wooden poles as needed, upgrade transformers, etc... We can see their ongoing maintenance at work as their infrastructure is above ground and exposed. In contrast, the water mains are underground. We can't see TWC pipes, but we use what they deliver all the time. Sometimes we see water leaks, but honestly we cannot tell

the integrity of the pipes. We are dependent on TWC to provide accurate and honest testing to ensure they deliver quality drinking water. We are at this critical point because of a 50+ year old system, neglected maintenance, minimal capital improvements, lack of TCEQ oversight, and poor communication.

15. You pay your water bill and expect to receive clean quality drinking water for you and your loved ones. Our 1000+ CLH homeowners need to unify with strong voices to solve this problem. We recommend you contact TWC & TCEQ to voice your concerns and have them test your water just as we did. Additionally, contact our state representative Carrie Isaac. All contact information has been provided including our e-mail address. Talk to your physician and get your serum iron and liver enzymes tested. Please share these results with us if you feel comfortable. If you have dirty home filters, please contact us & send pictures. We will continue to update the homeowners on our collective progress. We want to team with all of YOU to ensure sustained quality water in CLH! Thank you for coming this evening and being a concerned homeowner! I am happy to answer any questions at this time.