



West Travis County Public Utility Agency  
13215 Bee Cave Parkway, Building B, Ste. 110  
Bee Cave, TX 78738  
512-263-0125

July 20, 2020

Dear Customer:

We are required by the TCEQ to notify you of a treatment technique violation that occurred on July 10, 2020. All issues have been resolved and there was never a compromise to the quality of water delivered throughout the system.

**SURFACE WATER TREATMENT TECHNIQUE: [Tier 2/NON-ACUTE]**

The Texas Commission on Environmental Quality (TCEQ) sets minimum water quality standards for public drinking water. These standards include enforceable treatment technique requirements for drinking water. Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

The West Travis County Public Utility Agency, PWS ID **TX2270235**, failed to meet the minimum treatment technique requirements for the month of **July 2020**. Specifically, our water system had **Low Disinfection Contact Time (CT) for more than four consecutive hours**.

The West Travis County Regional Water Treatment Plant experienced a broken vacuum line that draws chlorine into the water. This line has since been isolated and we are using an alternate line to inject the chlorine. There was never a time that untreated water was distributed through the system. This notification is required by TCEQ.

Please share this information with all people who drink this water, especially those who may not have received this notice directly (i.e., people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

If you have questions regarding this matter, you may contact Curtis Jeffrey at 512-470-7702.

Sincerely,

*Jennifer Riechers*  
Jennifer Riechers  
General Manager