

December 10, 2018



Dear Customer,

I want to assure you that City of Austin water is safe to drink. Thank you for your efforts during the recent boil water notice. All regulatory requirements were met, and we were able to lift the boil water notice on Oct. 28, 2018.

For the first time in our 100-year history, Austin Water asked all customers to boil water for consumption for seven days due to high levels of dirt and debris in our region's water supply, the Highland Lakes. These unprecedented conditions, brought on by floodwaters from the Llano River flood, affected the clarity (also known as turbidity) of the water. It is important to note that this event had to do with turbidity. Water sample testing throughout the period of the boil water notice did not reveal the presence of any harmful bacteria in the water.

Since the boil water notice was lifted, operations at our water treatment plants have returned to normal conditions which are well within all standards. No further action is required from our customers.

Austin Water recognizes the trust you place in us to provide safe and reliable water and will continue to work hard to earn that trust. The following notice is required by the Texas Commission on Environmental Quality and the Environmental Protection Agency as a follow up to the October event.

Sincerely,

Greg Meszaros  
Director

### Non-Acute Surface Water Treatment Technique Violation

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 **Austin Water Utility**, PWS ID **TX2270001**, failed to meet the minimum treatment technique requirements for the month of **October 2018**. Specifically, our water system had more than 5% of the combined filter effluent turbidity readings were above 0.3 NTU (Nephelometric Turbidity Unit) for the month.

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.

For more information regarding this matter and frequently asked questions visit [austintexas.gov/boilh2o](http://austintexas.gov/boilh2o) or call Charles R. Maddox, P.E., Water Regulatory Manager at 512-972-0021

Check  
**[austinwater.org](http://austinwater.org)**  
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Addressed to: