

OUR APOLOGIES:

Any interruption in the provision of water to Water District 10 residents is unacceptable. We are sorry for any inconvenience experienced by residents as a result of the ice- related power outages that caused loss of water service and required a precautionary boil water notice.

HERE'S WHAT HAPPENED:

Austin Energy provides electrical service to all of the pump stations in Water District 10. Two Water District 10 pump stations lost power and were without it for an extended period of time.

When a pump station loses power, the pumps are no longer able to pump and push water through the system. Without the continuous pumping the Water District must rely on water reserves during the power interruption. Our water reserves began falling precipitously after 43 hours of no power. Water District 10 is listed as a Critical Load Account with Austin Energy; however, there were 170 such accounts without power so no immediate attention was available.

As soon as we learned about potential power outages, Crossroads staff rushed to locate an appropriate diesel- powered generator. They had to drive treacherous roads to acquire one in New Brunfels and bring it to Austin.

Water District 10 was able to avoid a much larger outage thanks to the conservation efforts of residents, the extraordinary actions of Crossroads and District 10 staff and the valiant assistance of Travis County Emergency Services District # 9.

HERE'S WHAT WE ARE DOING:

Yes, Water District 10 did learn the generator lesson after Snowpocalypse 2021. Projects to obtain and install automatic generators at each pump station began shortly after that major outage. Unfortunately, the needed generators are not the type obtainable at Home Depot. They are quite specialized and must work with the highly technical pumps. As with everything during the 2021-2022 timeframe there were innumerable supply chain problems and delay after delay.

All of the natural gas/propane powered generators are now either on site awaiting completion or are in the bidding process.

We have now preemptively staged a diesel- powered generator and a diesel- powered pump at one of the stations which will avoid most emergency problems due to loss of power until the permanent improvements are in place.

Please feel free to ask us any questions at customerservice@waterdistrict10.org

For a more detailed description of the outage and future improvements, please visit our website www.waterdistrict10.org

