



Raw Water Test Advisory

Dec. 6, 2023

Early Routine Testing and Disinfection Prevents Bacteria from Entering Castle Hills Water System

Castle Hills well has been shut down -- Water was disinfected before distributed to customers

SAN ANTONIO – Raw water sampling of a former BexarMet well indicated the presence of E. coli bacteria. The well is located at 6912 West Ave. near NW Military Dr. SAWS shut down the well immediately based on the test result and will inspect, disinfect, and retest before this well is put back into use.

A simultaneous test of water in the system showed no contamination. However, state regulations require notice to customers.

- To ensure customer safety, SAWS constantly tests water from around the system.
- Raw, or untreated water, is water from a well before disinfection, and before entering the system providing water to customers. All raw or untreated water is disinfected before entering the distribution system as finished water for customers.

“We are constantly testing all our water to ensure it is high quality. Finding this result and responding to it demonstrates the safeguards in SAWS system are working the way they should, to ensure safe drinking water is flowing to your home,” said Donovan Burton, Senior VP Water Resources & Governmental Relations.

Please note this is NOT a Boil Water notice. You do not need to take additional measures prior to consumption. Under the Groundwater Rule established by the U.S. Environmental Protection Agency and the Texas Commission on Environmental Quality long ago, SAWS is required to provide public notice if a water well tests positive for E. coli or fecal bacteria.

See attached TCEQ Notice for more details.

San Antonio Water System provides water and wastewater services to more than 1.8 million customers in the San Antonio region, and continues to set the standard for service within our industry. SAWS is the national leader in water innovation with the largest direct recycled system in the country, the largest groundwater-based Aquifer Storage & Recovery facility in the nation. SAWS was the first in the U.S. in converting methane gas to energy, making this wonderful city...Waterful. For more information, visit www.saws.org.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

SAWS Castle Hills West Ave. Well; G0150045E had a water well(s) that tested positive for *E. coli*.

E. coli bacteria were found in the water supply on (Date) 12/6/2023. These bacteria can make you sick, and are a particular concern for infants, young children and people with weakened immune systems.

WHAT SHOULD I DO? WHAT DOES THIS MEAN?

Fecal indicators are microbes whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term health effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.

The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice from their health care providers about drinking this water.

Corrective action: (List what is currently being done to remedy the problem)

- **This is not a boil water notice.**
- The well has been taken out of service.
- All finished water distributed from this facility was treated with the appropriate levels of chlorine disinfectant during this time frame.
- The well will be disinfected and re-tested.

We anticipate resolving the problem within (estimated time frame) 2 weeks.
For more information, please contact (name of PWS contact) Monty McGuffin at (phone number) 210 233 4411 or (mailing address of contact) Monty.McGuffin@saws.org.

General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

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