



*****IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER*****

**Mandatory Language for Monitoring and Reporting Violation
Failure to Submit a Disinfectant Level Quarterly Operating Report (DLQOR)
MONITORING, ROUTINE (DBP), MAJOR/CHLORINE**

The Copano Heights Water public water system PWS ID TX0040017 has violated the monitoring and reporting requirements set by Texas Commission on Environmental Quality (TCEQ) in Title 30, Texas Administrative Code (30 TAC), Section 290, Subchapter F. Public water systems are required to properly disinfect water before distribution, maintain acceptable disinfection residuals within the distribution system, monitor the disinfectant residual at various locations throughout the distribution system, and report the results of that monitoring to the TCEQ on a quarterly basis.

Results of regular monitoring are an indicator of whether or not your drinking water is safe from microbial contamination.

This violation occurred in the monitoring period of: First Quarter of 2021 (January 1st – March 31st, 2021).

We are taking the following actions to address this issue: CSWR-Texas purchased the water system on December 11, 2020. We failed to submit the first quarter DLQOR in 2021 but have since submitted the second quarter DLQOR. We will continue to submit DLQORs in accordance with TCEQ requirements.

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 CSWR-Texas Customer Experience at 1-866-301-7725, at support@cswrtexaswateruoc.com, or 1650 Des Peres Road, Suite 303, St. Louis, MO 63131.

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