



IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER
Oak Hill Estates (TX1013045), Burnet County, TX
Failed to Perform Activities Required to Address Coliform Bacteria Contamination of the Water System

During recent routine monitoring, our water system tested positive for total coliforms. **Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution.*

*When this occurs, we are required to conduct assessments to identify problems and to correct any problems that are found. * We failed to conduct the follow up repeat tests for the failed sample by 11/10/2023.*

As our customers, you have a right to know what happened and what we are doing to correct this situation.

What should I do?

You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.

If you have a severely compromised immune system, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare provider about drinking this water. You should also seek advice from your healthcare provider about using the water if you have an infant. General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

Since total coliform bacteria are generally not harmful themselves, this is not an emergency. If it had been you would have been notified within 24 hours.

Failure to identify and correct the defects has the potential to cause continued distribution system contamination. Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.

What is being done?

In September 2023, follow-up samples showed no coliform bacteria. However, a documentation error in the chain of custody led to this violation. CSWR – Texas has corrected the process, and no further positive samples have been detected for the Oak Hill Water System.

Please share this information with all the other 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, please contact Central States Water Resources Texas UOC Customer Experience by phone at 1-866-301-7725, by email at support@cswrtexaswateruoc.com, or by mail at 1630 Des Peres Road, Suite 140, St. Louis, MO 63131.