

January 13, 2020

**PUBLIC NOTICE  
CITY OF PFLUGERVILLE  
SOUTHWEST UTILITIES dba WINDERMERE UTILITY COMPANY  
MANVILLE WATER SUPPLY CORPORATION  
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 City of Pflugerville, PWS ID TX2270014, failed to meet the minimum treatment technique requirements in the month of December 2019. Specifically, cryptosporidium removal was less than required.

The violation, which occurred on December 24, 2019, was a result of a computer programming error during the weekly Membrane Integrity Test (MIT). This programming error was identified within approximately five hours, at which time the affected membrane was immediately shut down, assessed, and manually tested. The manual test confirmed MIT results were within state and federal regulations. The membrane was then placed back into production. During this time period, the affected membrane was in production approximately 2.5 hours. The water produced represents less than 2% of daily water production.

The MIT is one of several indicators to determine membrane filtration effectiveness. During the same time period, other integrity indicators for membrane health continued to remain within state and federal requirements.

City staff contacted Suez Water Technologies who is responsible for the computer software programming, and they have identified the source of the error and made corrections.

City staff immediately implemented the requirement that the water treatment operators will confirm manually that MIT testing functions meet TCEQ standards regardless of what the computer programming displays. The City's top priority is the health and safety of its citizens.

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.

Additional information, frequently asked questions and City water reports are available online at [www.pflugervilletx.gov/water](http://www.pflugervilletx.gov/water). If you have questions regarding this matter, you may contact City Manager Sereniah Breland at 512-990-6115.

Posted /Delivered on: January 13,2020