

**PUBLIC NOTICE  
CITY OF PFLUGERVILLE  
SOUTHWEST UTILITIES dba WINDERMERE UTILITY COMPANY  
MANVILLE WATER SUPPLY COPORATION  
SURFACE WATER TREATMENT TECHNIQUE VIOLATIONS**

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 (City), PWS ID TX2270014, failed to meet the minimum treatment technique requirements for the months of October 2018 to September 2019, excluding the months of December 2018 and April 2019. Specifically, the City's Surface Water Treatment Plant (SWTP) failed to provide Cryptosporidium treatment. Upon learning of these treatment technique violations, the City immediately took corrective actions at the SWTP to comply with standards set out by the TCEQ.

Because the City is wholesale water provider to the Southwest Utilities dba Windermere Utility Company PWS ID TX2270161 and Manville Water Supply Corporation PWS ID TX2270033, this public notice is being provided on behalf of these systems to their customers to meet TCEQ's public notification requirements.

The City hired industry experts to perform an overall treatment process analysis, enhanced staff training, and implemented facility improvements at the SWTP so that these treatment technique violations do not recur. Selected treatment equipment was repaired or upgraded and facility computer programming was analyzed and programs upgraded or reprogrammed. The City will continue to work closely with the TCEQ and industry experts to meet or exceed TCEQ drinking water quality standards for safe drinking water produced at the SWTP.

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 City Manager Sereniah Breland at 512-990-6115.

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