



PRESS RELEASE
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Early Routine Testing Prevents Bacteria from Entering Northside Drinking System

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

SAN ANTONIO – During standard water quality sampling, a raw, untreated water sample from a well indicated the presence of E. coli bacteria. The well is located at 6912 West Ave. near NW Military Dr. It is part of the former BexarMet system.

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.

- 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.
- All drinking water test samples taken from SAWS water system for December and January to date have been cleared of any evidence of E. coli.

“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, 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.

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IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Public Water System Name: San Antonio Water System Castle Hills

TCEQ Well G0150045E (6912 West Avenue Well): Had a raw ground water source sample that tested positive for *E. coli*. The sample was collected on January 12, 2022 and results were received on January 14, 2022. 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) _____

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

We anticipate resolving the problem within two weeks. For more information, please contact Anne K Hayden at (210) 233-3622 or P.O. Box 2449, San Antonio, TX 78298.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, 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.

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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