**DATE:  April 11, 2024**

**SUBJECT: Windermere Oaks WSC – Boil Water Notice is In Effect**

Dear Customer:

Water has been restored, however, in accordance with the Texas Commission on Environmental Quality (TCEQ) regulations, a Boil Water Notice is being issued to customers within the Windermere Oaks WSC. A bacteriological sample will be obtained once flushing in the District is conducted and taken to an independent lab for analysis.  During this time, please follow TCEQ's precautionary measures below:

"Due to the damaged flush valve and water leak, the Texas Commission on Environmental Quality has required Windermere Oaks Water Supply Corporation notify customers to boil their water prior to consumption.  Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions."

To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes.  Water should be brought to a vigorous rolling boil and boiled for approximately two minutes.

In lieu of boiling, individuals may purchase bottled water or obtain water from other suitable sources for drinking water or human consumption purposes.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly.  You can do this by posting this notice in a public place or distributing copies by hand or mail."

Pressure within the water system is now returning to normal.  As soon as a "clear" bacteriological sample result is received, a follow up notice to customers will be provided using this same method to rescind the required Boil Water Notice.

We appreciate your cooperation with TCEQ's precautionary boil water measures during this time.  Should you have any questions, please contact the Utility Office at (512) 402-1990 and we are happy to assist you.

Respectfully,

Windermere Oaks WSC