

Customer Notice: Water Discoloration in Park Shores PWS Area

Date: September 12, 2025

Dear Customer,

We understand that the prolonged issue of discolored water in your water system has been frustrating, and we sincerely appreciate your patience as we continue to work through this issue. It is important to us that you are updated as we address this uncommon situation affecting our Park Shores Treatment Plant customers.

Why is the Water Discolored?

Due to unprecedented drought followed by historic flooding, the water chemistry of Canyon Lake has changed. As a result, we are now seeing an increase in tannins and manganese, naturally occurring organic compounds, in the area of the lake that provides water to the Park Shores Treatment Plant. While they are not harmful, these compounds can cause discoloration, typically giving water a yellow or tea-like color.

What are we doing about it?

We **are treating the discoloration** and have seen water quality improvements already. We will continue to hone and adjust to improve results even more until the coloration is removed

We will conduct a **multi-day water main flushing event** starting next week to further remedy this issue. This is geared toward flushing any remaining discolored water out of the pipes. We expect this extensive flushing program to be complete by the end of next week.

Proactive Monitoring for Water Quality

We want to reassure you that your water remains safe to use. We are in partnership with the Texas Commission on Environmental Quality (TCEQ) and third-party state-certified laboratories to confirm through water quality testing that your drinking water continues to meet all state and federal safe drinking water standards.

As part of our commitment to transparency and regulatory compliance, we regularly collect and test water samples to meet all Federal and State (TCEQ) requirements. For detailed information, including our annual Consumer Confidence Report and additional water quality data, please click [here](#). We will continue to update you on our progress and appreciate the trust you have in us as your drinking water provider.

Thank you for your patience during this event. If you have any questions or need further assistance, please reach out to our customer service team at CustomerService@txwaterco.com. We are here to help and address any concerns you may have.