

October 20, 20023

Summary of the Town Hall Meeting

The main takeaway: We are still under the Do Not Use Order from TCEQ. Once we receive the test results we'll have more information. Well #2 has been repaired and disinfected; it is operating at full as of 2:30pm 10/19/23.

Thank you to the 38 people who came to the meeting.

The board of directors introduced themselves.

A timeline of events from September 9th to October 19th was reviewed.

The details of repairs/upgrades to Well #2 , the status of backup generators, and upcoming projects were discussed by the board.

The board then opened up the floor to questions:

How much water is being lost due to unknown leaks? With the new meters we have been better able to identify leaks and notify customers if we suspect they have a leak. We have been able to identify and fix many of the small leaks that we previously have not been able to locate.

How is SBWSC doing money wise? Is there enough money to accomplish the repairs needed for this situation and future projects? Yes, we do have enough money to complete the current repairs. money for upcoming projects is coming from several different sources, but we will have enough to complete the projects, we will make sure the money is there prior to beginning each project.

Will you continue to rent the generator until the new generators can be purchased and installed? Yes.

Is the water level recovering? Yes, with well #2 back online we are recovering nicely and able to fill the tanks to normal levels.

Is there a timeline for the upcoming projects? The projects are going to be completed in order of need and affordability. We will complete them as we have the monies to do so. Some of the projects are being paid for by grants and take longer as we have to involve an engineering company.

Is there a concern with adding new meters to the system? There has not been an issue with adding meters in the service area. We have had a few request from contractors wanting to build large housing complexes outside of our services area, they have all been denied. We are working to have an environmental study done on the aquifer, however we don't have a timeline for when that will be completed as we've just begun the process.

What did the Terlingua EMS fire truck have in it? The Terlingua Fire truck has only ever held water. It has never held chemicals.

Can SBWSC put an alert system in place to help get information out to the public during future emergencies in both Spanish and English? We are working on this problem and would live any assistance and idea people might have to help us implement a better system.

It was commented on that commercial accounts (hotels, restaurants, etc.) have a higher monthly rate. The commenter stated that she now knows how that extra money is used; for repairs and emergencies.

What is SBWSC not getting that is needed that the community could provide? The main thing that SBWSC would like to see is more people coming to the meetings and bring their knowledge and experience. Even if they are not on the water system. We would also like to have more people contact the office directly when they have questions, instead of posting questions on social media and potentially getting incorrect information. We would also like more people to be willing to serve on the board of directors when spaces come open.

Are there currently any vacancies on the board? Not at this time.

Was there a discussion regarding when to notify the public of the situation prior to the emergency situation posting? There was a discussion regarding when to notify the public of the levels of water in the system. The levels were being monitored every hour for a few days prior to the critical levels being reached. However, the system went from okay to critical in less than an hour and was not predictable due to how quickly the levels changed on the 9th.