



PRESS RELEASE
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Raw Water Well Sample Tests Positive for E. coli Bacteria

Distribution water safe to drink

SAN ANTONIO – During water quality sampling on Saturday, a raw, untreated water sample from a well located on Lemonwood Lane in Castle Hills indicated the presence of E. coli bacteria. The well is a vestige of the former BexarMet system and only feeds limited areas within Castle Hills

SAWS has already shut down, disinfected the well and retested it. New results will be returned Tuesday morning.

Raw, or untreated water, is water from a well before disinfection with chlorine, and before entering the distribution system. All raw or untreated water is disinfected before entering the distribution system as finished water for customers.

“We are constantly testing San Antonio’s water to ensure it is high quality. Finding this result and responding to it is part of the process of ensuring safe drinking water,” said Donovan Burton, VP Water Resources & Governmental Relations.

Please note it is not necessary to boil or treat drinking water or take any other action prior to consumption. Under the Groundwater Rule established by the U.S. Environmental Protection Agency and the Texas Commission on Environmental Quality, 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

San Antonio Water System Castle Hills PWS 0150045 had a water well that tested positive for *E. coli*.

***E. coli* bacteria were found in the water supply on August 11, 2019. 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:

- The Lemonwood well G0150045A, located at 202 Lemonwood, was taken off line Saturday at the time the sample result was received. The well has been disinfected and resampled to ensure that water quality parameters are met.
- All finished water distributed from this facility was treated with the appropriate levels of chlorine disinfectant during this time frame.
- This is not a boil water notice.
- We anticipate resolving the problem within 24 to 48 hours. For more information, please contact (name of PWS contact) Rogelio Placencia at (210)233-2367 or 2800 US HWY 281 N, San Antonio, TX 78212.

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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