



**Monarch  
Utilities I, L.P.**

**A SouthWest Water Company**

Customer Service  
866.654.SWWC (7992)

August 9, 2018

### **Progress is Happening**

Dear valued customer,

Progress is being made with the rehabilitation of our filter. Yesterday morning, we installed more temporary cartridge filters, and we have been inspecting other filters to make sure everything is running properly when we get the permanent filter working again. We are on track with the restoration of our permanent filter. Once it's fully repaired, we will take samples to ensure quality before adding it back into the full treatment process. The sampling process should take place early next week.

At this time, you will still need to boil water before consumption, and please continue to conserve water within your homes. Also, keep in mind all outside watering is prohibited. We will continue to provide updates as we have them, and we thank you again for your understanding during this unpredicted circumstance.

**For details on the Stage 4 Drought Restrictions:** [www.swwc.com/texas/drought/](http://www.swwc.com/texas/drought/)

**Contact Customer Care:** [866.654.7992](tel:866.654.7992) or [TXCustomerCare@swwc.com](mailto:TXCustomerCare@swwc.com)



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August 3, 2018

## **Weekend Update**

Dear valued customer,

As we head into the weekend we wanted to update you on the latest. We will be continuing our efforts to maintain maximum pressure over the weekend. In the meantime please remember Stage 4 Drought Restrictions and the Boil Water Notice continue to remain in effect. Thank you for being understanding of this unpredicted circumstance. We will continue to update you as more information is available.

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August 1, 2018

## **Update for Your Area**

Dear valued customer,

We want to provide you with an update of what's going on. As mentioned in our previous notice, we have experienced a critical failure in a filter at our water treatment plant. We are bringing in temporary filter operating systems to boost our supply of water, but need your help in conserving usage until there is stable pressure throughout the system. In a coordinated effort with the Texas Commission on Environmental Quality (TCEQ), we have moved to Stage 4 Drought Restrictions. The boil water notice is also still in effect.

We thank you for your understanding and patience as we work hard to get the system back to operating as normal. We will continue to provide updates as we have them. If you have any questions, please contact our Customer Care.

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July 27, 2018

## **What's Going on in Your Area?**

**Important:** Stage 3 Drought Restrictions and a Boil Water Notice are in effect.

**What You Can Do:** Please follow guidelines and conserve water

Dear valued customer,

You've probably received a couple alerts from us over the past month, as such we wanted to provide you with a detailed explanation of what's going on.

### **The Problem:**

Currently we are experiencing a mechanical failure of a critical filter at our water treatment plant. With the loss of a filter, we can only clean and produce half of what our system is normally able. While we are working hard to complete these repairs quickly, it may take up to three weeks.

### **What We Are Doing Now:**

We have several groundwater wells in place for these types of emergencies, and are preparing to use them to help us produce more water. Because it's not our typical surface water source, the water may have a different taste and odor than what you are used to.

To make sure everyone has water, we are highly encouraging you to conserve indoor water use, and we are prohibiting outdoor water use by enforcing our Stage 3 Drought restrictions. **IMPORTANT:** Until these repairs are completed and water samples test clear please continue to boil water.

For a detailed drought plan and restrictions, go to [www.swwc.com/texas/drought](http://www.swwc.com/texas/drought). You can contact us with any further questions, comments or concerns at:

### **Customer Care**

**Phone: 866.654.7992**

**Email: [TXCustomerCare@swwc.com](mailto:TXCustomerCare@swwc.com)**