



GREY FOREST UTILITIES

14570 Bandera Road

P.O. Box 258

Helotes, Texas 78023

(210) 695 - 8781 • Fax (210) 695 - 2849

*Excellence*

*"Real People Who Care"*

May 30<sup>th</sup>, 2025

Dear Grey Forest Water Utility Customers,

Grey Forest Utilities (GFU) is committed to maintaining the highest standards of water quality and transparency for all our customers. As part of our regular operations, we conduct monthly water testing to ensure your water remains safe, clean and in compliance with all regulatory requirements.

We are writing to inform you of a recent administrative oversight related to regulatory reporting, not water quality. While we conducted all required monthly water tests throughout 2024 and confirmed that your water remained safe and fully compliant, we did not submit quarterly water quality reports to the Texas Commission on Environmental Quality (TCEQ), including a Lead and Copper report required by a new rule implemented in 2024.

*GFU did complete the required Lead and Copper testing in 2023, which confirmed there is no lead present in the water.* However, due to the same reporting oversight, we did not submit documentation to TCEQ for that specific report in 2024. The next round of Lead and Copper testing is scheduled for 2026, as this monitoring occurs every three years.

We understand the importance of both testing and timely reporting. As soon as we identified the reporting issue, we took immediate corrective action. All missing reports have since been submitted to TCEQ, and we continue to work closely with regulators to bring our reporting back to full compliance.

To prevent this from happening again, we have implemented new internal controls and procedures to ensure timely reporting in the future. Reporting responsibilities are now shared across a team rather than managed by a single individual, which will help ensure accuracy and accountability.

For your review, we have included copies of the quarterly water test results with this letter and the CCR. If you have any questions or would like more information, please do not hesitate to contact our office.

Thank you for your trust and continued support.

Sincerely,

*Erik T. Remmert*

Erik Remmert

General Manager

Grey Forest Utilities



# **2024 ANNUAL DRINKING WATER QUALITY REPORT**

**(Consumer Confidence Report (CCR))**

**For the period of January 1 to December 31, 2024**

**GREY FOREST WATER SYSTEMS (TX 0150514)**

**PHONE NUMBER (210) 695-8781**



## **SPECIAL NOTICE**

### **REQUIRED LANGUAGE FOR ALL COMMUNITY PUBLIC WATER SUPPLIES:**

You may be more vulnerable than the general population to certain microbial contaminants, such as *Cryptosporidium*, in drinking water. Infants, some elderly or immuno-compromised people such as those undergoing chemotherapy for cancer; those who have undergone organ transplants; those who are undergoing treatment with steroids; and people with HIV/AIDS or other immune system disorders can be particularly at risk from infections. You should seek advice about drinking water from your physician or health care providers. Additional guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* are available from the Safe Drinking Water Hotline at (800) 426-4791.



## **PUBLIC PARTICIPATION OPPORTUNITIES**

**Date: 4th Wednesday of posted Months**

**Time: 6:30 p.m.**

**Location: 14570 Bandera, Helotes 78023**

**Phone Number: (210) 695-8781**

To learn about future public meetings (concerning your drinking water), or to request to schedule one, please call us. For information regarding this report please contact Daryl at 210-695-8781.

## **OUR DRINKING WATER IS REGULATED**

This report is a summary of the quality of the water we provide our customers. The analysis was made by using the data from the most recent U.S. Environmental Protection Agency (EPA) required tests and is presented in the attached pages. We hope this information helps you become more knowledgeable about what is in your drinking water. In order to ensure that tap water is safe to drink, the EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

*Grey Forest Water System continues to operate as a Superior Water System for its citizens. We work diligently to ensure all consumers receive clean and safe water for the community.*

## **SOURCE OF DRINKING WATER**

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

## **EN ESPAÑOL**

Este informe incluye información importante sobre el agua potable. Si tiene preguntas o comentarios sobre éste informe en español, favor de llamar al tel. (210) 695-8781.

- para hablar con una persona bilingüe en español.

## Where do we get our drinking water?

The source of drinking water used by GREY FOREST WATER SYSTEM (GFWS) is Ground Water from the Trinity Aquifer. TCEQ completed an assessment of GFWS source water and results indicate that some of GFWS sources are susceptible to certain contaminants. The sampling requirements for GFWS are based on this susceptibility and previous sample data. Any detection of these contaminants may be found in this Consumer Confidence Report. For more information on Source Water Assessments and protection efforts for our system, contact Daryl at 210-695-8781. Further details about sources and source-water assessments are available in Drinking Water Watch at the following URL: <https://dww2.tceq.texas.gov/DWW/>

## ALL drinking water may contain contaminants

When drinking water meets federal standards there may not be any health benefits to purchasing bottled water or point of use devices. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (1-800-426-4791).

## Secondary Constituents

Many constituents (such as calcium, sodium, or iron) which are often found in drinking water, can cause taste, color, and odor problems. The taste and odor constituents are called secondary constituents and are regulated by the State of Texas, not the EPA. These constituents are not causes for health concern. Therefore, secondaries are not required to be reported in this document, but they may greatly affect the appearance and taste of your water.

## Required Additional Health Information for Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. This water supply is responsible for providing high quality drinking water but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

*\*In the water loss audit submitted to the Texas Water Development Board for the time period of Jan - Dec 2023, our system lost an estimated 822,732 gallons. If you have any questions about the water loss audit, please call the utility phone number.*

## Abbreviations

- NTU - Nephelometric Turbidity Units
- MFL - million fibers per liter (a measure of asbestos)
- pCi/L - picocuries per liter (a measure of radioactivity)
- ppm - parts per million, or milligrams per liter (mg/L)
- ppb - parts per billion, or micrograms per liter
- ppt - parts per trillion, or nanograms per liter
- ppq - parts per quadrillion, or picograms per liter

## Definitions

Action Level:	The concentration of contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
Action Level Goal (ALG):	The level of contaminant in drinking water below which there is no known or expected risk to health. ALGs allow for a margin of safety.
Maximum Contaminant Level Goal or MCLG:	The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
Maximum Contaminant Level or MCL:	The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
Maximum residual disinfectant level goal or MRDLG:	The level of a drinking water disinfectant below which there is no known or expected goal or MRDLG: risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
Maximum residual disinfectant level or MRDL:	The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
mrem:	millirems per year (a measure of radiation absorbed by the body)
ppb:	micrograms per liter or parts per billion - or one ounce in 7,350,000 gallons of water.
na:	not applicable.
Avg:	Regulatory compliance with some MCLs are based on running annual average of monthly samples.
ppm:	milligrams per liter or parts per million - or one ounce in 7,350 gallons of water.
Level 1 Assessment:	A level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.
Level 2 Assessment:	A level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has been found in our water systems on multiple occasions.
Treatment Technique or TT:	A required process intended to reduce the level of contaminant in drinking water.

## 2023 Regulated Contaminants Detected

### Coliform Bacteria

Maximum Contaminant Level Goal	Total Coliform Maximum Contaminant Level	Highest No. of Positive	Fecal Coliform or E. Coli Maximum Contaminant Level	Total No. of Positive E. Coli or Fecal Coliform Samples	Violation	Likely Source of Contamination
0	1 positive monthly sample	There were no TCR detections for this system in this CCR period		0	N	Naturally present in the environment.

### Lead and Copper

Definitions:

Action Level Goal (ALG): The level of a contaminant in drinking water below which there is no known or expected risk to health. ALGs allow for a margin of safety.

Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Lead and Copper	Date Sampled	MCLG	Action Level (AL)	90th Percentile	# Sites Over AL	Units	Violation	Likely Source of Contamination
Copper	2023	1.3	1.3	.109	0	ppm	N	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems.
Lead	2023	0	15	1.5	0	ppb	N	Corrosion of household plumbing systems; Erosion of natural deposits

### Regulated Contaminants continued

Inorganic Contaminants	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Barium	2024	0.0271	0.0271 - 0.0271	2	2	ppm	N	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
Fluoride	2024	0.49	0.49 - 0.49	4	4.0	ppm	N	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and
Nitrate [measured as Nitrogen]	2024	0.47	0.47 - 0.47	10	10	ppm	N	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.

Nitrate Advisory - Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you should ask advice from your health care provider.

Radioactive Contaminants	Collection Date	Highest Level Detected	Range of Individual Samples	MCL G	MCL	Units	Violation	Likely Source of Contamination

Gross alpha excluding radon and uranium	2021	4	4 - 4	0	15	pCi/L	N	Erosion of natural deposits.
Combined Radium 226/228	2021	1.34	1.34 - 1.34	0	5	pCi/L	N	Erosion of natural deposits.
Uranium	2021	1.6	1.6 - 1.6	0	30	ug/l	N	Erosion of natural deposits.

**Maximum Residual Disinfectant Level**  
Systems must complete and submit data on the Disinfection data on the Disinfection Level Quarterly Operating Report (DLQOR). On the CCR Report, the system must provide disinfection type. Minimum, maximum, and average levels.

Year	Disinfectant	Average Level	Minimum Level	Maximum Level	MRDL	MRDLG	Unit of Measure	Source of Chemical
2023	Free Chlorine	1.11	0.74	1.20	4	4	ppm	Water additive used to control microbes.

Disinfectants and Disinfection By-Products	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Total Trihalomethanes (TTHM)*	2023	4	4.3 - 4.3	No goal for the total	80	ppb	N	By-product of drinking water disinfection
Haloacetic Acids (HAA5)*	2023	1	1.1-1.1	No goal for the total	60	ppb	N	By-product of drinking water

Not all sample results may have been used for calculating the Highest Level Detected because some results may be part of an evaluation to determine where sampling should occur in the future.

#### Disinfectant Residual

A blank disinfectant residual table has been added to the CCR template, you will need to add data to the fields. Your data can be taken off the Disinfectant Level Quarterly Operating Reports (DLQOR).

Disinfectant Residual	Year	Average Level	Range of Levels	MRDL	MRDLG	Unit of Measure	Violation (Y/N)	Source in Drinking Water
	2024			4	4		ppm	Water additive used to control microbes.

## Violations

Chlorine			
Some people who use water containing chlorine well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.			
Violation Type	Violation Begin	Violation End	Violation Explanation
Disinfectant Level Quarterly Operating Report (DLQOR).	01/01/2024	03/31/2024	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.
Disinfectant Level Quarterly Operating Report (DLQOR).	04/01/2024	06/30/2024	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.
Disinfectant Level Quarterly Operating Report (DLQOR).	07/01/2024	09/30/2024	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.
Disinfectant Level Quarterly Operating Report (DLQOR).	10/01/2024	12/31/2024	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.

Consumer Confidence Rule			
The Consumer Confidence Rule requires community water systems to prepare and provide to their customers annual consumer confidence reports on the quality of the water delivered by the systems.			
Violation Type	Violation Begin	Violation End	Violation Explanation
CCR REPORT	07/01/2024	09/27/2024	We failed to provide to you, our drinking water customers, an annual report that informs you about the quality of our drinking water and characterizes the risks from exposure to contaminants detected in our drinking water.

**Mandatory Language for Monitoring and Reporting Violation**  
**Failure to Submit a Disinfectant Level Quarterly Operating Report (DLQOR)**  
**MONITORING, ROUTINE (DBP), MAJOR/CHLORINE**

The [WATER SYSTEM NAME] water system PWS ID [PWS ID] has violated the monitoring and reporting requirements set by Texas Commission on Environmental Quality (TCEQ) in Title 30, Texas Administrative Code (30 TAC), Section 290, Subchapter F. Public water systems are required to properly disinfect water before distribution, maintain acceptable disinfection residuals within the distribution system, monitor the disinfectant residual at various locations throughout the distribution system, and report the results of that monitoring to the TCEQ on a quarterly basis.

Results of regular monitoring are an indicator of whether or not your drinking water is safe from microbial contamination.

This/These violation(s) occurred in the monitoring period(s) 01/01/24 — 03/31/2024  
<monitoring period of violation>

We are taking the following actions to address this issue:

FAILED TO REPORT DLQR TESTING NUMBERS Q1 2024  
REPORTED THEM IN JANUARY 2025.

<corrective actions>

Please share this information with all people who drink this water, especially those who may not have received this notice directly (i.e., people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

If you have questions regarding this matter, you may contact Darryl Bratch at 210-695-8781.  
<area code + phone number> <water system official's name>

Posted /Delivered on: 5/30/2025.  
<Date Posted>

**Instructions for preparing the required Public Notice:**

Recopy the mandatory language above and insert the underlined information in the spaces indicated.

The TCEQ recommends that the public water system provide a copy of the Public Notice(s) or Notice of Enforcement to local and state officials, such as Mayors, City Council Members, County Commissioners, Judges, and/or State Representatives, that are located in or that represent the affected area(s) served by the system.

**Public Notice delivery timelines:**

The initial public notice shall be issued as soon as possible, but in no case later than 12 months after the violation was identified. All notifications require the attached Certificate of Delivery due 10 days from the posting date of the above notice.

Refer to 30 TAC §290.122 for additional information on Public Notification.



**Mandatory Language for Monitoring and Reporting Violation**  
**Failure to Submit a Disinfectant Level Quarterly Operating Report (DLQOR)**  
**MONITORING, ROUTINE (DBP), MAJOR/CHLORINE**

The [WATER SYSTEM NAME] water system PWS ID [PWS ID] has violated the monitoring and reporting requirements set by Texas Commission on Environmental Quality (TCEQ) in Title 30, Texas Administrative Code (30 TAC), Section 290, Subchapter F. Public water systems are required to properly disinfect water before distribution, maintain acceptable disinfection residuals within the distribution system, monitor the disinfectant residual at various locations throughout the distribution system, and report the results of that monitoring to the TCEQ on a quarterly basis.

Results of regular monitoring are an indicator of whether or not your drinking water is safe from microbial contamination.

This/These violation(s) occurred in the monitoring period(s) 04/01/2024 — 06/30/2024  
<monitoring period of violation>

We are taking the following actions to address this issue:

Failed to report DLQR Testing Numbers Q2 2024  
Reported them in January 2025

<corrective actions>

Please share this information with all people who drink this water, especially those who may not have received this notice directly (i.e., people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

If you have questions regarding this matter, you may contact Daryl Bratcher at  
210-695-8781.  
<area code + phone number> <water system official's name>

Posted /Delivered on: 5/30/2025  
<Date Posted>

**Instructions for preparing the required Public Notice:**

Recopy the mandatory language above and insert the underlined information in the spaces indicated.

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**Mandatory Language for Monitoring and Reporting Violation**  
**Failure to Submit a Disinfectant Level Quarterly Operating Report (DLQOR)**  
**MONITORING, ROUTINE (DBP), MAJOR/CHLORINE**

The [WATER SYSTEM NAME] water system PWS ID [PWS ID] has violated the monitoring and reporting requirements set by Texas Commission on Environmental Quality (TCEQ) in Title 30, Texas Administrative Code (30 TAC), Section 290, Subchapter F. Public water systems are required to properly disinfect water before distribution, maintain acceptable disinfection residuals within the distribution system, monitor the disinfectant residual at various locations throughout the distribution system, and report the results of that monitoring to the TCEQ on a quarterly basis.

Results of regular monitoring are an indicator of whether or not your drinking water is safe from microbial contamination.

This/These violation(s) occurred in the monitoring period(s) 07/01/2024 — 09/30/2024  
<monitoring period of violation>

We are taking the following actions to address this issue:

FAILED TO REPORT DLQR TESTING NUMBERS Q3 2024  
REPORTED IN JANUARY 2025

<corrective actions>

Please share this information with all people who drink this water, especially those who may not have received this notice directly (i.e., people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

If you have questions regarding this matter, you may contact Daryl Bratcher at  
210-695-8781 at  
<area code + phone number> <water system official's name>

Posted /Delivered on: 5/30/2025  
<Date Posted>

**Instructions for preparing the required Public Notice:**

Recopy the mandatory language above and insert the underlined information in the spaces indicated.

The TCEQ recommends that the public water system provide a copy of the Public Notice(s) or Notice of Enforcement to local and state officials, such as Mayors, City Council Members, County Commissioners, Judges, and/or State Representatives, that are located in or that represent the affected area(s) served by the system.

**Public Notice delivery timelines:**

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Refer to 30 TAC §290.122 for additional information on Public Notification.

**Mandatory Language for Monitoring and Reporting Violation**  
**Failure to Submit a Disinfectant Level Quarterly Operating Report (DLQOR)**  
**MONITORING, ROUTINE (DBP), MAJOR/CHLORINE**

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Results of regular monitoring are an indicator of whether or not your drinking water is safe from microbial contamination.

This/These violation(s) occurred in the monitoring period(s) 10/01/2024 - 12/31/2024  
<monitoring period of violation>

We are taking the following actions to address this issue:

Failed to Report DLQR Testing Numbers Q4 2024  
REPORTED IN JANUARY 2025

<corrective actions>

Please share this information with all people who drink this water, especially those who may not have received this notice directly (i.e., people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

If you have questions regarding this matter, you may contact Daryl Bratcher at  
210-695-8781  
<area code + phone number> <water system official's name>

Posted /Delivered on: 5/30/2025  
<Date Posted>

**Instructions for preparing the required Public Notice:**

Recopy the mandatory language above and insert the underlined information in the spaces indicated.

The TCEQ recommends that the public water system provide a copy of the Public Notice(s) or Notice of Enforcement to local and state officials, such as Mayors, City Council Members, County Commissioners, Judges, and/or State Representatives, that are located in or that represent the affected area(s) served by the system.

**Public Notice delivery timelines:**

The initial public notice shall be issued as soon as possible, but in no case later than 12 months after the violation was identified. All notifications require the attached Certificate of Delivery due 10 days from the posting date of the above notice.

Refer to 30 TAC §290.122 for additional information on Public Notification.

## Public Water System

NAME: GARY FOREST WATER SYSTEM

ID: 0150514

### IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

#### Lead Treatment Technique Requirements Not Met

Our water system recently violated a drinking water requirement. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we did (are doing) to correct this situation.

Failure to meet minimum treatment requirements for lead has the potential to increase your exposure to lead. We did not complete the following requirement(s):

Requirement(s) not met: FAILED TO REPORT SERVICE LINE INVENTORY (NO LEAD)

Period(s) of Non-Compliance: 04/14/2025 - 05/27/2025

There is no safe level of lead in drinking water. Exposure to lead in drinking water can cause serious health effects in all age groups, especially pregnant people, infants (both formula-fed and breastfed), and young children. Some of the health effects to infants and children include decreases in IQ and attention span. Lead exposure can also result in new or worsened learning and behavior problems. The children of persons who are exposed to lead before or during pregnancy may be at increased risk of these harmful health effects. Adults have increased risks of heart disease, high blood pressure, kidney or nervous system problems. Contact your health care provider for more information about your risks.

#### What should I do?

There is nothing you need to do at this time. You may continue to drink the water. We will notify you within 24 hours if a situation arises where the water is no longer safe to drink.

#### What is being done?

REPORTED SERVICE LINE INVENTORY 5/27/2025, showing  
NO LEAD IN SYSTEM

Expected completion date for the corrective action: 5/27/2025

#### For more information, please contact:

PWS Contact Name: DARYL BRATCHER

Phone: 210 695-8781 Email: D.BRATCHER@WFGAS.COM

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Date distributed: \_\_\_\_\_