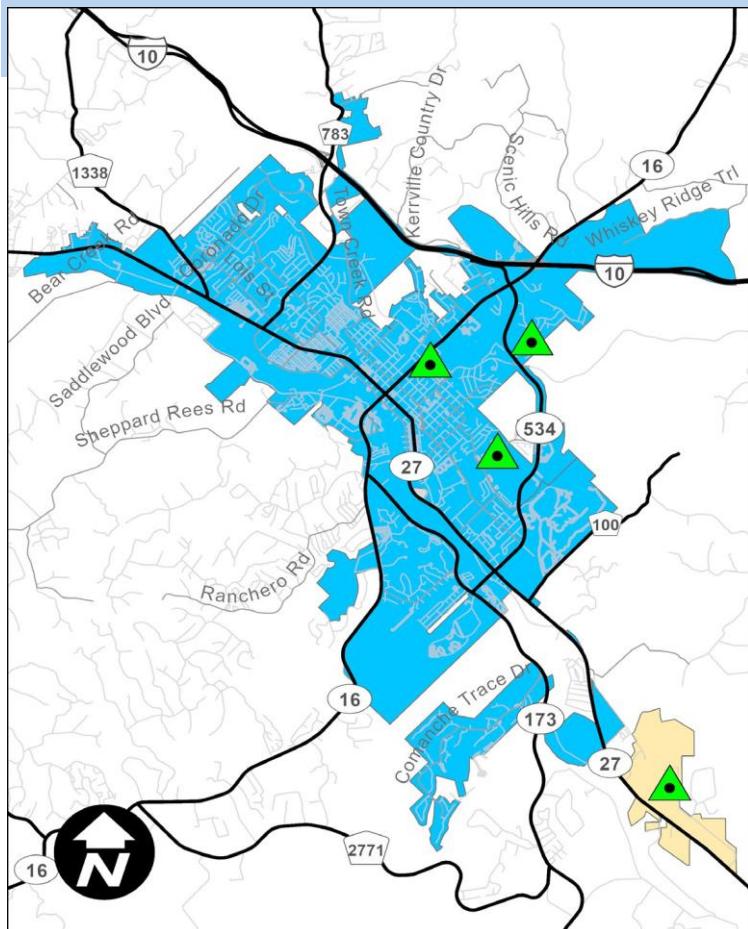


Dear City of Kerrville Water Customer...

We'd like to share with you some useful information about the city's stewardship of our water and some helpful resources currently available to city residents. We also have some information to share with you regarding recent test results affecting a limited area of Kerrville water customers.

The City of Kerrville works diligently to manage both the quality and quantity of water available to Kerrville residents and businesses. Most recently, the city has allocated several million dollars to fund important improvements and maintenance to our overall water system including storage tank, well improvements, upgraded water mains, and carbon exchanges to the Granular Activated Carbon filter system.

Our team of planning and production engineers, water quality experts, laboratory technicians, administration and staff provide more than 1.3 billion gallons of safe, drinkable water to the citizens of Kerrville each year.

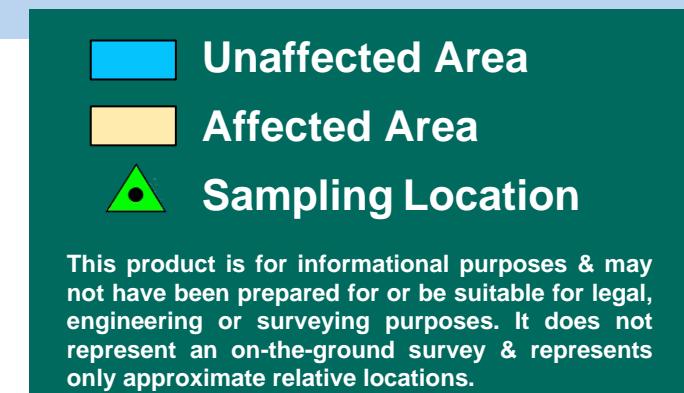


Important Information About Your Drinking Water

The City of Kerrville received a notice of violation from the Texas Commission on Environmental Quality (TCEQ) for sampling results from last summer and fall that drove up the annual average and exceeded the maximum standards for Total Trihalomethanes (TTHM) in the water supplied to the most eastern portion of our system, which is located near the airport. The excess TTHMs were a result of summer drought conditions that included low river flow, high organic carbon content in Nimitz Lake, and diminished aquifers that temporarily precluded groundwater water well usage. In our continued policy of transparency and open communication, the city believes that all customers need to be informed on the test results and what the city is doing to correct the violation.

This violation pertains to a far eastern portion of town (please see attached map). Although this violation only affects a small percentage of our customers, city staff is working diligently to implement additional strategies and procedures to prevent future violations at sampling locations.

The affected area is highlighted in the map below.



How Are These Sampling Locations Selected?

After a series of tests conducted from 2006 to 2013, the Texas Commission on Environmental Quality identified four locations where the City of Kerrville would be required to test TTHM levels on a quarterly basis. TCEQ selected these particular locations because of their distance from the Water Treatment Plant. Locations far away from the Water Treatment Plant have an increased likelihood of experiencing elevated TTHM levels. If your home is not located within a designated sampling site this is because the TCEQ has determined the water delivered to your area is not at risk for elevated TTHM levels.

Understanding TTHM

What is TTHM?

When Chlorine is used for the disinfection of water, it reacts with naturally occurring organic matter in the water & creates a by-product. This by-product is called Total Trihalomethane (TTHM) & is the most common by-product formed during the disinfection process.

Where else can you find TTHMs?

They can be found in swimming pools, soft drinks, coffee, tea, and some foods. TTHMs enter the body through inhalation during bathing/showering, skin contact during swimming & during food or drink consumption.

What are the maximum contaminant levels & who establishes them?

The current maximum contaminant levels for TTHMs are .080 milligrams per liter (mg/L) which is equal to 80 parts per billion. These levels are established by the U.S. Environmental Protection Agency (EPA) and regulated by the Texas Commission on Environmental Quality (TCEQ).

What were the sampling results for our water?

The results for the "Airport" sampling location in the 1st and 2nd quarters of 2024 were 0.000 mg/L and 0.056 mg/L respectively. Due to a high 2023 summer result, the running average result was still 0.083 mg/L and 0.087 mg/L, which is 0.003 and 0.007 mg/L over the limit. This is equivalent to being over the limit by 3-7 parts per billion. For comparison, 7 parts per billion is equal to 7 drops of water in an Olympic size swimming pool.

What causes high TTHM levels?

Heavy rainfalls often introduce large amounts of organic matter such as grass and leaves into the river. When this dissolved organic matter reacts with chlorine during the disinfection process, it creates TTHMs. When drought conditions and extreme high temperatures exist, the water becomes warmer than usual and requires more chlorine for disinfection. Furthermore, the "Airport" area has a one-way feed from the distribution system along with low usage and long travel times.

What is the city doing to reduce TTHMs?

In 2021, the city installed a new Granular Activated Carbon (GAC) filtration system at the Water Treatment Plant to remove much organic carbon from the drinking water prior to sending it to distribution. This in turn reduces TTHM formation. New customers to the "Airport" area in 2025 will aid with demand.

The Texas Commission on Environmental Quality (TCEQ) has notified the City of Kerrville water system

that the drinking water being supplied to customers exceeded the Maximum Contaminant Level (MCL) for total trihalomethanes. The U.S. Environmental Protection Agency (U.S. EPA) has established the MCL for total trihalomethanes to be 0.080 milligrams per liter (mg/L) based on locational running annual average (LRAA), and has determined that it is a health concern at levels above the MCL. Analysis of drinking water in your community for total trihalomethanes indicates a compliance value in quarter one 2024 of 0.083 mg/L for DBP2-04; and in quarter two 2024 of 0.087 mg/L for DBP2-04.

Trihalomethanes are a group of volatile organic compounds that are formed when chlorine, added to the water during the treatment process for disinfection, reacts with naturally occurring organic matter in the water.

Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidney or central nervous system and may have an increased risk of getting cancer.

You do not need to use an alternative water supply. However, if you have health concerns, you may want to talk to your doctor to get more information about how this may affect you.

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 the City of Kerrville at (830) 257-8000.

Helpful Resources

Brochures, Literature & Presentations



- Need information on water for your home, business, school, club or organization? The City of Kerrville provides free written information or speakers for your event.



Data Logs - In order to better manage water usage or help pinpoint a leak, it is useful to see how & when water is used. Customers can call Water Records at (830) 258-1504 to request a free data log. This easy to read report shows water usage by day & even hour for the last 90 days.



Leak Letters - If our meters detect continual or unusual water usage, the city will send you a courtesy notification. Leaks are typically not visible or are small so this may be the only clue.