

## Monitoring and Reporting Violation Total Organic Carbon, Routine Major

New Braunfels Utilities, TX0460001, 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 that use a series of treatment process that includes coagulation, flocculation, sedimentation or clarification, and filtration as part of the overall treatment protocol must monitor Total Organic Carbon and report the results of that monitoring to the TCEQ on a monthly basis.

We failed to monitor and/or report the constituents: Total Organic Carbon (TOC)  
This violation occurred in the monitoring period 3<sup>rd</sup> Quarter 2024.

Results of monitoring are an indicator of whether drinking water is protected from potential adverse health effects associated with disinfectants and disinfection by-products. We did not complete all monitoring and/or reporting for disinfectant by-product precursors, and therefore TCEQ cannot be sure of the Total Organic Carbon levels in your drinking water during that time.

We are taking the following actions to address this issue:

New Braunfels Utilities reviewed and strengthened our sampling protocols, provided additional training for staff on compliance requirements and implemented an automated reminder and alert to ensure sampling schedules are met.

At New Braunfels Utilities, our top priority is delivering safe, reliable water to over 100,000 residents. We are required to sample and report the TOC levels from our Surface Water Treatment Plant each month to the Texas Commission on Environmental Quality (TCEQ). It is important to note that all samples collected before and following this missed sample were within compliant ranges. We also publish an annual Consumer Confidence Report, also called the [Water Quality Report](#), to ensure we are completely transparent in our reporting. In the latest report, NBU has once again met and surpassed all state and federal drinking water standards, earning the Superior water rating by the Texas Commission on Environmental Quality (TCEQ). The Water Quality Report assures that the water NBU supplies are regulated and continues to meet or exceed all federal and state drinking water requirements.

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 [Brent Lundmark](#) at [830.608.8901](tel:830.608.8901).

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