



Utility Weather Preparedness Update

Date: Thursday, January 22, 2026

Dear Valued Customers,

We are writing to provide an advanced operational update regarding an anticipated freeze event affecting the Greater Houston area. Current forecasts indicate the potential for rain, sleet, snow, freezing temperatures, ice, and black ice, beginning Saturday and extending through approximately Tuesday. In preparation, we are initiating our Emergency Preparedness Plan (EPP) and proactively staging personnel, equipment, and resources to help maintain continuous water and wastewater service throughout this weather event.

What We Are Doing

- Activating 24/7 operational coverage at critical water and wastewater facilities
- Pre-staging crews, equipment, and materials to enable rapid response to weather-related issues
- Coordinating closely with regional electric providers and other partners to minimize service interruptions
- Inspecting and winterizing critical assets where feasible
- Implementing management best practices designed to protect infrastructure, employees, and the public
- Prioritizing the safe and responsible stewardship of our natural resources

Our crews are being deployed in advance to strategic locations so that any necessary repairs or operational adjustments can be addressed as safely and efficiently as possible. At the same time, we are taking deliberate steps to ensure our employees are protected and able to work safely in potentially hazardous conditions.

What Customers Can Do Now

We strongly encourage all customers to take precautionary measures, including:

- Allowing faucets to drip slowly during freezing temperatures to reduce the risk of private service line and household plumbing freezes



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- Protecting people, pets, and plants from freezing conditions
 - Insulating and protecting exposed pipes where applicable
 - Preparing for potential travel hazards caused by ice or black ice
 - Staying informed through local media outlets and official district communications

Please note that during widespread freeze events, the water purveyor must prioritize response efforts to system-wide issues, such as main breaks, treatment facilities, and critical infrastructure, to maintain service throughout the service area. While we will make every reasonable effort to assist customers, private plumbing and service line issues may experience longer response times. Taking preventive measures in advance, such as allowing faucets to drip, can significantly reduce the risk of private-side leaks and damage.

Ongoing Communication

Conditions will continue to be monitored closely. Additional updates will be provided as needed should weather conditions change or if operational impacts arise. Please know that we are taking this event seriously and are doing everything reasonably possible to prepare in advance, maintain essential services, and respond effectively should conditions worsen. We appreciate your cooperation, preparedness, and understanding as we work through this potential weather event together.

Sincerely,

Management
Health, Safety, and Environmental Compliance