



1399 Sattler Road, New Braunfels, TX 78132

FOR IMMEDIATE RELEASE

Contact: Larry Jackson
Director, Customer Service & Communications
830-460-4566
larry.jackson@clwsc.com

(Canyon Lake, TX – July 28, 2022) — Despite this week being a NON-Watering week, SJW TX dba Canyon Lake Water Service Company continues to see high water usage demand and consumption. Additionally, we are performing a repair to one of the filters at our Canyon Lake Shores Water Treatment Plant, which is the primary supply for the impacted area. Lastly, our Sybil Lightfoot Surface Water Treatment Plant will soon be off-line due to falling river levels, which generally provide additional water supply to the impacted area.

These conditions have prompted SJW TX to move portions of the service area from Stage 2 to an Emergency Drought Stage until further notice. This impacts regions of Comal County, including the north side of Canyon Lake (from FM 306 & FM 484 to US HWY 281), Spring Branch, and Bulverde, including Rebecca Creek, River Crossing, Singing Hills, Hidden Trails, and Edgebrook.

Currently, this is a NON-watering week. And for these impacted areas, water usage will continue to be restricted to indoor use only. Under Emergency Drought Stage, all outdoor water use is prohibited, except for use necessary to sustain livestock. It is crucial to avoid outdoor water use in extreme drought conditions to ensure water is available for the most critical needs and to preserve human health and safety.

Areas not included with the Emergency Drought Stage are the southern side of Canyon Lake, including Startzville, Sattler, Vintage Oaks, Mountain Springs, and Meyer Ranch. These areas remain in Stage 2 Watering Restrictions.

Weather conditions, like the hot, dry weather we are experiencing at present, impact when we move in and out of drought stages. While we monitor conditions closely, we ask that customers adhere to the Emergency Drought Stage watering restrictions and conserve where they can, indoors and out.

For more information, please see <https://www.sjwtx.com/my-service-area/canyon-lake-service-area/drought-contingency-emergency-plan>.

If you have questions concerning the customer satisfaction survey, you may contact our customer service department at 830-312-4600 or by email at customerservice@clwsc.com.

###

About SJW TX dba Canyon Lake Water Service Company

SJW TX, a subsidiary of SJW Group, is a public water and wastewater utility providing service to approximately 75,000 people through over 24,000 connections in a service area comprising over 250 square miles in Comal, Blanco, Kendall, Bandera, Medina, Hays, and Travis counties