

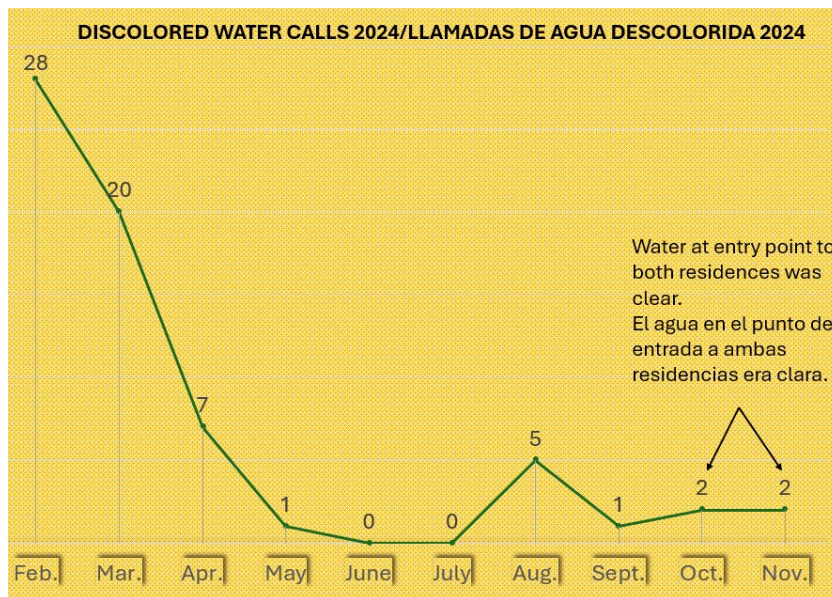
## CRRUA Customer Message

Date: 12/10/2024

### Discolored Water Calls for November 2024

The Camino Real Regional Utility Authority (CRRUA) states in its monthly voluntary discolored water report that it received two customer calls for discolored water in November 2024. \*Operators tested the water at the point of entry to both residences and the water was clear.

Discolored water calls include brown or yellow water. Causes include water line breaks, water wells returning to service, hydrant flushes that disturb naturally occurring sediments that accumulate in the distribution system over time, and issues within the dwelling associated with water heaters, water softeners and water filtration systems.



CRRUA Discolored Water Calls by Month

Month/Year	Number of Calls
February 2024	28
March 2024	20
April 2024	07
May 2024	01
June 2024	0
July 2024	0
August 2024	5
Sept. 2024	1
October 2024	*2
November 2024	*2

CRRUA executive director Juan Crosby initiated the monthly tracking of discolored water calls in February 2024, after taking over as interim executive director in January 2024.