



2601 Forest Creek Drive  
Round Rock, Texas 78665-1232  
512.246.1400

**Subject: Community Water Supply Planned Maintenance**  
**Date: January 2025**

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**ShadowGlen and Presidential Meadows residents (Cottonwood Creek MUD #1, Travis County MUD #2, and Wilbarger Creek MUD #1) – Notice Regarding Planned Maintenance by EPCOR**

Dear Residents,

We are writing to inform you that your wholesale water provider, EPCOR Water, is planning maintenance within the regional water well field that may impact water service in your community.

**Projected Maintenance Schedule:**

Date: Tuesday January 14, 2025 through Wednesday January 22<sup>nd</sup>, 2025

During this maintenance period, there is a possibility that some residents may experience **low water pressure** or **discolored water**. These conditions are typically short-term and should be resolved once the maintenance is complete. **It is recommended to not perform any washing of clothing or linens during this time as sediments in the water system may cause discoloration.**

**Possible Water Conditions:**

- **Low Water Pressure:** If you experience reduced pressure, please allow some time for the system to stabilize.
- **Discolored Water:** If the water appears discolored, it is usually caused by minor disturbances in the water lines and is safe to use and consume. We recommend running your tap for a few minutes to clear the water. Start by turning on the outside faucet closest to the front of your home. This is the closest connection to the district service line. Continue to run water on the outside faucet until the water runs clear. Next you will want to move to the furthest bathroom from the front of the home and run the bath water (hot and cold) until the water runs clear.

We understand that this may cause some inconvenience, and we appreciate your patience and understanding as EPCOR carries out these necessary improvements to the water system.

If you have any questions or concerns, please do not hesitate to contact:

Crossroads Utility Services

512 246 1400 or [customerservice@Crossroadsus.com](mailto:customerservice@Crossroadsus.com)