
From: [REDACTED]

Sent: Saturday, February 7, 2026 10:18 AM

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Subject: Fwd: River Rest Community - Limestone Permit

Hey y'all, forthcoming is an email later today with a game plan for Wednesday. We are in the 4th quarter, and a real hootenany as they say. (Also, it is the Winter Olympics and Superbowl Sunday weekend, could I resist some game reference?)

I am working on my statement and refining several points as expressed below that I wanted to share, I think it highlights the overall position the community wishes to take and the clear reasons why. I would welcome your thoughts as always.

On a personal note this morning. I want to flush out some ideas, pun not intended, but welcomed. I will be planning to speak on behalf of the HOA and I as I pour over all the details I have and can gather and review what I have since the TPUC rate case February 2025, even as far back as being a new homeowner in the neighborhood in 2021, I am grieved and appalled. I understand the analogy between flies versus honey and it is in my nature to build bridges and work towards ends that look after all the parties involved; including development and infrastructure and wastewater plants. I understand privately-held public utilities are frustrated too for their own reasons. But, yall...it's like the slow boil of the frog in cold water and the rate case turned up the heat faster. And you James, Ed, Rob and Matt, know better than most, what exactly River Rest is up against, and the nuance and complexity of the issue.

Included below is a continuing refinement of operational issues and lack of reporting as well as a link to report from News Channel 8 in New Orleans from 2022. Amanda with Channel 5 here, used to live in New Orleans and reported on them when she lived there. They are still under a water advisory to this day.

I woke up crying this morning. My dad had three principles he expected of our tenants who rented their properties: 1. Pay your rent on time. 2. Take care of the property. 3. Be a good neighbor. While the first principle doesn't apply to this situation, the second two do apply. It is bad business the way our property has been destroyed and they have not been good neighbors.

A simple request to maintain the road and fix the potholes has turned into over a year of discussion and moved as slow as molasses, with the only thing being done is a temporary gravel fill that WE did at the spring work day last year. They stood in front of the community when they purchased Cartwright Creek facility and made several statements of what they were going to do, and I don't know that they have done a single thing. Someone else who was there will work on that discrepancy. But this included Recreation Road and Treatment Plant Road.

They were using duct tape to hold their equipment together, I think it is a generator or an external pump, because the below ground ones are bust. Meanwhile sewage leaks from various manholes intermittently.

Video 1: February 2021. West of the plant, just a bit West and South of where an old trailer was before it burned down.

We didn't know anybody, knew nothing about wastewater or what to do about the overflowing manhole or that it truly could be an issue. This one went un-reported. I had no idea who the regulatory organization was for this matter, or that there was one. I took it fully for granted that we lived in a nice neighborhood and that someone was probably already looking into the issue if it was unsafe.

Video 2: December 25, 2024. Sewage water running across the trail that runs adjacent to Cartwright Creek. At the low spot that winds up and just East of the collection pipe that runs across Cartwright Creek. Approximately behind 1029 & 1031 Boxwood Drive. You can briefly see Cartwright Creek.

This event is not on the dataviewer, but two complaints came in on December 30, 2024 and by the time TDEC came there was no longer anything flowing into Cartwright Creek. The sewage spill was also not self reported.

Video 3: February 16, 2025. At the big tank at the facility

I got notified about this February 18th but someone had taken the video included here from February 16. So I went up and took a day time video and reported it to TDEC. Daniel Pleasant did a site visit on February 20. And we found evidence of domestic sewage leak at manhole at SE corner of soccer field.

Video 4: February 23, 2025. NW corner of facility just inside fence

Raw sewage leak from this manhole. Not shown in the video is it flowing down into the lower soccer field, but the pictures show the quality of the water. I don't know why there isn't a report of this incident. Daniel had just been out for a visit a few days prior, and I would have sent this in again. It's the only one I can't confirm I ever sent. But it was also NOT self-reported.

Video 5: July 8, 2025 Sewage water running across the trail that runs adjacent to Cartwright Creek. At the low spot that winds up and just East of the collection pipe that runs across Cartwright Creek.

Approximately behind 1029 & 1031 Boxwood Drive. You can briefly see Cartwright Creek.

This was 2 days prior to the complaint that was formally made at TDEC. It is a video I took and intended to send, but I left for Oregon for my dads death, funeral service and to be with my family.

Video 6: July 24, 2025 Cartwright Creek at the drainage ditch that has been formed from regular sewage flows, approximately behind 1029 & 1031 Boxwood Drive.

This was submitted to TDEC on July 10 by 3 seperate people, by the time TDEC got to inspeciting, it was July 24th and it was still actively flowing. I will include pictures from this event as well.

Christmas Day 2025: On the trail that runs adjacent to Cartwright Creek, where the trail dips and crosses the sewage flow ditch, approximately behind 1029 & 1031 Boxwood Drive

There is no leak footage because I went on a hike with the family in the afternoon and didn't take my phone with me. This was self-reported by Limestone, but it is not on the dataviewer because Daniel is waiting on Limestone to correct a reporting detail on their end of the system before he can upload it. I noticed this missing from Dataviewer on January 15th and again January 28th, where Daniel Pleasant said Limestone was having trouble signing the revision and keeping TDEC updated. To date, this leak is still unreported and not on the dataviewer.

Videos 7 & 8 are concerning safety issues with the man holes and Limestones inability to follow through with what they said and maintain safe practices while trying to operate and maintain their system.

Video 7 & 8: January 9, 2026 and 21, 2026. Open manhole just a little NW of facility.

This is related to a report to TDEC February 3, 2025 where the source of the smell was determined to be an unmanned manhole with the lid off. Limestone said they would make sure to keep the lids on when not actively working on an issue. Neither January 9 or 21st had anyone present and working at the man-hole site.

It feels hard to imagine at this point that we have anything to put our trust in for a facility that will actually be safe and reliable. We get platitudes and "I'm so sorry." And meanwhile this company can't even look after what they have and they want something more complex and larger? They aren't responsible as it is. I wonder if we shouldn't be trying to find a way to get a new operator/owner for the plant? I also understand that when I say Limestone, I am referring to the subsidiary owned by CSWR, but the plant is functionally operated by CWS (Clear Water Solutions). It is just more consistent to use the name Limestone, so we know that I'm talking about the same entity, regardless of whether I have been speaking with CWSR directly or CWS.

Lastly, I know we are asking for them to stop the plant expansion, that is in large part because they have not done anything close to a good job at this facility, elsewhere in the state or in Louisiana where New Orleans channel 8 has previously reported on them! CSWR, is not who we want doing business in this community, they are NOT a community player. I am committed to this position as the HOA president because that has been expressly a major concern for the community regarding expansion. However, there are also many of us in the community, myself included who value responsible and reliable development and service. I lived in London and loved the infrastructure, I love Grassland Village and would be happy for responsible development that benefited the community, but we cannot let it become worse for our neighborhood, especially those whose lives would continue to be adversely impacted by this company.

[Channel 8 New Orleans video report of Magnolia system issue](#)

[CSWR provider list: Magnolia and the current water advisories](#)



