



Public Drinking Water Systems: Responding to a Disaster

If you must respond to damage from a hurricane, flood, tornado, fire, or other disaster, this information is intended to help you understand relevant considerations and decide on a reasonable course of action to follow. If you have any questions, please contact your TCEQ regional office. A TCEQ regional directory is available at <www.tceq.texas.gov/goto/region>.

A disaster event may damage public water systems or private wells. Water systems exposed to chemicals or other contaminants may need additional testing and treatment.

The TCEQ will work with public water systems, on a case-by-case basis, to help respond to a disaster with the goal of maintaining public health protection for customers. The TCEQ does not regulate private wells, but information about disinfecting private wells and water sampling is available at <tceq.texas.gov/goto/safewell/>.

To reach the TCEQ's Water Supply Division, call **512-239-4691** during working hours or 888-777-3186 during non-working hours, or contact us at <pdws@tceq.texas.gov>. You may also find it helpful to review disaster preparation recommendations for your public water system at: <tceq.texas.gov/goto/disasterprep>.

If I'm unable to provide water to my customers due to a disaster like a hurricane, what are my options?

- Information on state emergency management, including the state District Coordinator contact with the Texas Division of Emergency Management can be found at: <www.dps.texas.gov/dem/>.
- Your county or local emergency-management coordinator can help you obtain assistance for your water or wastewater system. Contact your county judge's office. Often, the county judge may also serve as the emergency-management coordinator for the area. If not, that office can tell you who to contact. A list of county judges is available at <www.sos.state.tx.us/elections/voter/judges.shtml>.
- You can contact the Texas Water and Wastewater Agency Response Network (TxWARN). TxWARN is a mutual aid group of over 800 member utilities that can offer resources to both members and non-member utilities during natural disasters.

TxWARN can also help your system request assistance from the Texas Division of Emergency Management's State Operations Center. Go to www.txwarn.org for more information.

- You may also contact the TCEQ Water Supply Division at **512-239-4691** during working hours, 888-777-3186 during non-working hours, or at pdws@tceq.texas.gov to discuss options for providing water in an emergency.

Where can I find information for issuing a “boil water” notice?

You can find the rules governing public water systems at tceq.texas.gov/goto/drinkingwater-rules, Title 30, Texas Administrative Code, Chapter 290. There is “boil water” notice language in Subchapter F of 30 Texas Administrative Code at § 290.122(a)(2), which sets forth applicable requirements.

Further guidance and an example of a “boil water” notice can also be found at tceq.texas.gov/goto/boilwater.

What will happen to an application for new construction or repairs for a public water system that is pending at the TCEQ?

The TCEQ will continue to process your application routinely. If you have questions, contact the Water Supply Division at 512-239-4691 and ask for the TCEQ staff member assigned to your application. If you don't know or have forgotten which TCEQ staff member is assigned, you can ask to speak with a member of the Plan Review Team.

Can a public water system get expedited approval for necessary repairs or improvements?

The public water system should contact TCEQ's Plan Review Team at 512-239-4691 for discussion.

Where can I get funding to repair my public water system?

It may depend on the type of Public Water System. Contact the TCEQ's Financial, Managerial, and Technical Program at 512-239-4691 or FMT@tceq.texas.gov for more information. You can also access helpful information at www.tceq.texas.gov/drinkingwater/fmt and in *Resources for Texas Water and Wastewater Utilities*, at: tceq.texas.gov/publications/rg/rg-220.html.