

Harvey Talking Points

On August 25, 2017, Hurricane Harvey made landfall near Rockport in the Corpus Christi Region and thru September 1, 2017 proceeded to drop 20-64 inches of rain affecting water systems in 58 counties located in the Houston, Beaumont, Austin, San Antonio and Waco Regions of the TCEQ.

The Water Supply Division (WSD) and all affected Regions initiated Response Manager (RM) to track the operational status of all affected water systems. In the first week following the landfall of Harvey, the WSD with the assistance of the EPA contacted almost 2,070 water systems located in 50 of the 58 affected counties to determine the operational status of the water systems and to conduct an initial drinking water assessment on each facility. Following the event, the WSD was tracking approximately 229 reported Boil Water Notices (BWN) and 57 reported water outages. As of October 19, 2017, WSD is tracking 34 BWNs and one inoperable facility.

Lessons Learned

PUBLIC WATER SYSTEMS:

- * Return the **2017 Homeland Security Contact Update Form** with any changes to the water systems emergency contact information, please return the form if you have no changes for documentation purposes. In the future, the WSD will be adding a request for utility companies operating multiple water systems to provide a list of all water systems operated by the company to include PWS name and PWS ID. This request would assist the TCEQ by reducing the number of phone calls made to the company and would assist the company in reducing the amount of time they spend answering questions from the TCEQ following a disaster.
- * For any other water system information changes submit requests directly to PWSINVEN@tceq.texas.gov this includes information changes on ownership (a change in ownership requires a new core data form be filed with TCEQ), administrative contact, and public water system contact. All points of contact for your water can be verified by checking the data on your water system in [Texas Drinking Water Watch](#).
- * TCEQ is required to use Response Manger a database created by Weston Solutions on behalf of the EPA to track the operational status of all drinking water and wastewater systems in the state following a large natural disaster. The database has a drinking water and wastewater questionnaire consisting of 17 questions which assist in determining the operations status of a system.
- * BWN and Water Outages please notify us by email at pdws@tceq.texas.gov or call (512 239-4691).
- * TCEQ encourages community water systems to register for free with the Texas Water/Wastewater Agency Response Network [TXWARN](#) or the Rural Water Emergency Assistance Cooperative [RWEAC](#). TXWARN is a response network which supports and promotes

statewide emergency preparedness, disaster response, and mutual aid assistance for public and private water and wastewater utilities. RWEAC is a program provided by the Texas Rural Water Association to help small and rural water/wastewater systems in Texas in the event of a natural or man-made disaster or other emergency situations.

- * TXWARN and RWEAC have the ability to assist with requests for generators, operators, other utility equipment, electricians, and items needed for repairs to a water system's distribution.
- * For other assistance requests, TCEQ strongly recommends water utilities become familiar with who the local emergency management contact is for their County. Requests for assistance can be submitted to the County designated Emergency Manager.
- * In Texas, Mayors and County Judges have responsibility for emergency preparedness and response within their local jurisdictions. To learn more about Emergency Management in Texas you can go to the following websites:

[Office of the Texas Governor](#)

[Texas Division of Emergency Management Field Response Section](#)