

SECTION I.
EMERGENCY WATER RESPONSE PLAN
REQUIRING A BOIL WATER NOTICE

1. **Introduction.** The goal of this plan is to outline the possible conditions that may trigger a need to send out a Boil Water Notice to the customers and what steps and procedures must be followed to do so.

2. **Circumstances Requiring a Boil Water Notice.** The following are the three possible incidences that can trigger a Boil Water Notice:
 - A. **Acute Coliform MCL Violation.** If a system receives an acute MCL violation, the system must issue a BWN.
 - 1) Violation Recognition TCEQ will notify the system if any of our water samples are fecal positive.
 - 2) Response
 - a) Customers must be notified within 24 hours after the TCEQ notifies us of the MCL Coliform violation.
 - b) Using the appropriate mandatory language (Ref. Section K. Miscellaneous Transaction Forms C. 4.: MCL Coliform Violation Notice Language Form)
 - c) Issue the notice via phone to all customers at risk and in addition issue the notice in one of the following ways:
 - i. Furnish a copy of the notice to the radio and television stations that serve the area served by your PWS.
 - ii. Post the notice in conspicuous places within the area served by the PWS until the notice has been lifted.
 - iii. Post the Coliform violation on the company's web site.
 - iv. Go door to door to each customer at risk and deliver a written copy of the Coliform violation notice.
 - d) Within 10 days of when the Coliform violation is issued, send a copy of the actual notice and the signed Certificate of Delivery of Public Notice to Customers to TCEQ by mail at:
TCEQ
Drinking Water Quality Team Public Notice Coordinator MC-155
PO Box 13087
Austin, TX 78711-3087
Or by fax to 512-239-3666
 - e) For as long as the violation exists, reissue the notice at least once every three months in the same manner as the original notice.
 - f) Copies of all notifications required must be submitted to TCEQ within ten days of its distribution.
 - B. **Loss of Pressure in the Distribution System.** The system must issue a BWN when the water pressure in the distribution systems falls below 20 pounds per square inch (psi) and creates a potential for contaminants to back-siphon into the drinking water systems.

- 1) Violation Recognition
 - a) The distribution pressures drop below 20 psi during a maintenance/repair/emergency incident
 - b) The distribution line was fully or partially dewatered and can not be disinfected in accordance with AWWA standards
 - c) The affected distribution lines can not be adequately flushed
 - 2) Response
 - a) Notify customers as soon as possible.
 - b) Using the appropriate mandatory language (See. Section K. Miscellaneous Transaction Forms C. 1.: Boil Water Notification Language Form).
 - c) Issue the notice via phone to all customers at risk and in addition issue the notice in one of the following ways:
 - i. Furnish a copy of the notice to the radio and television stations that serve the area served by your PWS.
 - ii. Post the notice in conspicuous places within the area served by the PWS until the notice has been lifted
 - iii. Post the BWN on the company's web site.
 - iv. Go door to door to each customer at risk and deliver a written copy of the BWN
 - d) Within 10 days of when the BWN is issued, send a copy of the actual notice and the signed Certificate of Delivery of Public Notice to Customers to TCEQ by mail at:
TCEQ
Drinking Water Quality Team Public Notice Coordinator MC-155
PO Box 13087
Austin, TX 78711-3087
Or by fax to 512-239-3666
 - e) For as long as the violation exists, reissue the notice at least once every three months by mail or direct delivery. For each reissuance, complete TCEQ-20469 (see Misc. Forms) and submit it to TCEQ.
 - f) When it is no longer necessary for the customers to boil water (issue a Rescind notice in the same way as you issued the BWN), then complete TCEQ-20469 and submit it to TCEQ with a copy of the Boil Water Rescind Notice (Ref. Section K. Miscellaneous Transaction Forms C. 2.: Boil Rescind Notification Language Form).
 - g) Notify TCEQ Region 5 of all notices at 903-535-5100
- C. **New or Substantially Reworked Wells.** If it is necessary to place a new well into service before obtaining negative (Coliform-not found) results on three consecutive sampling days, a PWS may issue a BWN to stay in effect until negative results are obtained from the well for three days in a row.