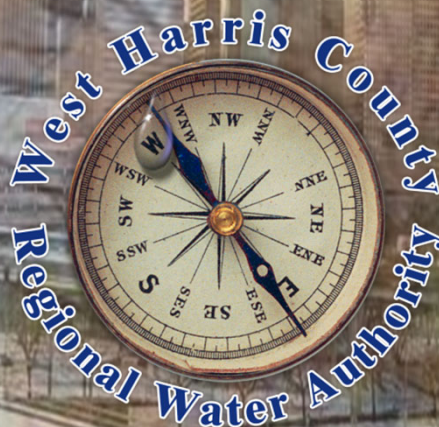




POLAR VORTEX TEXAS FREEZE 2021

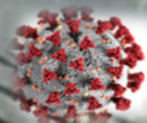
HURRICANE HARVEY 2017

EMERGENCY PREPAREDNESS 2022



Excellence since 1945

Drought ~ Hottest, driest one-year period ever recorded in Texas 2010-2011



COVID-19
CORONAVIRUS DISEASE 2019



WEST HARRIS COUNTY REGIONAL WATER AUTHORITY
2022 EMERGENCY PREPAREDNESS WORKSHOP

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The purpose of this workshop is to inform the operators of those Districts receiving surface water of the procedures that the West Harris County Regional Water Authority (WHCRWA) will implement during an emergency watch and/or warning.

1. EMERGENCY RESPONSE TEAM

The Emergency Response Team consists of the WHCRWA's Designated Spokespersons, Operator, Engineer, and Construction Manager. Contact information for the EMERGENCY RESPONSE TEAM and the WHCRWA's Dispatch Telephone Number are presented in this section. This section also includes instructions regarding how to receive text messages and voice mail messages from the WHCRWA during an Emergency.

1.1. WHCRWA Designated Spokespersons

1.2. WHCRWA Primary Spokesperson

Leslie Hollaway, President.....(713) 868-1043.....Office
Hollaway Environmental Communications leslie@hollawayenv.com

1.3. WHCRWA First Backup Spokesperson

Eric Hansen, Board President.....(281) 460-0695.....Mobile
eric@hldllc.com

1.4. WHCRWA Operator

Bryan Thomas.....(281) 960-9620.....Mobile
Backup Cell(832) 418-3898.....Mobile
bryan.thomas@Inframark.com

1.5. WHCRWA Engineer

Melinda Silva, P.E.(832) 741-9045.....Mobile
melinda.silva@decorp.com

Wayne Ahrens, P.E.(713) 203-3137.....Mobile
wayne.ahrens@decorp.com

1.6. WHCRWA Construction Manager

Troy Anthony.....(713) 412-0268.....Mobile
troy@projectsurveillance.com

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2. WHCRWA SATELLITE NUMBER

In the event the WHCRWA Operator cannot be reached by the mobile number(s) listed on page 1, use the WHCRWA Satellite Number to reach the WHCRWA Operator.

**WHCRWA SATELLITE NO.:
(863) 833-0256**

3. WHCRWA DISPATCH TELEPHONE NUMBER

Use the WHCRWA Dispatch Telephone Number to inquire about the WHCRWA's facilities and/or to report operational problems with the WHCRWA's facilities.

**WHCRWA DISPATCH TELEPHONE NO.:
(281) 398-8211**

4. RECEIVING TEXT MESSAGES DURING EMERGENCY

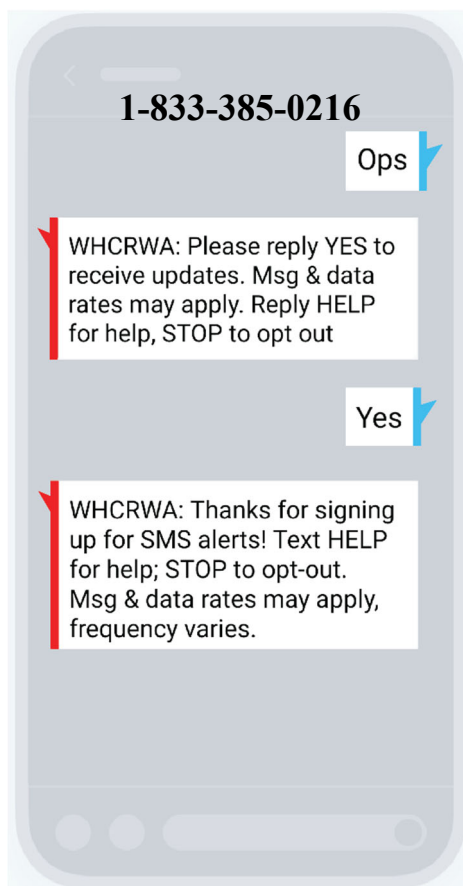
The WHCRWA has standardized the emergency communication system for various stakeholder groups. Different groups may receive different levels of information. WHCRWA has set up a group just for operators. Below is how to activate your Mobile Telephone Number so that you can receive text messages from the WHCRWA OPS group. This communication tool will be used during emergencies. Please opt-in as soon as possible to be added to the WHCRWA OPS list.

4.1. To Opt-In by Text Message:

- *Text:* 1-833-385-0216
- Enter the following *KEYWORD* as a text message: OPS
- Press: SEND
- Respond: Yes
- The automated system will then add your Mobile Telephone Number to the WHCRWA's list so that you can receive WHCRWA alert text messages.

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The screen shot below shows the responses you will receive once you have signed up to receive WHCRWA alert messages. Once you have Opt-in you will not need to do it again unless your number changed. If you signup twice it will not deliver a message saying you've already signed up, it'll just repeat the process. If you select STOP the subscriber will receive the following message "NETWORK MSG: You replied with the word "stop" which blocks all texts sent from this number. Text back "unstop" to receive messages again." If they reply HELP, the following message will be delivered "WHCRWA: For help reach us at communications@whcrwa.com"



"Standard text messaging rates may apply based on the subscriber's plan with their mobile phone carrier. As text message delivery is subject to mobile carrier network availability, such delivery is not guaranteed."

WEST HARRIS COUNTY REGIONAL WATER AUTHORITY 2022 EMERGENCY PREPAREDNESS WORKSHOP

5. EMERGENCY RESPONSE PLAN

The WHCRWA's Standard Operating Procedures upon receiving notification of an EMERGENCY WARNING, and Emergency Recovery Procedures are presented in this section.

5.1. WHCRWA System Information

- The WHCRWA has back-up generator power for full capacity.
- The WHCRWA has arranged fuel supply for their generators.
- The WHCRWA's System Storage Capacity is 15 MG.
- WHCRWA does not have groundwater resources. They rely on surface water from the City of Houston.
- If the City of Houston continues to deliver surface water to the WHCRWA, the WHCRWA will endeavor to serve their MUDs.

5.2. EMERGENCY WARNINGS

For example, hurricane is in the Gulf of Mexico and Houston could experience hurricane conditions within 36 hours.

- The WHCRWA will maintain communication with the City of Houston Water Supply Staff to obtain the status of the water supply to the WHCRWA.
- The WHCRWA will closely monitor news reports and disseminate information to all pertinent members of the Emergency Response Team.
- The WHCRWA will send the **FIRST TEXT MESSAGE to Operators of Districts** that are receiving surface water.

Instructions may include the following messages:

- Houston is under an EMERGENCY WARNING -

HURRICANE WARNING!
FREEZE WARNING!
DROUGHT WARNING!
Etc.

- Make sure wells are ready to operate.
- Notify WHCRWA operators immediately if wells are not operational.

WEST HARRIS COUNTY REGIONAL WATER AUTHORITY 2022 EMERGENCY PREPAREDNESS WORKSHOP

WHCRWA DISPATCH TELEPHONE NO.:
(281) 398-8211

5.3. During Power Loss

If the City of Houston decreases the surface water supply to the WHCRWA due to Emergency conditions, then the WHCRWA will continue to supply surface water to all LEVEL 1 Districts. The WHCRWA will proportionately decrease the surface water supply to LEVEL 2 Districts. When water is limited for any reason, Level 1 Districts will be given priority. If Emergency conditions cause a power outage but the City of Houston is still supplying water, then the WHCRWA will continue to supply surface water to all districts. The WHCRWA has backup generators for this reason.

The WHCRWA will send a SECOND TEXT MESSAGE to District Operators if supply from the City of Houston is lost. Instructions may include the following messages:

- The WHCRWA has lost water supply from the City of Houston.
- The WHCRWA will supply water to LEVEL 1 Districts only if supply in ground storage tanks permits.

5.4. Level 1 Districts

| LEVEL 1 DISTRICTS | | |
|---|---|---|
| Districts that do not have wells, or do not have sufficient well capacity, or have water quality issues | | |
| <i>June 2022</i> | | |
| District | Operator | Contact Information |
| Addicks Utility District | Adam Thelen <i>Inframark</i> | (281) 414-6578 mobile Adam.Thelen@Inframark.com |
| Barker Cypress MUD | Adam Thelen <i>Inframark</i> | (281) 414-6578 mobile Adam.Thelen@Inframark.com |
| Harris County MUD No. 70 | Greg Dubiel <i>Municipal Operations & Consulting</i> | (281) 850-2484 mobile gdubiel@municipalops.com |
| Harris County MUD No. 127 | Rodney Pruitt <i>H2O Consulting, Inc.</i> | (832) 435-4263 mobile rpruitt@h2oconsulting.net |
| Harris County MUD No. 130 | Greg Dubiel <i>Municipal Operations & Consulting</i> | (281) 367-5511 mobile gdubiel@municipalops.com |
| Harris County MUD No. 162 | Franklin Segovia <i>H2O Consulting, Inc.</i> | (832) 435-0546 mobile fsegovia@h2oconsulting.net |

WEST HARRIS COUNTY REGIONAL WATER AUTHORITY 2022 EMERGENCY PREPAREDNESS WORKSHOP

| LEVEL 1 DISTRICTS | | |
|---|---|---|
| Districts that do not have wells, or do not have sufficient well capacity, or have water quality issues | | |
| June 2022 | | |
| Harris County MUD No. 166 | Adam Thelen <i>Inframark</i> | (281) 414-6578 mobile Adam.Thelen@Inframark.com |
| Harris County MUD No. 172 | Rudy Lopez <i>H2O Consulting, Inc.</i> | (832) 435-5334 mobile rlopez@h2oconsulting.net |
| Harris County MUD No. 188 | Franklin Segovia <i>H2O Consulting, Inc.</i> | (832) 435-0546 mobile fsegovia@h2oconsulting.net |
| Harris County MUD No. 276 | Adam Thelen <i>Inframark</i> | (281) 414-6578 mobile Adam.Thelen@Inframark.com |
| Harris County MUD No. 418 | Jeremy Weber <i>Inframark</i> | (281) 840-9973 mobile Jeremy.Weber@Inframark.com |
| Harris County MUD No. 433 | Henry Febres <i>Inframark</i> | (281) 830-9000 mobile Henry.Febres@Inframark.com |
| Harris County MUD No. 500 | Kevin Redden <i>Inframark</i> | (281) 905-2891 mobile Kevin.Redden@Inframark.com |
| Harris County UD No. 6 | Adam Thelen <i>Inframark</i> | (281) 414-6578 mobile Adam.Thelen@Inframark.com |

5.5. Level 2 Districts

| LEVEL 2 DISTRICTS | | |
|---|---|---|
| Districts that are currently receiving surface water and have a backup power source | | |
| June 2022 | | |
| District | Operator | Contact Information |
| Clay Road Utility District | Kevin Redden <i>Inframark</i> | (832) 905-2891 mobile kevin.redden@inframark.com |
| Harris County MUD No. 102 | Roy Dukes <i>Municipal District Services, LLC</i> | (281) 310-4135 mobile rdukes@mdswater.com |
| Harris County MUD No. 105 | Greg Dubiel <i>Municipal Operations & Consulting</i> | (281) 850-2484 gdubiel@municipalops.com |
| Harris County MUD No. 136 | Greg Dubiel <i>Municipal Operations & Consulting</i> | (281) 850-2484 mobile gdubiel@municipalops.com |
| Harris County MUD No. 144 | Greg Dubiel <i>Municipal Operations & Consulting</i> | (281) 850-2484 mobile gdubiel@municipalops.com |

WEST HARRIS COUNTY REGIONAL WATER AUTHORITY 2022 EMERGENCY PREPAREDNESS WORKSHOP

| LEVEL 2 DISTRICTS | | |
|---|---|---|
| Districts that are currently receiving surface water and have a backup power source | | |
| June 2022 | | |
| District | Operator | Contact Information |
| Harris County MUD No. 149 | Juan Olivo <i>Inframark</i> | (281) 831-7160 mobile juan.olivo@Inframark.com |
| Harris County MUD No. 155 | Greg Dubiel <i>Municipal Operations & Consulting</i> | (281) 850-2484 mobile gdubiel@municipalops.com |
| Harris County MUD No. 157 | Roy Dukes <i>Municipal District Services, LLC</i> | (281) 310-4135 rdukes@mdswater.com |
| Harris County MUD No. 165 | Rudy Lopez <i>H2O Consulting, Inc.</i> | (832) 435-5334 mobile rlopez@h2oconsulting.net |
| Harris County MUD No. 173 | Roy Dukes <i>Municipal District Services, LLC</i> | (281) 310-4135 mobile rroberts@mdswater.com |
| Harris County MUD No. 179 | Franklin Segovia <i>H2O Consulting, Inc.</i> | (832) 435-0546 mobile fsegovia@h2oconsulting.net |
| Harris County MUD No. 183 | Nathan Stanfield <i>SI Environmental, LLC</i> | (713) 998-3474 mobile nstanfield@sienv.com |
| Harris County MUD No. 185 | Adam Thelen <i>Inframark</i> | (281) 414-6578 mobile Adam.Thelen@Inframark.com |
| Harris County MUD No. 186 | Franklin Segovia <i>H2O Consulting, Inc.</i> | (832) 435-0546 mobile fsegovia@h2oconsulting.net |
| Harris County MUD No. 196 | Dennis Wright <i>WDM Texas</i> | (832) 729-2993 mobile dennis@WDMTexas.com |
| Harris County MUD No. 208 | Franklin Segovia <i>H2O Consulting, Inc.</i> | (832) 435-0546 mobile fsegovia@h2oconsulting.net |
| Harris County MUD No. 238 | Mike Williams <i>H2O Innovation</i> | (713) 494-1793 mobile michael.williams@h2oinnovation.com |
| Harris County MUD No. 257 | Larry Keller <i>SI Environmental, LLC</i> | (281) 732-6614 mobile lkeller@sienv.com |
| Harris County MUD No. 264 | Juan Olivo <i>Inframark</i> | (281) 831-7160 mobile juan.olivo@Inframark.com |
| Harris County MUD No. 341 | Phillip Dautrich <i>TNG Utility Corp</i> | (832) 473-6578 mobile PhillipD@tng-utility.com |

WEST HARRIS COUNTY REGIONAL WATER AUTHORITY 2022 EMERGENCY PREPAREDNESS WORKSHOP

| LEVEL 2 DISTRICTS | | |
|---|---|---|
| Districts that are currently receiving surface water and have a backup power source | | |
| <i>June 2022</i> | | |
| Harris County MUD No. 370 | Phillip Dautrich <i>TNG Utility Corp</i> | (832) 473-6578 mobile PhillipD@tng-utility.com |
| Harris County MUD No. 371 | Henry Febres <i>Inframark</i> | (281) 830-9000 mobile Henry.Febres@Inframark.com |
| Horsepen Bayou MUD | Roy Dukes <i>Municipal District Services, LLC</i> | (281) 310-4135 mobile rdukes@mdswater.com |
| Jackrabbit Road PUD | Adam Thelen <i>Inframark</i> | (281) 414-6578 mobile Adam.Thelen@Inframark.com |
| Langham Creek UD | Karl Skarboszewski <i>TOPS Water</i> | (281) 832-9291 mobile karls@topswater.com |
| Mayde Creek MUD | Kevin Redden <i>Inframark</i> | (832) 905-2891 mobile kevin.redden@inframark.com |
| Remington MUD No. 1 | Greg Prudhomme <i>Inframark</i> | (281) 830-6028 mobile greg.prudhomme@inframark.com |
| Ricewood MUD | Adam Thelen <i>Inframark</i> | (281) 414-6578 mobile Adam.Thelen@Inframark.com |
| Rolling Creek UD | Adam Thelen <i>Inframark</i> | (281) 414-6578 mobile Adam.Thelen@Inframark.com |
| Spencer Road PUD | <i>DeWayne High Water, Environmental and Technical Services</i> | (281) 830-4186 mobile dhigh@WETServices.com |
| West Harris County MUD No. 14 & 15 | Greg Dubiel <i>Municipal Operations & Consulting</i> | (281) 850-2484 mobile gdubiel@municipalops.com |

WEST HARRIS COUNTY REGIONAL WATER AUTHORITY 2022 EMERGENCY PREPAREDNESS WORKSHOP

5.6. Other Converted Districts

The following Districts are currently receiving surface water, but do not have a Backup Power Source and thus cannot distribute water to their customers. These Districts will begin receiving surface water as soon as power returns and they are able to function under normal operating conditions.

| OTHER CONVERTED DISTRICTS | | |
|---|---|---|
| <i>Districts that do not have a backup power source</i> | | |
| <i>June 2022</i> | | |
| District | Operator | Contact Information |
| Harris County MUD No. 250 | Greg Dubiel <i>Municipal Operations & Consulting</i> | (281) 850-2484 mobile gdubiel@municipalops.com |
| Harris County MUD No. 163 | Juan Olivo <i>Inframark</i> | (281) 831-7160 mobile juan.olivo@inframark.com |

5.7. Post Emergency Procedures

The Emergency Response Team will meet at WHCRWA Pump Station No. 1 at a time designated by the Program Manager.

The following procedures will be in effect after an Emergency:

- The WHCRWA will maintain communication with the City of Houston Water Supply Staff to obtain the status of the water supply to the WHCRWA.
- The WHCRWA will send a **THIRD TEXT MESSAGE to District Operators**. Instructions will include the following message(s):
- The WHCRWA is back to normal operating conditions and has begun increasing water supply to the District's Ground Storage Tanks.

5.8. Additional Emergency Preparedness Information

Our emergency responses will be published on the West Harris County Regional Water Authority's (WHCRWA) website at www.whcrwa.com. During an emergency, please reference this website for any additional updates as events occur.

During any emergency event (hurricanes, freezes, pandemics, droughts, etc.) the Authority's operator will monitor the average daily supply of water being delivered by the City and monitor any notices given by the City regarding water delivery reductions or limitations.

The WHCRWA has a Drought Contingency Plan published on the www.whcrwa.com website for your reference. This plan lists the various stages of drought conditions that trigger vulnerability of water

WEST HARRIS COUNTY REGIONAL WATER AUTHORITY 2022 EMERGENCY PREPAREDNESS WORKSHOP

sources under drought of record conditions. There are III stages of drought conditions identified in the plan (i.e., Mild Drought, Moderate Drought, Severe Drought). Once any of the above triggered conditions has occurred the restricted flow guidelines defined in the plan will be implemented.

The Texas Commission on Environmental Quality provides Public Water Supply Guidance for Responding to Freezing Conditions and it has been attached for your reference at the back of this document. You can also visit the Texas Commission on Environmental Quality at www.tceq.texas.gov for the latest information.

As reported last year, The Center for Disease Control (CDC) had issued a statement that the COVID-19 virus has not been detected in drinking water, and conventional water treatment methods that use filtration and disinfection, such as those utilized in the WHCRWA's system, should remove, or inactivate the virus that causes COVID-19.

WHCRWA's operator has compiled a variety of resources to assist answering questions related to the impact of COVID-19 on drinking water, which are available at <https://www.inframark.com/covid-19/>. The WHCRWA's team will continue to actively monitor any developments and update this information as needed. Residents who have specific questions or concerns about their local water supply should contact their Municipal Utility District or other retail water provider directly.

6. GENERAL DISCUSSION

- Test wells, run chemicals, recommend activating Stage 1 drought plans during peak demand times.
- District operators are reminded to ensure groundwater wells are ready for summer months. WHCRWA may restrict flow.
- Total available water remains the same, increasing likelihood of flow restriction to some districts. Additional information will be added relative to this item. DEC is working with Inframark regarding flow restrictions.
- Keep Contact Information Updated
- Compete the Contact Information form indicating any changes to the wells you manage.

WEST HARRIS COUNTY REGIONAL WATER AUTHORITY 2022 EMERGENCY PREPAREDNESS WORKSHOP

- Review Billing Process
- Inframark WHCRWA Organizational Chart and Contact Information (Attached)
- (Primary) All Billing Questions – WHCRWABilling@Inframark.com
- AMR Standards are published on the www.WHCRWA.com website.

6.1. Reporting to WHCRWA

- As stated above District operators must update contact information (see attached form).
- Drilling reports must be forwarded to the WHCRWA providing needed information regarding drilled wells for our further use in updating our records, as well as assisting us in the accurate preparation of the Right-of-Entry agreements.
- There is a new Interconnect form (see attached form). If the MUD is going on interconnect or installing a new interconnect, please notify the Authority by completing the Interconnect Notification Form. The water imported into the WHCRWA from outside of the Authority may be subject to an imported water fee in accordance with Section 3.03 of the Authority's Rate Order unless the condition described on the attached interconnect form are met.
- Meter change out should be coordinated with WHCRWA.
- Provide a copy of TCEQ reports for plugging and capping wells to WHCRWA.
- Reporting **needs to be timely and accurate**. The WHCRWA will continue to submit data to the Houston Galveston Subsidence District (HGSD). We maintain source documentation to support the pumpage amounts of groundwater, surface water, and alternate water used by each District. We will utilize the Beacon systems reporting capabilities as the main source for pumpage as possible. For wells, that haven't been brought online will need to be reported to the WHCRWA as requested. In addition, we will continue to require the Annual Report from the Owner/Operator regarding the annual pumpage by month for all wells not in the Beacon system, or pumpage is incomplete for any reason. This will serve as backup documentation to the Beacon reporting. This will be needed for both groundwater, and all alternate water used throughout the permit period. Please let us know when the status of wells permit has changed. We will check with the operators at renewal time as well. The permit for a non-drilled well is a higher cost to permit than a well that is pumping.

6.2. Calibration Reports

- District operators must forward a copy of the calibration certification to WHCRWA when due in accordance with the HGSD calibration requirements.

WEST HARRIS COUNTY REGIONAL WATER AUTHORITY 2022 EMERGENCY PREPAREDNESS WORKSHOP

- District operators must make sure the third-party company complete the online certification for the HGSD and send a copy to the WHCRWA for our records.

6.3. WHCRWA Well Permits

- Your 2022 Well Permits are located at the website listed below:
<http://www.whcrwa.com/documents/>
- You can get copies of your well permits at this site. If you have any problems, please contact Cindy Gloyna at 713.527.6489, email cindy.gloyna@decorp.com or Melanie Sherry at 713.527.6413, email Melanie.sherry@decorp.com.

7. TABLES

7.1. Level 1 Districts

Districts that do not have wells, or do not have sufficient well capacity, or have water quality issues.

7.2. Level 2 Districts

Districts that are currently receiving surface water and have a backup power source.

7.3. Other Converted Districts

Districts that do not have a backup power source.

8. ATTACHMENTS

8.1. Contact Information Request Form

8.2. Inframark WHCRWA Organizational Chart

8.3. TCEQ Public Water Supply Guidance for Responding to Freezing Conditions

8.4. Interconnect Form

***WEST HARRIS COUNTY REGIONAL WATER AUTHORITY
2022 EMERGENCY PREPAREDNESS WORKSHOP***

ATTACHMENTS



West Harris County Regional Water Authority

Contact Information Request Form

Well Number(s): _____ New ____ Modify ____ Delete ____

Site Address: _____

Well Status: _____

Meter Brand: _____

Multiplier: _____

Serial Number: _____

Meter Size: _____

Owner Firm: _____

Address: _____

Owner Contact: _____

Office Phone: _____

Email: _____

Operator Firm: _____

Address: _____

Operator Name: _____

Office Phone: _____

Mobile Phone: _____

Email: _____

Back Up Operator:

Name: _____

Office Phone: _____

Mobile Phone: _____

Email: _____

Field Contact

Name: _____

Office Phone: _____

Mobile Phone: _____

Email: _____

Office Contact

Name: _____

Office Phone: _____

Email: _____

Bill To: _____

Billing Address: _____

Engineering Firm: _____

Address: _____

Engineer Name: _____

Office Phone: _____

Email: _____

Law Firm: _____

Address: _____

Attorney Name: _____

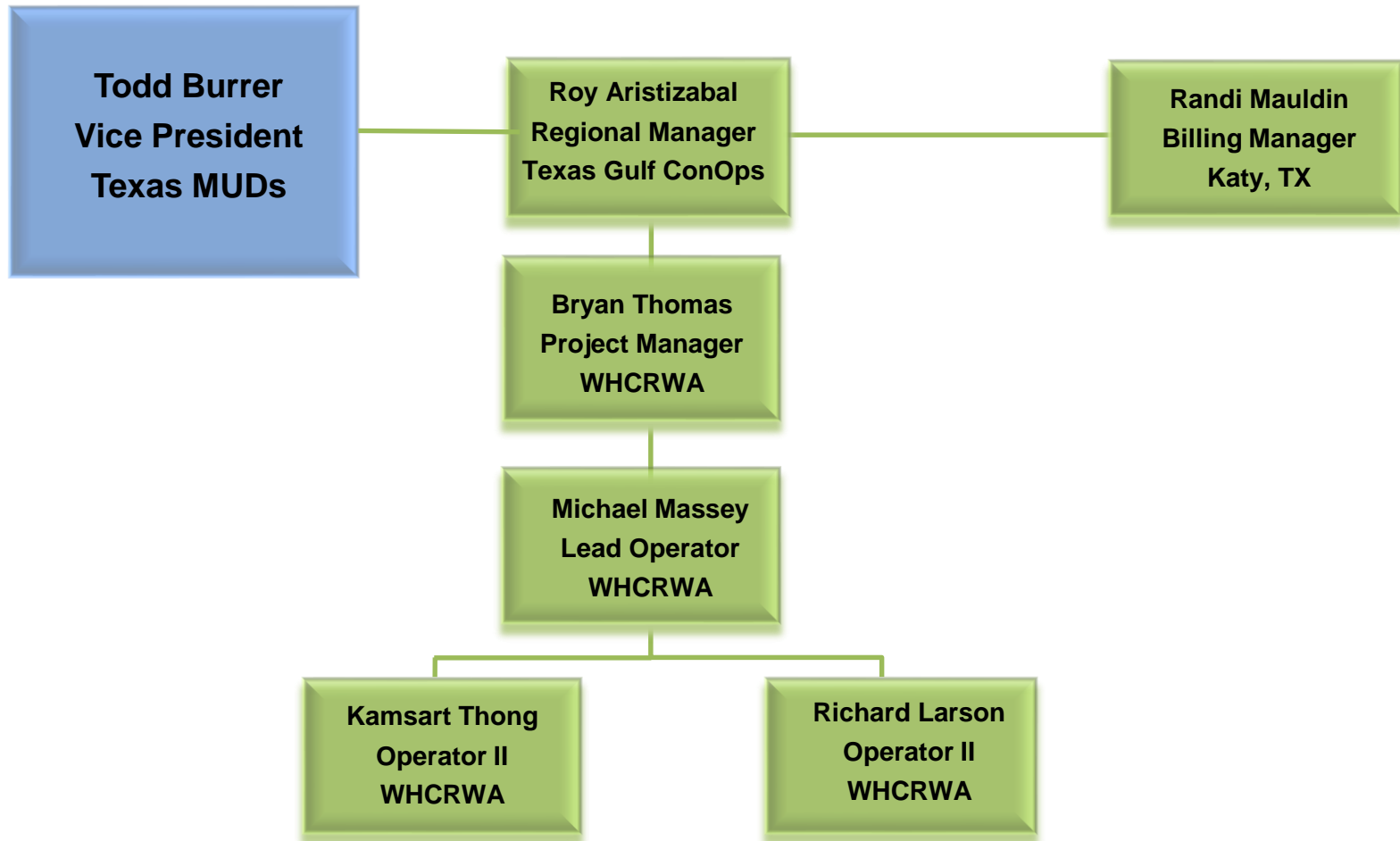
Office Phone: _____

Email: _____

Please fill in the following information in the provided fields regarding the contact information for your wells within the WHCRWA's GRP.

Email completed form to cindy.gloyna@decorp.com

WHCRWA Organizational Chart



Contact Information

1st Project Manager – Bryan Thomas: 281-960-9620 (Cell) – Bryan.Thomas@Inframark.com

2nd Lead Operator – Michael Massey: 281-733-3546 (Cell) – Michael.Massey@Inframark.com

3rd Regional Manager – Roy Aristizabal: 713-876-4601 (Cell) – Roy.Aristizabal@Inframark.com

4th Vice President – Todd Burrer: 713-805-9232 (Cell) - Todd.Burrer@Inframark.com

(Primary) All Billing Questions – WHCRWABilling@Inframark.com

(Backup) Billing Manager – Randi Mauldin: 281-579-4505 (Office) – Randi.Mauldin@Inframark.com

Public Water Supply Guidance for Responding to Freezing Conditions

At the Treatment Plant:

Water plant that is completely down due to loss of power or frozen or broken water lines within the plant:

Prior to startup procedures:

- 1) Contact plumbers, electricians and contractors that can make repairs ahead of time.
- 2) Contact nearby water suppliers for assistance if you don't have the necessary equipment or resources for making repairs (e.g., tractors, etc.).
- 3) Look for evidence of leaks at the plant(s).
- 4) Remove ice from well and pressure tank pressure relief valves.
- 5) Remove ice from any pressure relief valves (e.g., hydropneumatics tanks).
- 6) Ensure air/water lines on pressure sustaining, altitude valves and compressor lines are free from ice.
- 7) Make sure that heaters in the chlorine or chemical rooms are working properly. The rooms should be appropriately warmed ahead of plant startup. Cold temperatures will significantly reduce the poundage of gas chlorine that can be fed.
- 8) Lower the pressure leaving the plant(s) to reduce water hammer in the distribution system. Be sure to maintain system pressures of 35 psi, if possible, but never below 20 psi.
- 9) Shut off distribution valve(s) at the plant(s) and fill plant storage facilities.

Water plant that has pressure to most of the system with isolated areas of water leaks:

- 1) Contact plumbers, electricians and contractors that can make repairs ahead of time.
- 2) Contact nearby water suppliers for assistance if you don't have the necessary equipment or resources for making repairs (e.g., tractors, etc.).
- 3) Remove ice from well and pressure tank pressure relief valves.
- 4) Remove ice from any pressure relief valves (e.g., hydropneumatics tanks).

- 5) Ensure air/water lines on pressure sustaining, altitude valves and compressor lines are free from ice.
- 6) Make sure that heaters in the chlorine or chemical rooms are working properly. The rooms should be appropriately warmed ahead of plant startup. Cold temperatures will significantly reduce the poundage of gas chlorine that can be fed.
- 7) Lower the pressure leaving the plant(s) to reduce water hammer in the distribution system. Be sure to maintain system pressures of 35 psi, if possible, but never below 20 psi.
- 8) Fill plant storage facilities.

In the Distribution System:

Leaks are minor and plant can keep up with demand:

- 1) Use fire hydrants or pressure relief valves to relieve pressure that has built up. In the interest of conserving water, the hydrants should only be opened long enough to expel air. Caveat: fire hydrants must be slowly opened to prevent water hammer.
- 2) Isolate areas of the system with leaks, if valving is available.
- 3) Using flush valves or fire hydrants, slowly push water out to the distribution system in a manner such is used with unidirectional flushing. Flush enough to relieve air from the distribution lines working out to the far reaches of the system.

Rapidly draining tanks due to system-wide leaks (If your plant cannot keep up with system demand):

- 1) Isolate each of the pressure sources to protect them from continued draining.
 - a. Water plants
 - b. Pump stations with ground storage tanks
 - c. Pressure tanks
 - d. Elevated storage tanks
- 2) Repair water mains.
- 3) If you have an emergency interconnection with another public water system contact them to see if they can meet your demand shortfall.
- 4) Shut off the individual water services to the buildings.
 - a. Start with small sections of the distribution system nearest the pressure sources. Working outward from each pressure source, open sections of the distribution system once all the services are shut off.

- 5) Coordinate with local plumbers and customers.
 - a. Inform them of the strategy and sequence of opening the distribution system.
 - b. As individual buildings are cleared of any leaks or leaks have been repaired, the water service can be reopened.

Communication Recommendations:

- 1) Keep customers updated using the media outlet(s) that are available. Let them know to:
 - a. Conserve water (emergency water rationing plans)
 - b. Boil water if you've not been able to maintain pressure. Please be sure to use the guidance for issuing a Boil Water Notice (BWN).
 - c. Not leave faucets open (waiting for water to flow), especially if your operational facilities can't keep up and storage facilities cannot be filled.
- 2) Organize your response efforts by establishing the following groups:
 - a. Triage
 - b. Logistics/Operations
 - c. Communications

Note: If you have a shortage of staff to form these groups, consider reaching out to local volunteers from the community or local water systems.



DATE:

This form is to clarify water use, confirm interconnects, and assist in operations and planning.

PROCEDURE:

- This Form is to be completed by Owners or Operators of non-exempt wells who are planning to utilize or are already utilizing an interconnection with another MUD during an emergency or planned system maintenance or repairs.
- Please complete form and email WHCRWA to - cindy.gloyna@decorp.com.

A. The Owner named in B., below, is the: Provider/Supplier, or the User/Receiver of water (check one).

B. Owner Information

Owner: _____

Operating Co.: _____

Engineer/Firm: _____

C. Applicant: Person Completing & Submitting this Form

Name: _____

Phone: _____ Ext. _____

Email: _____

D. Interconnect Information

Date interconnect was/is to be open: _____ Estimated Days interconnect will be open: _____

Is the interconnect Metered? ☐ Yes, ☐ No

Reason for use of interconnect:

Check one of the following:

☐ Water is being conveyed between a Provider/Supplier and User/Receiver both **within the WHCRWA**.

Water is being conveyed from a Provider/Supplier **within the WHCRWA** to a User/Receiver **outside the WHCRWA**.

Water is being conveyed from a Provider/Supplier **outside the WHCRWA** to a User/Receiver **within the WHCRWA**.

Note: water imported into the WHCRWA from outside of the Authority may be subject to an imported water fee in accordance with Section 3.03 of the [Authority's Rate Order](#) unless the following conditions are met:

- The Authority has consented to the transfer in writing.
- Water is received for a period not to exceed 60 days and only if the receiving entity receives the water due to emergency conditions. The WHCRWA will determine what constitutes emergency conditions.

Are you requesting that WHCRWA waive the imported water fee?

Yes

No

It may take up to 60 days for the Board to act on requests.

WEST HARRIS COUNTY REGIONAL WATER AUTHORITY (WHCRWA)
Interconnect Notification Form



This form is to clarify water use, confirm interconnects, and assist in operations and planning.

What wells are affected by use of the interconnect?

For each well, indicate whether the well will be used more or less than 'normal' (or not used at all).

Does the User/Receiver have any alternatives to using this interconnect (including other interconnects)? If yes, please explain.

Will the Provider/Supplier be repaid for the water in kind to the source MUD?

If the interconnect is not metered, describe how the quantity of water will be estimated:

Email completed form to cindy.gloyna@decorp.com

***WEST HARRIS COUNTY REGIONAL WATER AUTHORITY
2022 EMERGENCY PREPAREDNESS WORKSHOP***

NOTES PAGE