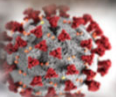


EMERGENCY PREPAREDNESS 2022



Meeting held on May 12, 2022, at 10:00 a.m.



COVID-19
CORONAVIRUS DISEASE 2019

DEC
ENGINEERING
EXCELLENCE

Excellence since 1945

EMERGENCY RESPONSE TEAM

WHCRWA Primary Spokesperson

- Leslie Hollaway, President, Hollaway Environmental Communications

Backup Spokesperson

- Eric Hansen, WHCRWA Board President

WHCRWA Operator

- Bryan Thomas, Project Manager, Inframark

WHCRWA Engineer

- Melinda Silva, P.E., Senior Project Manager, DEC
- Wayne Ahrens, P.E., Public Works Division Manager, DEC

IMPORTANT TELEPHONE NUMBERS

WHCRWA SATELLITE TELEPHONE NUMBER

- (832) 833-0256 – To be used in the event the WHCRWA Operator cannot be reached via mobile number

WHCRWA DISPATCH TELEPHONE NUMBER

- (281) 398-8211 – To be used to inquire about the WHCRWA's facilities and/or to report operation problems with the WHCRWA's facilities

EMERGENCY RESPONSE PLAN

WHCRWA System Information

- Back-up generator power with emergency fuel supply
- System Storage Capacity is 15 MG
- Rely on continuous surface water from COH – Endeavor to serve MUDs

Text Messaging System - Opt-In

- Detail instructions on page 2-3 in handout
 - *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.

EMERGENCY WARNINGS

Such as, a hurricane in the Gulf of Mexico

- Maintain communication with COH water supply staff
- Monitor news reports
- Disseminate information to all members of the Emergency Response Team
- Send text message to operators of district that are receiving surface water

Instructions may include the following messages:

- Houston is under EMERGENCY WARNING –
 - HURRICANE WARNING!
 - FREEZE WARNING!
 - DROUGHT WARNING!
- Make sure wells are ready to operate
 - Notify WHCRWA operators immediately if wells are not operational

GENERAL DISCUSSION

District operators are reminded to ensure groundwater wells are ready for summer months

- Test wells
- Run chemicals

Recommend activating Stage 1 drought plans during peak demand times

- WHCRWA may restrict flow
 - Total available water remains the same – increasing need of flow restriction to some districts
 - DEC is working with Inframark regarding flow restrictions

Please keep contact information Updated

- Form to use for this purpose is attached to the handout that has been provided to you in an email

GENERAL DISCUSSION

Billing Process

Inframark Organization Chart and Contact Information

- (Primary) All Billing Questions – whcrwabilling@inframark.com
 - Pumpage is obtained via the WHCRWA's AMR system
 - If the well is not in AMR, the WHCRWA's Operator manually reads the meter

AMR Standards are published on the www.whcrwa.com website

- Need to provide the WHCRWA an executed Right-Of-Entry (ROE) document
 - Start this process as soon as the well has been drilled
- Contact us prior to purchasing a new meter for an existing well or a newly drilled well. The meter must be compatible with the existing WHCRWA Beacon system.
 - Send us the meter spec sheet and we will have Accurate Meter confirm compatibility

GENERAL DISCUSSION

Required Reporting to the WHCRWA

Drilling Reports

- District operators must forward a copy

Calibration Reports

- District operators must forward a copy
- District operators must make sure the third-party company complete the online certification for HGSD

Contact Information Form

- Any changes to the contact information for a well in the GRP
- Any changes to the asset (i.e., meter, serial number, capped, plugged)
 - If a well has been capped or plugged, we need the report from the company that performed the work
 - Use the form provided in the handout
- Meter change out should be coordinated with the WHCRWA
- Provide a copy of the TCEQ reports for plugging and capping wells to WHCRWA
- Reporting needs to be timely and accurate

Interconnect Form

- Use the form provided in the handout to notify the WHCRWA, if a MUD is moving to an interconnect or installing a new interconnect

GENERAL DISCUSSION

WHCRWA Well Permits

- Your 2022 Well Permits are located at the website listed in the handout – <http://www.whcrwa.com/documents/>

The handout that contains this information and more has been emailed to all prior to this meeting.

THANK YOU!