

Control Number 46245



Item Number 181

Addendum StartPage 0

**Boil Water Notice
May 10, 2016**

Due to loss of pressure, The Texas Commission on Environmental Quality (TCEQ) has required our water system The Cliffs Resort (PWS #1820061) to notify customers of the need to boil their water prior to consumption.

To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and making ice should be boiled cooled prior to use. The water should be brought to a vigorous, rolling boil and then boiled for two minutes. In lieu of boiling, you may purchase bottled water or obtain water from some other suitable source.

When it is no longer necessary to boil water, the water system officials will notify you that the water is safe for consumption. Instructions to discontinue boiling will be issued in the same manner as this notice.

If you have questions concerning this matter, you may contact Kelton Legget, Utilities Manager at 940-779-2734, 940-329-0706

Notices have been additionally posted at Administration, Mailboxes, and The Guardhouse.

Erik Blackwell, CLSD

Chief of Security

The Cliffs Resort

160 Cliffs Drive

Graford, TX 76449

Primary: (940) 353-7155

Office: (940) 779-4535

Fax: (940) 779-4560

TheCliffsResort.com

RECEIVED
2016 AUG 22 AM 11:11
UTILITY COMMISSION
FILING CLERK

1081

From: Blackwell, Erik <security@thecliffsresort.com>
Sent: Wednesday, May 25, 2016 10:08 AM
Subject: Double Diamond Utilities Notice

RECEIVED
2016 AUG 22 AM 11:17
PUBLIC UTILITY COMMISSION
FILING CLERK'S OFFICE

This message is being sent to all property and condo owners at The Cliffs Resort. If you are no longer a property owner or no longer desire to receive notices regarding utilities issues such as outages or changes, simply respond to this email to request your contact information be removed from the mailing list.

Dear customer,

The Cliffs Resort, PWS ID TX1820061, has violated the monitoring and reporting requirements set by the Texas Commission on Environmental Quality (TCEQ) in Chapter 30, Section 290, Subchapter F. Public water systems that treat surface water and or ground water under the direct influence of surface water are required to submit monthly operating reports with operational data of the water provided to their customers. While all monitoring was performed, we failed to report the Surface Water Monthly Operating Report for the month of March, 2016.

The results of regular monitoring are an indicator of whether or not your drinking water is safe. We did not complete all reporting for the surface water constituents, and therefore, the TCEQ cannot be sure of the safety of your drinking water during that time.

Although this was a clerical error and all monitoring was performed, we are reviewing and adjusting the methods we use to assure all reporting is completed as scheduled and on-time.

Please, share this information with all people who drink this water, especially those who may not have received this notice directly. If you have any questions regarding this matter, you may contact Kelton Leggett at 940-779-2734.

Erik Blackwell, CLSD

Chief of Security

The Cliffs Resort

160 Cliffs Drive

Graford, TX 76449

Office: (940) 779-4535

Fax: (940) 779-4560

TheCliffsResort.com

Boil Water Notice Effective 06-17-2016



Blackwell, Erik
6/17/2016

Reply |

895 SpyGlass

Photos

This message was sent with high importance.



Evernote Wunderlist



THE CLIFFS
• RESORT •
POSSUM KINGDOM LAKE

Public Notice to Boil Water

Effective June 17, 2016

Due to loss of pressure, the Texas Commission on Environmental Quality (TCEQ) has required our water system, The Cliffs Resort PWS #1820061 to notify customers of the need to boil their water prior to consumption.

To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and making ice should be boiled and cooled prior to use. The water should be brought to a vigorous, rolling boil and then boiled for two minutes. In lieu of boiling, you may purchase bottled water or obtain water from some other suitable source

When it is no longer necessary to boil the water, the water system officials will notify you that the water is safe for consumption. Instructions to discontinue boiling will be issued in the same manner as this notice.

If you have questions concerning this matter, you may contact, Utilities Manager Kelton Leggett at 940-779-2734.

From: Blackwell, Erik <security@thecliffsresort.com>
Sent: Saturday, June 18, 2016 1:29 PM
Subject: Water Outage June 18

This notification is being resent due to several people saying they did not receive it.

To our friends at The Cliffs,

Despite repairs made the previous day, as of approximately 930 AM this morning, our water system lost pressure due to an unknown event, and our utilities department has been working diligently to restore pressure. As of approximately 11AM, it had been reported that it could be approximately 5-6 hours before service could be restored.

Our new General Manager Rocky Andrianson, is working closely with our utilities personnel and will share updates as they become available.

Please accept our sincerest apologies for this inconvenience, and always feel free to contact me if there is anything I can do to help you.

Erik Blackwell, CLSD

Chief of Security
The Cliffs Resort
160 Cliffs Drive
Graford, TX 76449
Primary: (940) 353-7155
Office: (940) 779-4535
Fax: (940) 779-4560
TheCliffsResort.com

Update from Double Diamond Utilities - Water Restriction Notice



Blackwell, Erik

6/18/2016

Reply |

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Wunderlist



To our residents and guests of The Cliffs Resort,

At the end of a long drought, we all are looking forward to a great summer at The Cliffs Resort. While all the rains have been a blessing, the sudden end to a years long drought has caused adverse conditions in the water system and literally muddied the waters we use as a raw water source.

As the parched ground soaks up all the runoff it can handle, the ground swells, heaves and shifts. This ground movement has caused an excessive amount of water main breaks early this summer. While we make every effort to repair leaks as they occur, not all of them are discovered immediately, and overall, the leaks have added up to a significant amount of water loss.

In addition to the changing ground conditions, the quality of the water we receive from Possum Kingdom Lake is nearly 100 times more turbid than in previous summers. The excessive amounts of sediment in the water is a challenge to treat and causes a reduction in the production capacity of the water plant. Dealing with these issues, coupled with unforeseen mechanical failures in the system, The Cliffs Resort water system is maintaining minimal levels of stored potable water.

Based on the conditions listed above, Double Diamond Utilities is issuing a mandatory water restriction, starting immediately, and shall remain in effect until water storage levels can be maintained at a sufficient volume. This restriction prohibits the use of: all irrigation, recreational water use, washing of boats and/or cars, all potable water use at The Cliffs Marina, and any other unnecessary, outside, potable water use.

We appreciate your cooperation with these conservation efforts. Once the adverse conditions have been alleviated, these restrictions will be rescinded.

Thank you,

Double Diamond Utilities

↩ Reply | ▾  Delete Junk | ▾



Water Restoration ETA

Blackwell, Erik

6/18/2016

↩ Reply | ▾

895 SpyGlass



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Everyone,

We have a rough ETA of 4:30PM on water service being restored. Water levels and pressures are being monitored very closely as the system re-pressurizes.

Double Diamond Utilities

Water outage June 20 - Repairs underway



Blackwell, Erik

6/20/2016

Reply |

895 SpyGlass



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To our friends at The Cliffs:

As we continue our work to repair and upgrade our water production capabilities, our system went down at approximately 4PM today. Despite our best efforts to keep the water system online during this process, we unfortunately could not maintain production resulting in pressure loss.

We apologize for the inconvenience this is causing and ask for your patience as we complete this complex and time consuming work. We estimate this outage may last overnight and until the morning hours of the 21st.

As of this time, The Cliffs is as required by state law, still under a Boil Water Notice. This notice will be lifted as soon as all required testing procedures are carried out following completion of work on our water system.

We will send an update on water production as soon as possible.

Double Diamond Utilities

Reply | Delete Junk |

Public Notice to Rescind Boil Water



Blackwell, Erik

6/23/2016

Reply |

895 SpyGlass

Photos

This message was sent with high importance.



Evernote Wunderlist



THE CLIFFS

• RESORT •

POSSUM KINGDOM LAKE

Public Notice to Rescind Boil Water

Effective June 23, 2016

On June 17, 2016, the Texas Commission on Environmental Quality (TCEQ) required our public water

system The Cliffs Resort, PWS ID #1820061 to issue a Boil Water Notice (BWN) to inform our customers that due to the presence of contaminants or an interruption in service, water from our system must be boiled prior to consumption.

Our system has taken the necessary corrective actions to restore adequate pressure, disinfectant levels, and/or bacteriological quality and has provided TCEQ with testing results that indicate that the water no longer requires boiling as of June 23, 2016.

If you have questions, contact Kelton Leggett at (940) 779-2734

If a customer wishes to reach TCEQ, they may call 512-239-4691.

Notice from Double Diamond Utilities 6-27-2016



Blackwell, Erik

6/27/2016

Reply |

895 SpyGlass



Evernote Wunderlist



Dear customer,

The Cliffs Resort, PWS ID TX1820061, has violated the monitoring and reporting requirements set by the Texas Commission on Environmental Quality (TCEQ) in Chapter 30, Section 290, Subchapter F. Public water systems that treat surface water and or ground water under the direct influence of surface water are required to submit monthly operating reports with operational data of the water provided to their customers. While all monitoring was performed, we failed to report the Surface Water Monthly Operating Report for the month of April, 2016. After deeper investigation, it seems we have been sending them to an errant address.

The results of regular monitoring are an indicator of whether or not your drinking water is safe. We did not complete all reporting for the surface water constituents, and therefore, the TCEQ cannot be sure of the safety of your drinking water during that time.

Although this was a clerical error and all monitoring was performed, we are reviewing and adjusting the methods we use to assure all reporting is completed as scheduled and on-time.

Please, share this information with all people who drink this water, especially those who may not have received this notice directly. If you have any questions regarding this matter, you may contact Kelton Leggett at [940-779-2734](tel:940-779-2734).

Delivered 6/27/2016

Double Diamond Utilities

Reply | v Delete Junk | v



Water outage 07-28-2016



Blackwell, Erik

7/28/2016

Reply | v

Inbox

This message was sent with high importance.



Evernote Wunderlist



Dear customer,

Due to an unknown event, we have lost water pressure at The Cliffs within that past hour. We are currently working to restore pressure but believe that there may be a serious line break and are attempting to locate it.

This event has caused our tanks to run dry within a short time period and we believe it may not be possible to restore water service to The Cliffs until some time tomorrow morning.

We sincerely apologize for this inconvenience and ask for your understanding and patience as we will be working throughout the night to restore service as quickly as possible.

Double Diamond Utilities

Public Notice to Boil Water 07-29-2016



Blackwell, Erik

7/29/2016

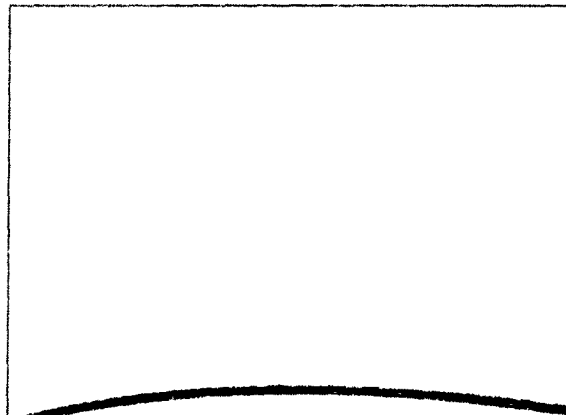
Reply |

Inbox

This message was sent with high importance.



Evernote | Wunderlist



Public Notice to Boil Water

Effective July 29, 2016

Due to loss of pressure, the Texas Commission on Environmental Quality (TCEQ) has required our water system, The Cliffs Resort PWS #1820061 to notify customers of the need to boil their water prior to consumption

To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and making ice should be boiled and cooled prior to use. The water should be brought to a vigorous, rolling boil and then boiled for two minutes. In lieu of boiling, you may purchase bottled water or obtain water from some other suitable source.

When it is no longer necessary to boil the water, the water system officials will notify you that the water is safe for consumption. Instructions to discontinue boiling will be issued in the same manner as this notice.

If you have questions concerning this matter, you may contact, Utilities Manager Kelton Leggett at 940-779-2734.

From: Blackwell, Erik <security@thecliffsresort.com>
Sent: Sunday, July 31, 2016 4:19 PM
Subject: Public Notice to Rescind Boil Water 07-31-2016

Public Notice to Rescind Boil Water

Effective: July 31, 2016

On July 29, 2016, the Texas Commission on Environmental Quality (TCEQ) required our public water system The Cliffs Resort, PWS ID #1820061 to issue a Boil Water Notice (BWN) to inform our customers that due to the presence of contaminants or an interruption in service, water from our system must be boiled prior to consumption.

Our system has taken the necessary corrective actions to restore adequate pressure, disinfectant levels, and/or bacteriological quality and has provided TCEQ with testing results that indicate that the water no longer requires boiling as of July 31, 2016.

**If you have questions, contact Kelton Leggett at
(940) 779-2734**

If a customer wishes to reach TCEQ, they may call 512-239-4691.