



## **Filing Receipt**

**Filing Date - 2024-08-30 04:36:10 PM**

**Control Number - 56822**

**Item Number - 131**



## **CERTIFICATE OF SERVICE**

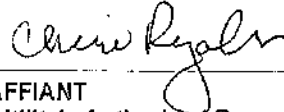
I certify pursuant to the above signature that, unless otherwise ordered by the presiding officer, notice of the filing of this document was provided to all parties of record via electronic mail on August 30, 2024, in accordance with the Second Order Suspending Rules, issued in Project No. 50664.

**Respondants Oath**

STATE OF Texas

COUNTY OF Montgomery

I, Cheri Ryals being duly sworn, file this Request for Information Project # 56822, as Director of Customer Care (owner, member of partnership, title as officer of the corporation, or authorized representative) I attest that, in such capacity, I am qualified and authorized to file and verify such responses, am personally familiar with the documents filed with this response, and have complied with all the requirements contained in the application; and, that all such statements made and matters set forth therein with respect to Targeted Water or Sewer Utilities are true and correct. Statements about other parties are made on information and belief. I further state that the response is made in good faith.



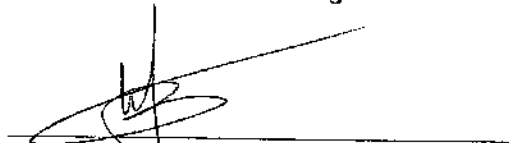
AFFIANT  
(Utility's Authorized Representative)

If the Affiant to this form is any person other than the sole owner, partner, officer of the Applicant, or its attorney, a properly verified Power of Attorney must be enclosed.

SUBSCRIBED AND SWORN BEFORE ME, a Notary Public in and for the State of Texas

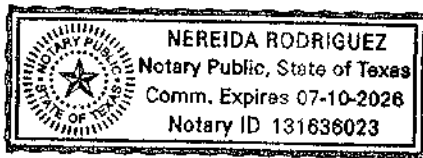
this day 30 the of August, 2024

SEAL



NOTARY PUBLIC IN AND FOR  
THE STATE OF TEXAS

Nereida Rodriguez  
PRINT OR TYPE NAME OF NOTARY



7-10-2026  
My commission expires:

**PROJECT NO. 56822**

**QUADVEST'S RESPONSE TO COMMISSION STAFF'S FIRST  
REQUEST FOR INFORMATION TO TARGETED WATER OR SEWER  
UTILITIES QUESTION NOS. STAFF 1-1 THROUGH 1-19**

**Staff 1-1** Please provide your CCN number and identify the counties you serve that were included in Acting Governor Dan Patrick's July 6, 2024 amended disaster declaration.

**RESPONSE:** Water CCN 11612, Sewer CCN 20952

Counties served: Fort Bend, Harris, Liberty, Montgomery, and Waller

**Staff 1-2** Please provide the public water system identification number and number of connections served by that water system in each of the counties identified in the response to Staff 1-1.

**RESPONSE: See Attachment "A"**

**Staff 1-3** Please indicate the date and duration of any extended power outage lasting more than 24 hours you experienced due to the May 2024 Derecho or Hurricane Beryl and whether the extended power outage caused a disruption to water and sewer services.

**RESPONSE:** Quadvest utilized on-site and temporary generators as well as opening interconnects with other Quadvest facilities where applicable. There was no disruption of services for our customers during the Derecho or Beryl.  
**See attachment "B"**

**Staff 1-4** Please provide the following information, categorized by public water system, concerning any water or sewer service interruptions during either the May 2024 Derecho or Hurricane Beryl:

- a. The duration of the water or sewer service outage;
- b. The percentage of customers impacted by the service interruptions;
- c. The cause of the interruption(s), if known;
- d. If the interruption(s) was caused by an extended power outage, the identity of your electric utility;
- e. The duration of any required notices (e.g. boil water notices) issued due to the extended power outage; and
- f. A summary of efforts undertaken to restore water and sewer services.

**RESPONSE:** Quadvest customers did not experience any water or sewer service interruptions as a result of the Derecho in May 2024 or Hurricane Beryl in July 2024.

**Staff 1-5** Please provide a detailed descriptions of efforts taken to alert or communicate with your customers concerning required notices (e.g. boil water notices), extended power outages, or duration of interruptions to water or sewer services caused by either the May 2024 Derecho or Hurricane Beryl.

**RESPONSE:** Quadvest did not issue any Boil Water Notices during either of these weather events. Quadvest uses multiple communication channels to reach our customers before, during and after the weather events:

- **Automated Phone System:** Our system is programmed to deliver pre-recorded messages to affected customers, providing immediate notification of service disruptions.
- **Email:** Customers with registered contact information receive timely updates via email.
- **Social Media:** We leverage platforms such as Facebook, Twitter, Instagram and Next-door to share information and updates with the community.
- **Website:** Our website features a dedicated section for service alerts and outage information.

**Staff 1-6** What coordination, if any, did you have with other local governments to notify customers about the duration of service outages or efforts taken to restore service due to the extended power outage?

**RESPONSE:** Quadvest did not have any communications with local governments.

**Staff 1-7** Please provide a copy of your current emergency preparedness plan and identify the page or section numbers that were activated during the May 2024 Derecho or Hurricane Beryl.

**RESPONSE:** We have 44 EPP's on file with the TCEQ. Attached is a copy of one of the Quadvest EPP for Bridlewood Estates in Fort Bend County. All Quadvest EPP's follow this same format. Remaining EPP's can be provided if required. (See Attachment "D"). **Pages activated during weather emergencies were 1, 4, 5, and 8**

**Staff 1-8** If you are an "affected utility" as defined under Texas Water Code (TWC) § 13.1395, please indicate how your utility complied with the requirements of TWC § 13.1395(c).

- a. If you have been granted a waiver under TWC § 13.1395(j), please provide a copy of that waiver.
- b. If your emergency preparedness plan contemplated the use of portable

generators, please indicate if the generators were owned by the utility, obtained through mutual aid agreements, or shared with other affected utilities.

**RESPONSE:** For water plants without a generator on site Quadvest uses either portable generators or opens an interconnect with other Quadvest facilities. Quadvest owns some generators, and also has a contract with a 3<sup>rd</sup> party contractor to rent generators during the hurricane season.

**Staff 1-9** If you are an “affected utility as defined under TWC §§ 13.1394 or 13.1395, provide the date you filed information identified under TWC § 13.1396(c) with applicable electric utilities and retail electric providers.

**RESPONSE: See Attachment “C”**

**Staff 1-10** Do you perform your own hurricane or major storm drills? If you do not, please provide a brief explanation of what your utility would need to start conducting these drills. If you do, please provide the following information:

- a. The frequency of drills;
- b. The date of the last drill;
- c. A description of the category of the hurricane drilled and any conditions used in that drill;
- d. The names of any governmental entities, community organizations, or other local groups that were invited to participate in the drill and their level of involvement with the drill; and
- e. The names of any electric, water, sewer, or telecommunication utilities that were invited to participate in the drill and their level of involvement with the drill.

**RESPONSE:**

- a. **Frequency of drills – annually**
- b. **Date of last Quadvest simulated emergency drill – May, 2024**
- c. **Quadvest drills include activating our company emergency preparedness plan, circulating an internal duty roster, interrupting SCADA communications at unannounced facilities, running plants on generators at select locations, practicing with fake/mystery shopping type news media phone calls into the call center, gathering communication documents for use on social media sites and customer communications, using software applications to track “fake outages”**

- d. **No local governments are invited to participate in the Quadvest drills**
- e. **No other utilities are invited to participate in the Quadvest drills**

**Staff 1-11** Were you asked to participate in a hurricane or major storm drill conducted by or for an electric, water, sewer, or telecommunication utility in 2024? If yes, please provide the following information:

- a. The name(s) of the requesting utility;
- b. The date of the drill(s);
- c. Information concerning the category of hurricane(s) drilled and any conditions used in the drill(s);
- d. A description of your role and level of participation in the hurricane or major storm drill; and
- e. A description of any feedback given during a post-drill review.

**RESPONSE: Quadvest was not asked to participate in any drills conducted by other utilities.**

**Staff 1-12** Did you regularly track hurricanes or major storms that could affect your service territory before July 8, 2024. If yes, please provide a description of how you tracked storms .

**RESPONSE: Yes, Quadvest uses multiple sources including local news/weather stations, NOAA/National Hurricane Center as well as hurricane and local weather websites.**

**Staff 1-13** Do you plan on conducting hurricane or major storm tracking in the future as a result of Hurricane Beryl?

**RESPONSE: Yes, Quadvest continuously watches the weather for potential damaging storms, heavy rainfall events, or drought/high heat conditions.**

**Staff 1-14** Please provide the date you were contacted by Texas Department of Emergency Management before the May 2024 Derecho and Hurricane Beryl.

**RESPONSE: Quadvest was not contacted by the Texas Department of Emergency Management.**

**Staff 1-15** Please describe any coordination calls or meetings with electric, water, sewer, or telecommunication utilities in which you participated in advance of Hurricane Beryl.

**RESPONSE: Quadvest did not participate in any external coordination calls with electric, water, sewer, or telecommunication utilities in advance of**



**Beryl.**

**Staff 1-16** Were you provided access to a priority call list from the electric utility(s) for your service area?

**RESPONSE: No, Quadvest was not given a priority call list from electric utilities. When we have a power outage at one of our facilities, we call the same “outage” phone number that residents call. We are allowed to report 3 addresses on one call. If we have more than 3 outages to report we must hang up, call back, and wait in the cue to report more outages.**

**Staff 1-17** How many days before Hurricane Beryl’s landfall were you contacted by your electric utility concerning the potential of an extended power outage associated with Hurricane Beryl?

**RESPONSE: Quadvest was not contacted by any electric utilities prior to Beryl’s landfall.**

**Staff 1-18** Were you invited to participate in daily calls with your electric utility during the May 2024 Derecho or Hurricane Beryl?

**RESPONSE: No, Quadvest was not invited to participate in any calls with our electric utility providers.**

**Staff 1-19** What preventative actions were taken by the utility after receiving notice of a potential extended power outage caused by the May 2024 Derecho or Hurricane Beryl?

**RESPONSE: Quadvest did not receive notice from power utilities regarding potential extended power outages.**

## Attachment A – RFI 1-2

SUBDIVISION	PWS ID NUMBER	COUNTY	CONNECTIONS SERVED
Brazos Lakes	790363	Fort Bend	175
Bridelwood Estates	790350	Fort Bend	444
Olympia Falls	790592	Fort Bend	180
Vacck Pointe	790580	Fort Bend	26
Vacck Country Meadows	790580	Fort Bend	269
<b>Fort Bend County total connections</b>			1094

SUBDIVISION	PWS ID NUMBER	COUNTY	CONNECTIONS SERVED
Bauer Landing	1013526	Harris	1338
Bauer Meadows	1013797	Harris	69
Binford Creek	1013779	Harris	96
Flagstone	1013708	Harris	213
Hocklevwood Business Park	1013526	Harris	4
Indigo Trails	1013816	Harris	0
Katy Meadows	101]681	Harris	1
Lakes of Fairhaven*	1013288	Harris	546
Rosehill Meadow	1013703	Harris	227
The Reserve at Katy Hockley	1013681	Harris	0
<b>Harris County total connections</b>			2494

SUBDIVISION	PWS ID NUMBER	COUNTY	CONNECTIONS SERVED
Bella Vista	1460175	Liberty	879
Camino Real	1460175	Liberty	1666
Grande San Jacinto	1460179	Liberty	1971
Rancho San Vicente	1460178	Liberty	384
Villa Nueva	1460175	Liberty	176
<b>Liberty County total connections</b>			5076

SUBDIVISION	PWS ID NUMBER	COUNTY	CONNECTIONS SERVED
Benders Landing	1700678	Montgomery	1282
Benders Landing Estates	1700678	Montgomery	706
Campwood	1700624	Montgomery	34
Canterbury Ranch	1700624	Montgomery	46

Clear Creek Forest	1700576	Montgomery	77
Colony at Pinehurst	1700858	Montgomery	128
Creeside Court	1700857	Montgomery	101
Creeside Village	1700742	Montgomery	764
Decker Farms	1700922	Montgomery	318
Decker Oaks Estates	1700605	Montgomery	338
Enclave @ Dobbin	1700857	Montgomery	394
Estates of Clear Creek	1700576	Montgomery	181
Indigo Lake Estates	1700576	Montgomery	628
Jacobs Reserve	1700609	Montgomery	14
Lake Winderest	1700624	Montgomery	965
Lone Star Ranch	1700655	Montgomery	505
Magnolia Reserve	1700864	Montgomery	228
McCall Sound	1700763	Montgomery	44
Mill Creek	1700857	Montgomery	342
Montgomery Trace	1700577	Montgomery	160
Mostyn Manor	1700669	Montgomery	816
Mostyn Springs	1700669	Montgomery	Included w Mostyn Manor
Northerest Ranch	1700623	Montgomery	466
Pine Acres	1700907	Montgomery	164
Rosehill Lake	1700922	Montgomery	76
Red Oak	1700609	Montgomery	121
Rockrose Ranch	1700889	Montgomery	88
Sawmill Estates	1700576	Montgomery	33
Sendera Ranch	1700577	Montgomery	200
Sierra Woods	1700624	Montgomery	27
Sonoma Ridge	1700763	Montgomery	55
Summerset Estates	1700655	Montgomery	340
Village of Decker Oaks	1700605	Montgomery	341
Winderest Farms	1700577	Montgomery	22
Sweetwater Ridge	1700941	Montgomery	167
<b>Montgomery County total connections</b>			<b>10,171</b>

<b>SUBDIVISION</b>	<b>PWS ID NUMBER</b>	<b>COUNTY</b>	<b>CONNECTIONS SERVED</b>
Freeman Ranch	2370123	Waller	652
Lake House*	2370111	Waller	359
Texas Grand Ranch	2360088	Waller	251
Trails at Cochran Ranch	2370142	Waller	0
<b>Waller County total connections</b>			<b>1262</b>

### Attachment B – RFI 1-3

<b>SUBDIVISION</b>	<b>PWS ID NUMBER</b>	<b>COUNTY</b>	<b>DERECHO DATE OF OUTAGE</b>	<b>DURATION</b>
Baucr Landing	1013526	Harris	17-May	1 day
Bella Vista	1460175	Liberty	16-May	1 day
Benders Landing	1700678	Montgomery	16-May	2 days
Benders Landing Estates	1700678	Montgomery	16-May	2 days
Campwood	1700624	Montgomery	16-May	3 days
Canterbury Ranch	1700624	Montgomery	16-May	3 days
Decker Farms	1700922	Montgomery	16-May	3 days
Decker Oaks Estates	1700605	Montgomery	18-May	2 days
Indigo Lake Estates	1700576	Montgomery	16-May	12 days
Lake Windercrest	1700624	Montgomery	16-May	3 days
Mill Creek	1700857	Montgomery	16-May	2 days
Sierra Woods	1700624	Montgomery	16-May	3 days
Sonoma Ridge	1700763	Montgomery	18-May	1 day

<b>SUBDIVISION</b>	<b>PWS ID NUMBER</b>	<b>COUNTY</b>	<b>BERYL DATE OF OUTAGE</b>	<b>DURATION</b>
Bella Vista	1460175	Liberty	8-Jul	4 days
Benders Landing Estates	1700678	Montgomery	8-Jul	3 days
Brazos Lakes	790363	Fort Bend	8-Jul	8 days
Bridelwood Estates	790350	Fort Bend	8-Jul	3 days
Camino Real	1460175	Liberty	8-Jul	4 days
Campwood	1700624	Montgomery	8-Jul	3 days
Canterbury Ranch	1700624	Montgomery	8-Jul	3 days
Clear Creek Forest	1700576	Montgomery	8-Jul	3 days
Colony at Pinchurst	1700858	Montgomery	8-Jul	3 days

Crecksides Village	1700742	Montgomery	8-Jul	3 days
Decker Farms	1700922	Montgomery	8-Jul	3 days
Decker Oaks Estates	1700605	Montgomery	8-Jul	3 days
Estates of Clear Creek	1700576	Montgomery	8-Jul	3 days
Flagstone	1013708	Harris	8-Jul	7 days
Indigo Lake Estates	1700576	Montgomery	8-Jul	3 days
Indigo Trails	1013816	Harris	9-Jul	3 days
Jacobs Reserve	1700609	Montgomery	8-Jul	2 days
Lake Windcrest	1700624	Montgomery	8-Jul	3 days
Lone Star Ranch	1700655	Montgomery	8-Jul	2 days
Magnolia Reserve	1700864	Montgomery	8-Jul	4 days
McCall Sound	1700763	Montgomery	8-Jul	3 days
Mill Creek	1700857	Montgomery	8-Jul	2 days
Montgomery Trace	1700577	Montgomery	8-Jul	7 days
Mostyn Manor	1700669	Montgomery	8-Jul	3 days
Mostyn Springs	1700669	Montgomery	8-Jul	3 days
Northerest Ranch	1700623	Montgomery	8-Jul	3 days
Pine Acre Trails	1700907	Montgomery	8-Jul	3 days
Rancho San Vicente	1460178	Liberty	8-Jul	4 days
Red Oak	1700609	Montgomery	8-Jul	2 days
Rock Rose Ranch	1700889	Montgomery	8-Jul	2 days
Roschill Meadow	1013703	Harris	8-Jul	1 days
Sawmill Estates	1700576	Montgomery	8-Jul	3 days
Sendera Ranch	1700577	Montgomery	8-Jul	7 days
Sierra Woods	1700624	Montgomery	8-Jul	3 days
Sonoma Ridge	1700763	Montgomery	8-Jul	3 days
Summerset Estates	1700655	Montgomery	8-Jul	2 days
Texas Grand Ranch	2360088	Waller	8-Jul	2 days
Vacek Country Meadows	790580	Fort Bend	8-Jul	7 days
Villa Nueva	1460175	Liberty	8-Jul	4 days
Village of Decker Oaks	1700605	Montgomery	8-Jul	3 days
Windcrest Farms	1700577	Montgomery	8-Jul	7 days

## Attachment “C” – RFI 1-9

Bella Vista	10/16/2021
Benders Landing	10/16/2021
Brazos Lakes	10/16/2021
Bridlewood Estates	10/16/2021
Camino Real	12/2/2022
Colony at Pinehurst	11/16/2023
Creeside Village	10/16/2021
Decker Farms	7/28/2023
Decker Oak Estates	10/16/2021
Flagstone	7/28/2023
Freeman Ranch	10/16/2021
Grande San Jacinto	10/16/2021
Indigo Lakes Estates	10/16/2021
Katy Hockley	7/28/2023
Lake House	10/16/2021
Lake Windcrest	10/16/2021
Lakes of Fairhaven	10/16/2021
Lone Star Ranch	10/16/2021
Magnolia Reserve	10/16/2021
Mill Creek	10/16/2021
Mostyn Manor	10/16/2021
Northcrest Ranch	10/16/2021
Olympia Falls	2/2/2023
Pine Acre Trails	7/28/2023
Rancho San Vicente	10/16/2021
Red Oak Ranch	10/16/2021
Rockrose Ranch	7/28/2023
Rosehill Meadows	12/2/2022
Sendera Ranch	10/16/2021
Sonoma Ridge - McCall Sound	10/16/2021
Sweetwater Ridge	11/16/2023
Texas Grand Ranch	10/16/2021
Vacek Country Meadows	10/16/2021

**Attachment "D" - RFI 1-7  
See attached PDF document**



**CONFIDENTIAL**  
Not subject to disclosure under Chapter 552, Government Code

**Emergency Preparedness Plan Template  
For Affected Utilities**

Water Supply Division, Drinking Water Special Functions Section, MC-155  
P.O. Box 13087  
Austin, TX 78711-3087  
512-239-3771  
PDWEPP@tceq.texas.gov  
TCEQ Water Homeland Security No. 888-777-3186

Water System Name: <b>Bridlewood Estates</b>		PWS ID No. (if applicable): <b>0790350</b>	
District # (if applicable):		County: <b>Fort Bend</b>	
CCN # (if applicable): <b>11612</b>	Phone Number: <b>281-356-5347</b>	Email or Fax #: <b>mwatson@quadvest.com</b>	
Preparer's Mailing Address:	Street/P.O. Box/Route: <b>26926 FM 2978</b>		
	City: <b>Magnolia</b>	State: <b>TX</b>	ZIP: <b>77354</b>
Prepared by: <b>Margo Watson</b>		Title: <b>Compliance Reporting Coordinator</b>	
Owner: <b>Quadvest</b>		Preparer's organization: <b>Quadvest</b>	
Circle all Option(s) that apply, Refer to Section III: <input checked="" type="checkbox"/> 1    2    3a    3b    4    5    6    7    8			
Plan Implementation Timeframe: Begin Date <b>3/27/23</b>		Expected Completion Date <b>3/27/23</b>	
Short Explanation of Proposed Plan (i.e. Using portable generator to power 2 out of 3 wells): <b>Onsite generator at WP02 to power 1 well 2 booster pumps.</b>			
Will this plan provide for 35 pounds per square inch (psi) of pressure to all your direct customers during a power outage lasting more than 24 hours caused by a natural disaster? <b>Yes</b>			
I certify, under penalty of law, that all the information provided herein is true and accurate to the best of my knowledge.			
Signature: <i>Margo Watson</i>		Title: <b>Compliance Reporting Coordinator</b>	Date: <b>3/31/23</b>

**UPDATES TO EMERGENCY PREPAREDNESS PLAN (EPP)**

The EPP is updated as changes occur such as dictated by personnel, phone numbers, technology, system additions or modifications. Record updates below:

Last Updated By	Title	Purpose (page #s)	On (Date)
Margo Watson	Compliance Reporting Coordinator	Update from the 2012 version	3/27/2023
Chris Oliver	Operations Manager	Original	2/27/2012