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PROJECT NO. 56822

**INVESTIGATION OF EMERGENCY §
PREPAREDNESS AND RESPONSE BY § PUBLIC UTILITY COMMISSION
UTILITIES IN HOUSTON AND § OF TEXAS
SURROUNDING COMMUNITIES §**

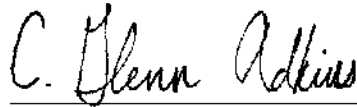
**AQUA TEXAS’S RESPONSE TO COMMISSION STAFF’S
FIRST REQUEST FOR INFORMATION**

Aqua Texas’s (“Aqua Texas”) files this Response to Commission Staff’s First Request for Information.

I. WRITTEN RESPONSES

Attached hereto and incorporated herein by reference is Aqua Texas’s written response to the request for information. The response is set forth on or attached to a separate page upon which the request has been restated. Aqua Texas stipulates that its response may be treated by all parties exactly as if it was filed under oath.

Respectfully submitted,




C. Glenn Adkins
State Bar No. 24103097
Coffin Renner LLP
1011 W. 31st Street
Austin, Texas 78705
(512) 879-0900
(512) 879-0912 (fax)
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ATTORNEYS AQUA TEXAS

CERTIFICATE OF SERVICE

I hereby certify that on this 30th day of August 2024, notice of the filing of this document was provided to all parties of record via electronic mail in accordance with the Second Order Suspending Rules, filed in Project No. 50664.

A handwritten signature in black ink that reads "C. Glenn Adkins". The signature is written in a cursive style with a large initial "C".

C. Glenn Adkins

**PROJECT NO. 56822
AQUA TEXAS RESPONSE TO
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION**

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:

See Attachment Staff RFI 1-1, Column C of the "Water Tracking" tab and "WWTP Tracking."

ATTACHMENT(S):

See Attachment Staff RFI 1-1.xls

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.

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COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION**

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 Staff RFI 1-1, Column of the "Water Tracking" tab and "WWTP Tracking."

ATTACHMENT(S):

See Attachment Staff RFI 1-1

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.

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AQUA TEXAS RESPONSE TO
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

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:

See Attachment Staff RFI 1-1, Columns J through P of the “Water Tracking” tab and “WWTP Tracking” for the outages related to Hurricane Beryl.

Additionally, the following water and wastewater systems experienced power outages due to the May 2024 Derecho: Country Club Greens (PWS TX1013189); Old Egypt 3 (PWS TX1700666); North Woods (PWS TX1010915); Carriage Hills 1 (PWS TX1700279); Candlelight WWTP (WQ0011314-001); Crystal Forest WP (PWS TX1700096); Candlelight WP (PWS TX1010532); Deckerwoods WP (PWS TX1700330); Classic Pines (PWS TX1013144); Colonial Hills (PWS TX1010116); Hidden Forest (PWS TX1700173); Redwood Estates Mobile Home Park (PWS TX1010307); Shadow Bay (PWS TX1700393); Clear Creek (PWS TX1700437); Mobile Home Estates (PWS TX1010288); West Magnolia (PWS TX0930042); Park Forest (PWS TX1013041); Heron Lakes (PWS TX1013089); Creekside (PWS TX1011647); Cypress Fields (PWS TX1011651); Shadow Grove (PWS TX0790389); Indigo Ranch (PWS TX1700651); Brushy Creek (PWS TX1700601); Industrial Utilities (PWS TX1010068).

ATTACHMENT(S):

See Attachment Staff RFI 1-1

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.

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AQUA TEXAS RESPONSE TO
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION**

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:

See Attachment Staff RFI 1-1 for subsections a through c and e.

- d. Aqua Texas's water and wastewater systems that were impacted by the May 2024 Derecho and Hurricane Beryl are located within the service territories of:

Transmission and Distribution Utilities:

- Entergy Texas, Inc.
- Texas-New Mexico Power Company
- CenterPoint Energy Houston Electric, LLC
- AEP Texas Inc.
- Sam Houston Electric Cooperative, Inc.
- Jackson Electric Cooperative, Inc.
- Victoria Electric Cooperative, Inc.
- San Bernard Electric Cooperative, Inc.
- Mid-South Electric Cooperative, Inc.
- Farmers Electric Cooperative, Inc.
- Southwestern Electric Power Company
- Trinity Valley Electric Cooperative, Inc.
- Upshur Rural Electric Cooperative, Inc.
- Wood County Electric Cooperative, Inc.

Regarding Retail Electric Providers, Aqua Texas is a customer of: Cirro Energy and Reliant Energy.

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- f. The water and sewer service outages were caused by power outages from local electricity providers. Thus, to restore water or sewer service, Aqua Texas needed to secure temporary power from generators until the electric grid companies fixed their systems and resumed normal operations. For that purpose, Aqua Texas owns a fleet of 18 portable trailer mounted generators ranging from 60KW-200KW that Aqua Texas can mobilize to water systems experiencing an extended power outages. During the May Derecho and Hurricane Beryl, Aqua Texas dispatched all available mobile generators to impacted systems and secured necessary fuel to operate the generators. As power was restored to some systems, Aqua Texas moved the generators to other systems without power. Aqua Texas also maintains permanent auxiliary generators on some of its larger water and wastewater systems that were used to provide temporary power during the outages. Lastly, Aqua Texas coordinated with third-party vendors to secure additional mobile generators and fuel that were deployed to additional water and sewer systems. After approximately 55 hours into the response to Hurricane Beryl, Aqua Texas had restored service to approximately 90% of its impacted customers.

ATTACHMENT(S):

See Attachment Staff RFI 1-1.

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.

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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:

Prior to the 2024 hurricane season, Aqua Texas issued a press release encouraging customers to prepare for the hurricane season, in part, by signing up for Aqua Texas's emergency alert system, Aqua WaterSmart Alerts. See Attachment 1 Staff RFI 1-5

During the storms, Aqua Texas communicated with customers every 24 hours, or more often when updates were necessary, through Aqua WaterSmart Alerts, which is a notification program that sends out information through phone call, text message, and email. These notifications included information about service restoration efforts and boil water notices Aqua Texas also used Facebook advertising, targeting the Houston area, to reach customers that may not receive Aqua Water Smart Alerts. See Attachment 2 Staff RFI 1-5.

Additionally, the Aqua Disruption Map was operational and updated throughout both storm events. An example view of the Aqua Disruption Map is provide in Attachment 3 Staff RFI 1-5.

ATTACHMENT(S):

See Attachment 1 Staff RFI 1-5

See Attachment 2 Staff RFI 1-5

See Attachment 3 Staff RFI 1-5

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.

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COMMISSION STAFF'S FIRST REQUEST FOR 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:

The Company coordinated with Harris County Public Health Department and Polk County regarding the issuance of boil water notices and updates regarding service restoration.

ATTACHMENT(S):

None.

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.

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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:

See Confidential Attachment Staff RFI 1-7 representative emergency preparedness plans for two systems within the area impacted by Hurricane Beryl. As shown in the emergency preparedness plans, Aqua Texas prepares for power outages through a combination of permanent generators for larger systems, and a fleet of mobile generators that can be deployed statewide, as needed.

ATTACHMENT(S):

See Confidential Attachment Staff RFI 1-7

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.

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COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION**

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:

To comply with TWC § 13.1395(c) Aqua Texas (1) owns a fleet of portable generators, (2) owns on-site auxiliary generators, for certain larger systems, and (3) Aqua Texas also participates in mutual aid agreements through TXWARN, which gives it access to generation resources of other utilities that participate in the mutual aid agreements.

ATTACHMENT(S):

None.

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.

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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:

Aqua Texas filed the information set forth under TWC § 13.1396(c) with the Commission on November 15, 2024 in Docket No. 53938. In the experience of Aqua Texas, there is not a consistent process to file this sensitive information with electric utilities or retail electric providers. However, Aqua Texas will coordinate with the applicable electric utilities and retail electric providers to ascertain the process for filling this information or develop a process with those entities, as appropriate.

ATTACHMENT(S):

None.

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.

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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:

Currently, the Company does not perform Hurricane or major storm drills. However, because of recent events, Company personnel have real-world experience with multiple storms and emergency operations.

ATTACHMENT(S):

None.

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.

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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:

The Company was not asked to participate in a hurricane or major storm drill in 2024.

ATTACHMENT(S):

None.

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.

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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:

Aqua Texas tracks hurricanes and major storms through publicly available weather monitoring channels such as the National Weather Service and local news stations. When a major storm or hurricane has a forecasted risk of impacting the Company's service areas, the Company follows the progress of the storm or hurricane and takes appropriate preventative measures when necessary.

ATTACHMENT(S):

None.

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.

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STAFF 1-13

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

RESPONSE:

See response to Staff RFI 1-12 above. The Company does not currently plan to modify its procedures for tracking hurricanes or major storms.

ATTACHMENT(S):

None.

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.

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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:

Aqua Texas was not contacted by the Texas Department of Emergency Management before the May 2024 Derecho or Hurricane Beryl.

ATTACHMENT(S):

None.

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.

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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:

None.

ATTACHMENT(S):

None.

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.

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STAFF 1-16

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

RESPONSE:

To the best of its knowledge, Aqua Texas was not provided access to a priority call list from any electric utility.

ATTACHMENT(S):

None.

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.

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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:

The Company was not contacted by its electric utility in advance of Hurricane Beryl or the May Derecho.

ATTACHMENT(S):

None.

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.

**PROJECT NO. 56822
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STAFF 1-18

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

RESPONSE:

Aqua Texas was not invited to participate in daily calls with any of its electric utilities.

ATTACHMENT(S):

None.

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.

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AQUA TEXAS RESPONSE TO
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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:

For both the May Storm and Hurricane Beryl, Aqua Texas pre-staged its portable generators and necessary fuel in strategic areas in preparation for the storm. Essential personnel and operators were put on standby to react to the storm and potential system outages. Aqua Texas also began coordinating in advance with third-party suppliers and vendors to secure additional generators and fuel.

ATTACHMENT(S):

None.

Sponsor: Chris Garcia, Area Manager III, Aqua Texas, Inc.



Aqua Texas Shares Tips to Prepare for Hurricane Season

In anticipation of an above-normal season, the water and wastewater utility offers guidelines for customers ahead of potential service interruptions

AUSTIN, TX. (June 19, 2024) – With the Atlantic hurricane season officially underway, Aqua Texas is urging customers to take proactive steps to prepare their homes and families for potential storms.

According to the National Oceanic and Atmospheric Administration (NOAA), this year’s hurricane season has an 85 percent chance of being above normal, forecasting 17 to 25 total named storms. Of these, 8 to 13 are expected to become hurricanes, and 4 to 7 may develop into major hurricanes.

“Hurricanes can cause significant disruptions to our community, including potential impacts on our water and wastewater infrastructure,” said Aqua Texas President Craig Blanchette. “By following these simple tips, you can help ensure your family has access to safe water during and after a storm.”

While Aqua strives to maintain service during storms, power outages can disrupt routine drinking water delivery and the ability to treat and pump wastewater. Severe storms can wreak havoc on Aqua's service areas, especially in coastal communities or those along a surface water body. It is essential for customers to proactively prepare for potential loss of water service.

Aqua offers the following tips to help residents prepare:

1. **Store water for essential use:** Fill clean pots, jugs and even bathtubs with water before a storm arrives. This water can be used if your service is interrupted.
2. **Sign up for water emergency alerts:** Stay informed by signing [up for Aqua’s WaterSmart alerts](#), which provides updates on service disruptions and boil water advisories. Log in to [Aqua’s new ePortal](#) to find targeted service updates on the service disruption map.
3. **Know what to do:** If customers are under a boil water advisory after Aqua restores service, **disinfect tap water by boiling it**. Purify all water that could be ingested by bringing it to a rolling boil for two minutes and letting it cool. Young infants and pregnant women should use bottled or stored water instead of boiled tap water whenever possible. Once boiled, the water should be cooled before consuming.
4. **Create an emergency plan:** Establish a plan for evacuating the household, gathering necessary supplies and communicating with family and friends. Rehearse this plan to ensure you’re prepared when you need to activate it.

5. **Review health and home insurance policies:** Make sure you understand your coverage for water damage and other potential storm-related losses. Put aside funds in case of emergency, if possible.
6. **Prepare your sewer line:** If you live in a low-lying area and your home is subject to sewer backups, you can prepare by installing a check valve or isolation valve in your sewer line. Your local plumber can assist with selecting and installing the valve.

Aqua is committed to providing safe and reliable water service throughout hurricane season. By taking these steps now, you can be prepared for potential challenges.

For more information on how to prepare for a hurricane, visit [the Federal Emergency Management Agency \(FEMA\)](#) or [Aqua](#).

If you have a life-threatening emergency, such as a fire or gas leak, please call 911. Please follow all local emergency management notifications and instructions.

About Aqua Texas

Aqua Texas serves approximately 276,000 people in 53 counties across the Lone Star State. Visit [AquaWater.com](#) for more information or follow [@MyAquaWater](#) on [Facebook](#) and [X](#).

###




Aqua

Today at 2:00 PM

Project No. 56822
Attachment 2 Staff RFI 1-5
Page 1 of 13

Aqua Customers: We are working to restore your water service as soon as possible. In the aftermath of the hurricane, we are assessing our systems for damage, making repairs, and monitoring the restoration of the power grid. Once electricity is back up and your service is restored, it may be necessary to boil your water before drinking it. Please reference your WaterSmart Alert or the Aqua Disruption Map for more details. <http://brnw.ch/...>

We appreciate your patience as our crews work around the clock to restore your service.

A solid blue silhouette of the state of Texas is centered on the page. The text "Aqua Texas Update" is overlaid on the map in a white, bold, sans-serif font.

Aqua Texas Update

AQUA
Aqua Utilities

Tuminelli, Jennifer

From: Tuminelli, Jennifer
Sent: Wednesday, June 19, 2024 11:50 AM
To: Raymond Oliverson; Beth Emery; Kirk Novak; cobi.barnett@inframark.com
Cc: Francis, Donald R; Garcia, Chris A
Subject: Hurricane Preparedness Tips from Aqua TX

Importance: High

Hi Del Webb team,

With tropical storm Alberto approaching and expected to bring heavy rain to the Houston area, we want to make sure our communities are prepared and stay safe. Could you share the following tips with your residents to help us all weather this storm, and others during this hurricane season?:

While Aqua strives to maintain service during storms, power outages can disrupt routine drinking water delivery and the ability to treat and pump wastewater, even if your community has a generator. Severe storms can wreak havoc on Aqua service areas, so it is essential for customers to proactively prepare for potential loss of water service.

Below are tips to help residents prepare:

1. **Store water for essential use:** Fill clean pots, jugs and even bathtubs with water before a storm arrives. This water can be used if your service is interrupted.
2. **Sign up for water emergency alerts:** Stay informed by signing up for Aqua's WaterSmart alerts, which provides updates on service disruptions and boil water advisories. Log in to [Aqua's new ePortal](#) to find targeted service updates on the service disruption map.
3. **Know what to do:** If customers are under a boil water advisory after Aqua restores service, **disinfect tap water by boiling it.** Purify all water that could be ingested by bringing it to a rolling boil for two minutes and letting it cool. Young infants and pregnant women should use bottled or stored water instead of boiled tap water whenever possible. Once boiled, the water should be cooled before consuming.
4. **Create an emergency plan:** Establish a plan for evacuating the household, gathering necessary supplies and communicating with family and friends. Rehearse this plan to ensure you're prepared when you need to activate it.
5. **Review health and home insurance policies:** Make sure you understand your coverage for water damage and other potential storm-related losses. Put aside funds in case of emergency, if possible.
6. If you live in a low-lying area and your home is subject to sewer back-ups, you can prepare by installing a check valve or isolation valve in your sewer line. Your local plumber can assist with selecting and installing the valve.

Aqua is committed to providing safe and reliable water service throughout hurricane season. By taking these steps now, you can be prepared for potential challenges.

For more information on how to prepare for a hurricane, visit [the Federal Emergency Management Agency \(FEMA\)](#) or [Aqua](#).

Thank you,

AQUA[™]



Jennifer Tuminelli (Olohan)
Regional Communications Specialist
Aqua Texas
1106 Clayton Lane Ste 400
Austin, TX 78723
O: 512.990.4400 M: 737.314.3617



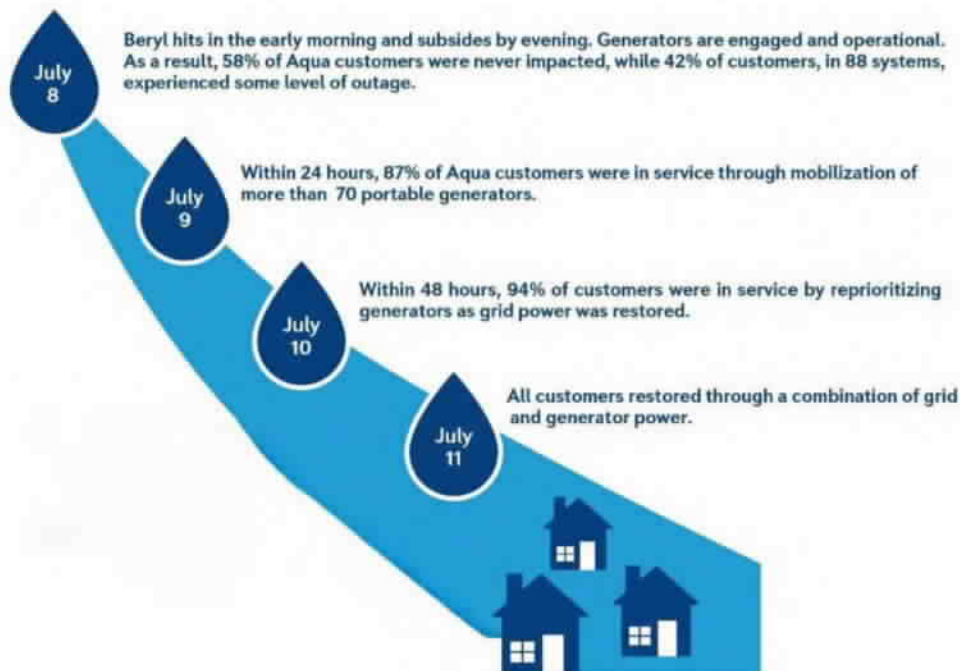
Dear East Texas Customer,

The effects of Hurricane Beryl on July 7th were devastating for the Houston area. We live in the communities we serve and know first-hand the challenges that were faced following the storm.

Aqua's East Texas office serves 13 counties from Matagorda to Polk County. We have 146 water and 43 wastewater systems across this area, serving nearly 35,000 homes and businesses, nearly all of which were in the path of Hurricane Beryl.

As your utility provider, we reflect on these experiences and take lessons learned to bring an improved emergency response to the next natural disaster. In that spirit, we would like to share the timeline below of our response to Hurricane Beryl.

Hurricane Beryl Hits the Texas Coast



Water systems that serve more than 250 customers are required by the State of Texas to have a generator on-site, and all of Aqua's systems fitting that criteria comply with those requirements. However, many of Aqua's systems in East Texas serve fewer than 250 customers. Regardless of the size of the system, Aqua Texas understands that water is a vital resource for everyone.

Aqua staff worked with local and national partners to secure additional generators and ultimately deployed 70 portable generators among the 88 systems experiencing outages. Additional onsite fuel storage was secured to ensure that generators and fleet vehicles could meet the needs of our customers. By day 3, water service was restored to our customers, nearly a week before the power grid was fully back online.

Our teams also sent updates to impacted customers every 24 hours via our WaterSmart Alert notification system. If you did not receive these alerts, please contact Customer Service at the number below to sign up.

We are learning from this event and using this experience to inform our future capital planning process to continue building more resilient systems to provide you with safe, reliable water service.

For questions, please reach out to our Customer Service team at 877.987.2782.

Sincerely,

Chris Garcia
East Texas Area Manager
Aqua Texas

TX- Hurricane Beryl WaterSmart Messages

July 9, 2024

- We are working to restore your water service as soon as possible. In the aftermath of the hurricane, we are assessing our systems for damage, making repairs, and monitoring the restoration of the power grid. Once electricity is back up and your service is restored, it will be necessary to boil your water before drinking it.
We appreciate your patience as our crews work around the clock to restore your service.

July 10, 2024

- We continue to work closely with local energy providers to restore your water service as quickly as possible. Please know our crews are working around the clock to serve you. For more information on estimated power restoration efforts, please visit your provider's website and visit the Aqua Disruption Map [here](#) for information specific to your water system.

July 11, 2024

- (for customers still experiencing an outage)
We are sourcing generators for your water system and expect to restore your service by Friday. Systems with generators may still experience some disruptions depending on the availability of fuel. Our crews and contractors are working hard to limit these disruptions. We expect to be back to normal operations early next week once local power providers have stabilized the energy grid. You can check the status of your water system by searching your address on our Disruption Map: [Aqua Disruption Viewer \(arcgis.com\)](#).
- (for customers that have been restored)
Water service has been restored to your system. Those with generators may still experience some disruptions depending on the availability of fuel. Our crews and contractors are working hard to limit these disruptions. We expect to be back to normal operations early next week once local power providers have stabilized the energy grid. If you experience an interruption in service, please check the status of your water system by searching your address on our Disruption Map: [Aqua Disruption Viewer \(arcgis.com\)](#).

July 12, 2024

- All Aqua systems impacted by Hurricane Beryl have been restored and our teams are working hard to lift the remaining boil water advisories as quickly as possible. Local energy providers will be restoring power over the next few days, and there may be a brief interruption of your service

as we disconnect the generator and return to normal operations. Please visit our [Disruption Map](#) to search your address and find the status of your water system if you experience any issues.

Tuminelli, Jennifer

From: jtuminelli@aquawater.com
Subject: [EXTERNAL] Aqua Texas Hurricane Beryl Update

From: Aqua Alerts <noreply@everbridge.net>
Sent: Tuesday, July 9, 2024 9:45:24 AM
To: Wenger, Patrick Michael <PMWenger@aquaamerica.com>
Subject: [EXTERNAL] Aqua Texas Hurricane Beryl Update

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

[Disruption Map](#)

[Please click here to acknowledge receipt of this message](#)

This is an important notice from Aqua sent 07-09-2024 to customers affected by Hurricane Beryl.

Dear neighbors,

We are working to restore your water service as soon as possible. In the aftermath of the hurricane, we are assessing our systems for damage making repairs, and monitoring the restoration of the power grid. Once electricity is back up and your service is restored, it will be necessary to boil your water before drinking it.

We appreciate your patience as our crews work around the clock to restore your service.

For questions, please reach out to our Customer Service at 877.987.2782 or visit <http://AquaWater.com> and click on Disruption Map in the top right corner of the page.

Tuminelli, Jennifer

From: jtuminelli@aquawater.com
Subject: [EXTERNAL] Aqua Texas Hurricane Beryl Update

From: Aqua Alerts <noreply@everbridge.net>
Sent: Wednesday, July 10, 2024 11:28:30 AM
To: Wenger, Patrick Michael <PMWenger@aquaaamerica.com>
Subject: [EXTERNAL] Aqua Texas Hurricane Beryl Update

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

[Disruption Map](#)

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This is an important notice from Aqua sent 07-10-2024 to customers affected by Hurricane Beryl.

Dear neighbors,

We continue to work closely with local energy providers to restore your water service as quickly as possible. Please know our crews are working around the clock to serve you. For more information on estimated power restoration efforts, please visit your provider's website and visit the Aqua Disruption Map [here](#) for information specific to your water system.

We appreciate your patience as our crews work around the clock to restore your service.

For questions, please reach out to our Customer Service at 877.987.2782 or visit <http://AquaWater.com> and click on Disruption Map in the top right corner of the page.

Tuminelli, Jennifer

From: Aqua Alerts <noreply@everbridge.net>
Sent: Thursday, July 11, 2024 10:00 AM
To: Tuminelli, Jennifer
Subject: [EXTERNAL] Aqua Texas Hurricane Beryl Update

Importance: High

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[Disruption Map](#)

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This is an important notice from Aqua sent 07-11-2024 to customers affected by Hurricane Beryl.

Dear neighbors,

Water service has been restored to your system. Those with generators may still experience some disruptions depending on the availability of fuel. Our crews and contractors are working hard to limit these disruptions. We expect to be back to normal operations early next week once local power providers have stabilized the energy grid. If you experience an interruption in service, please check the status of your water system by searching your address on our Disruption Map: [Aqua Disruption Viewer \(arcgis.com\)](#).

Tuminelli, Jennifer

From: Aqua Alerts <noreply@everbridge.net>
Sent: Thursday, July 11, 2024 9:41 AM
To: Tuminelli, Jennifer
Subject: [EXTERNAL] Aqua Texas Hurricane Beryl Update

Importance: High

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[Disruption Map](#)

[Please click here to acknowledge receipt of this message](#)

This is an important notice from Aqua sent 07-11-2024 to customers affected by Hurricane Beryl.

Dear neighbors,

We are sourcing generators for your water system and expect to restore your service by Friday. Systems with generators may still experience some disruptions depending on the availability of fuel. Our crews and contractors are working hard to limit these disruptions. We expect to be back to normal operations early next week once local power providers have stabilized the energy grid. You can check the status of your water system by searching your address on our Disruption Map: [Aqua Disruption Viewer \(arcgis.com\)](#).

Tuminelli, Jennifer

From: Aqua Alerts <noreply@everbridge.net>
Sent: Friday, July 12, 2024 9:25 AM
To: Tuminelli, Jennifer
Subject: [EXTERNAL] Aqua Texas Hurricane Beryl Update
Importance: High

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[Disruption Map](#)

[Please click here to acknowledge receipt of this message](#)

This is an important notice from Aqua sent 07-12-2024 to customers affected by Hurricane Beryl.

Dear neighbors,

All Aqua systems impacted by Hurricane Beryl have been restored and our teams are working hard to lift the remaining boil water advisories as quickly as possible. Local energy providers will be restoring power over the next few days, and there may be a brief interruption of your service as we disconnect the generator and return to normal operations. Please visit our [Disruption Map](#) to search your address and find the status of your water system if you experience any issues.

Tuminelli, Jennifer

From: Aqua Alerts <noreply@everbridge.net>
Sent: Friday, July 12, 2024 9:29 AM
To: Tuminelli, Jennifer
Subject: [EXTERNAL] Aqua Texas Hurricane Beryl Update

Importance: High

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

[Disruption Map](#)

[Please click here to acknowledge receipt of this message](#)

This is an important notice from Aqua sent 07-12-2024 to customers affected by Hurricane Beryl.

Dear neighbors,

All Aqua systems impacted by Hurricane Beryl have been restored and our teams are working hard to lift the remaining boil water advisories as quickly as possible. Local energy providers will be restoring power over the next few days, and there may be a brief interruption of your service as we disconnect the generator and return to normal operations. Please visit our [Disruption Map](#) to search your address and find the status of your water system if you experience any issues.



Aqua Texas Update - Hurricane Beryl July 11, 2024

Overview of Aqua Texas' Eastern Region:

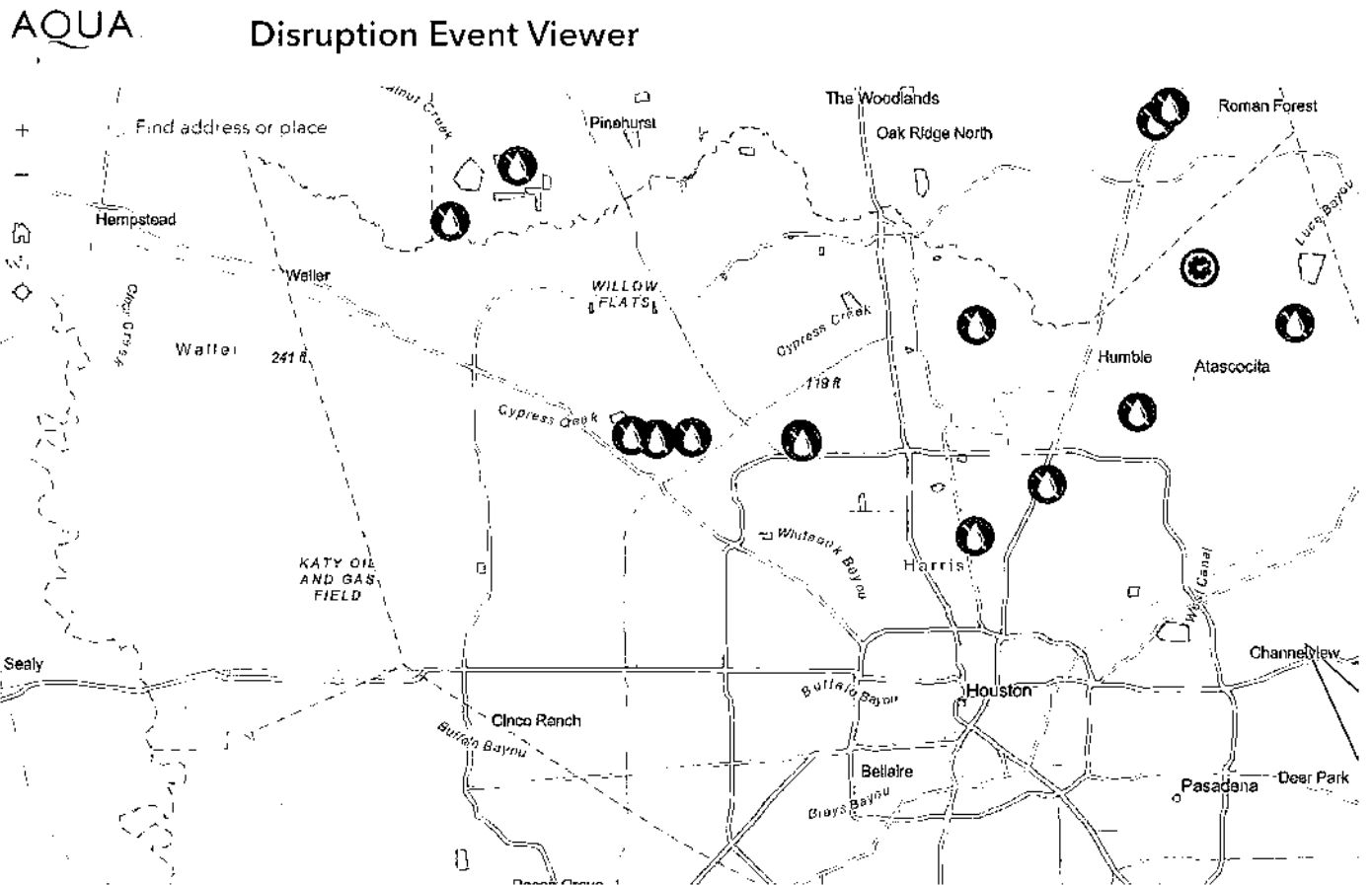
- Aqua's East Texas office serves 13 counties from Matagorda to Polk County.
- We have 146 water and 43 wastewater systems across this service area.
- We serve 34,643 water service connections (connections)
- There are 34 systems *over* 250 customers and 112 systems *under* 250 customers

Overview of Hurricane Beryl Response:

- On Monday evening, Aqua Texas had 88 water systems reporting impacts with a total of 14,713 connections affected.
 - Our crews and contractors worked to mobilize portable generators in strategic areas, prioritizing systems covered under SB3. Within 24 hours, national and regional partnerships were leveraged to secure more than 70 generators to meet the demand created by such a massive event.
- On Tuesday morning, outages were down to 54 systems without water, affecting 4,600 connections.
 - As power is being restored in areas, crews were moving generators to systems without power.
- By Wednesday afternoon, roughly 55 hours into the response, we had restored service to nearly 90% of our impacted customers. Twelve systems were still without water, affecting under 1,000 connections.
 - Local energy providers are making slower than anticipated progress to restore power. Many of our systems being back online are due to a rapid mobilization of third party and Aqua's own fleet of generators.
- At all times, Aqua has been compliant with SB3, and many of our systems never went down. While challenges persist post-hurricane, including intermittent power, logistical obstacles, high demand for fuel and other resources, Aqua continues to make the necessary adjustments to ensure compliance with legislative and regulatory standards.
- Most importantly, and in order to help ensure the same reliable service to customers in every system, Aqua has leveraged its national procurement team to bring in generators to assist in areas that are not required by law or regulation to have power generation facilities. Our estimate, as the delay in securing reliable source power persists, is to have all customers in water service by Friday, regardless of the size of their system.

Customer Communications:

- Messages are being sent to customers every 24 hours via Aqua WaterSmart Alerts (phone call, text message, and email) to update them on progress and reassure them that we are working hard to get them back online.
- Customers can check our Disruption Map (examples below) on the Aqua website or their Aqua e-Portal iPhone app to see the status of their water system, an estimated time of restoration, and review additional details about the impact. Icons are used to indicate a water outage. Once water is restored, the icon will be replaced with a red polygon indicating a boil water advisory. Once the advisory is lifted, the polygon will turn green, allowing customers to follow the journey of their water system.
- We are also utilizing Facebook advertising, targeting the Houston area, to reach customers who may not receive our emergency alerts.
- Visit and interact with the Aqua Disruption Map: [Aqua Disruption Viewer \(arcgis.com\)](http://arcgis.com)



AQUA Disruption Event Viewer



Boil Water Advisory

Zoom to

System	Mobile Home Estates
Status	Cleared
Begin Date	7/6/2024, 2:50 PM (CST)
Estimated End Date	7/12/2024, 4:00 PM (CST)
Estimated # Customers Affected	101-500
Description	The advisory in your area has been lifted.
Additional Details	This is an important notice from Aqua sent 07-09-2024, to

No Water

Zoom to

System	Kenwood
Status	Personnel Dispatched
Begin Date	7/7/2024, 10:00 PM (CST)
Estimated Duration	More than 24 hours
Estimated # Customers Affected	1-100
Description	Aqua has detected an issue causing a temporary loss of water to our customers.

1 of 2



Aqua ePortal

The improved Aqua Customer Portal offers an even better experience for our customers. Through our new online destination and app, you have access to:

- Improved tools for account maintenance and notifications, viewing and paying bills
- Consumption data to track your usage and save
- An integrated disruption map to pinpoint a your current location and provide additional details for outages



Scan to Sign Up

Transitioning Your Account

If you were a previous user, we have securely transferred your account information over to the new ePortal. To access the new portal, simply log into aquaportal.com with your existing username and password. The system will then send you an email that will prompt you to reset your password.

If you have automatic payments set up, they will transfer seamlessly with no action necessary from you. However, the email you receive confirming your payment will look different. Payments will now be processed through our ePortal payment vendor, ACI Speedpay.



Register for Aqua's NEW ePortal today.
Register online at aquaportal.com



Have questions?
For more information and FAQs, including how to access our Aqua ePortal and app, visit aquawater.com/aquaportal or contact Aqua Customer Service at 877.987.2782.



Download Our New App

The Aqua ePortal app is currently available in the Apple App Store.



The following files are not convertible:

Attachment Staff RFI 1-1.xlsx

Please see the ZIP file for this Filing on the PUC Interchange in order to access these files.

Contact centralrecords@puc.texas.gov if you have any questions.