



## **Filing Receipt**

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**Control Number - 56822**

**Item Number - 150**

**PUC DOCKET NO. 56822**

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

**UNDINE, LLC'S RESPONSE TO**  
**COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION**

Undine, LLC (Undine) files this Response to the First Request for Information (RFI) filed by the Staff (Staff) of the Public Utility Commission of Texas (Commission) to Targeted Water and Sewer Utilities. Pursuant to 16 Texas Administrative Code § 22.144(c)(2)(F), these responses may be treated as if they were filed under oath.

Respectfully submitted,

**LLOYD GOSSELINK ROCHELLE  
& TOWNSEND, P.C.**

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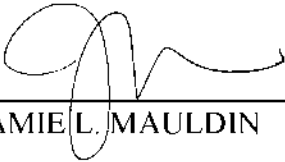
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**ATTORNEYS FOR UNDINE, LLC**

**CERTIFICATE OF SERVICE**

I certify 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 September 5, 2024, in accordance with the Order Suspending Rules, issued in Project No. 50664.

  
\_\_\_\_\_  
JAMIE L. MAULDIN

**PUC DOCKET NO. 56822**  
**UNDINE'S RESPONSE TO**  
**STAFF'S FIRST RFI**

**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:** Undine's CCN Nos. include the following: 13260, 12407, 20816, 20832, 21029, 21026, and 20948. The counties Undine serves which were included in Acting Governor Dan Patrick's amended disaster declaration are Brazoria, Fort Bend Harris, Liberty, Montgomery, Polk, and Tyler Counties.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas

**PUC DOCKET NO. 56822**  
**UNDINE'S RESPONSE TO**  
**STAFF'S FIRST RFI**

**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 pages 1-6, column PWSWID# of Attachment Staff 1-2(a) (Undine Outage List Boil Water Notice (BWN) Update) for the public water system identification numbers. See also column Connection Count of Attachment Staff 1-2(b) (BWN Questionnaire) for the connection counts.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas

Undine

State of Emergency - Outage Chart

## UNDINE WATER PLANTS INFORMATION AND STATUS FOR HURRICANE BERYL 7-5-2024

System	PWSID#	County	Outage Y/N	Start Outage	End Outage	Date Delivered BWN	Date of CID-BWN	Date Delivered Rescind	Date of COD Rescind	System Check Dates	Initials	Issues/Follow-ups/WO's/Notes
<b>Suburban</b>												
Beaumont Place	1010098	Harris	N									
Castlewood	1010111	Harris	N									
Cypress Bend	1010119	Harris	N									
Reservoir Acres	1010197	Harris	Y	7/8/2024 13:44		7/8/2024 20:58	7/8/2024					
<b>Community</b>												
Forest Manor	1010264	Harris	Y	7/8/2024 13:44		7/8/2024 20:50	7/8/2024					
Heather Gate	1011302	Harris	N									
Sweet Gum Forest	1700113	Montgomery	N									
<b>Consumers</b>												
Greengate Acres	1010132	Harris	Y	7/8/2024 13:44		7/8/2024 20:45	7/8/2024					
Highland Mobile	1010285	Harris	N									
Highland Ridge	1010157	Harris	Y	7/8/2024 13:44		7/8/2024 20:45	7/8/2024					
Huffman Heights	1010700	Harris	Y	7/8/2024 13:44		7/8/2024 20:45	7/8/2024					
Joy Village	1700021	Montgomery	Y	7/8/2024 13:44		7/8/2024 20:45	7/8/2024					plant accessible, no generator, chemicals ok, cannot determine gtl level at this time, fallen tree on fence, plant is secure
Lakewood Colony	1700029	Montgomery	Y	7/8/2024 13:44		7/8/2024 20:45	7/8/2024					plant accessible, no generator, chemicals ok, cannot determine gtl level at this time, 2 fallen trees on fence, plant is secure
Meadowlake Estates	1010287	Harris	Y	7/8/2024 13:44		7/8/2024 20:45	7/8/2024					
Peach Creek Oaks	1700051	Montgomery	Y	7/8/2024 13:44		7/8/2024 20:45	7/8/2024					plant accessible, no generator, chemicals ok, cannot determine gtl level at this time, 1 fallen tree on exterior fence, plant is secure
Pioneer Trails	1700114	Montgomery	N									plant accessible, no generator, no chemicals because plant is offline for rehab, gtl is empty, no fallen trees, plant not secure, no fence due to upgrade
Porter Terrace	1700161	Montgomery	Y	7/8/2024 13:44		7/8/2024 20:45	7/8/2024					plant accessible, no generator, chemicals ok, cannot determine gtl level at this time, no fallen trees, plant is secure
Spring Forest	1700031	Montgomery	Y	7/9/2024		7/9/2024	7/9/2024					
Springmont	1010255	Harris	Y	7/8/2024 13:44		7/8/2024 20:45	7/8/2024					
Tall Cedars	1010219	Harris	Y	7/8/2024 13:44		7/8/2024 20:45	7/8/2024					
Urban Acres	1010252	Harris	Y	7/8/2024 13:44		7/8/2024 20:45	7/8/2024					
<b>Chuck Bell</b>												
Bear Creek	1260336	Tarrant	N									not affected by storm
Bell Manor	1260080	Johnson	N									not affected by storm
Buffalo Creek	1260084	Johnson	N									not affected by storm
Cresley Two Acres	1260012	Johnson	N									not affected by storm
John Dame	1260070	Johnson	N									not affected by storm
Martin Creek	1260122	Johnson	N									not affected by storm
Rock Creek	1260082	Johnson	N									not affected by storm
Sanders View	1260086	Johnson	N									not affected by storm
<b>Gulf Coast</b>												
Lucera Farms	0200665	Brazoria	N									System running on generator power. No damage.
Southwood Estates	0200403	Brazoria	Y	7/8/2024 6:30		7/8/2024 18:03	7/8/2024					System back on normal power. Minor damage to roof of chemical room.
Spring Crossing	0200664	Brazoria	Y	7/8/2024 15:21		7/8/2024 18:03	7/8/2024					No access to system due to facility at location having no power.
<b>Orbit</b>												
Angie Acres	0200244	Brazoria	Y	7/8/2024 6:30		7/8/2024	7/8/2024			7/9/2024		System is without power. No damage.
Bayou Colony	0200358	Brazoria	Y	7/8/2024 13:01		7/8/2024	7/8/2024			7/9/2024		System is without power. No damage.
Beechwood	0200245	Brazoria	Y	7/8/2024 6:30		7/8/2024	7/8/2024			7/9/2024		System is back on normal power. Access road to wwtp is flooded.
Bernard Oaks	0200138	Brazoria	Y	7/8/2024 6:30		7/8/2024	7/8/2024			7/9/2024		System is without power. No damage.
Blue Sage Gardens	0200323	Brazoria	N	7/8/2024 13:39	7/9/2024 13:15	7/8/2024	7/8/2024			7/9/2024		System is back on normal power. No damage.
Brandt Estates	0200325	Brazoria	Y	7/8/2024 6:30		7/8/2024	7/8/2024			7/9/2024		System is back on normal power. No damage.
Briar Meadows	0200410	Brazoria	Y	7/8/2024 15:21		7/8/2024	7/8/2024			7/9/2024		System is without power. No damage.
Colony Cove	0200324	Brazoria	Y	7/8/2024 9:02		7/8/2024	7/8/2024			7/9/2024		System is back on normal power. No damage.
Colony Trail	0200604	Brazoria	Y	7/8/2024 9:02		7/8/2024	7/8/2024			7/9/2024		System is back on normal power. No damage.
Coronado Country	0200275	Brazoria	Y	7/8/2024 13:39		7/8/2024	7/8/2024			7/9/2024		System is without power. No damage.
Country Acres	0200274	Brazoria	Y	7/8/2024 6:30	7/9/2024 11:57	7/8/2024	7/8/2024			7/9/2024		System is back on normal power. Rear well building blew over and damaged piping. Piping repaired.
Country Meadows	0200273	Brazoria	Y	7/8/2024 6:30		7/8/2024	7/8/2024			7/9/2024		System is back on normal power. No damage.
Crystal Lake Estates	0790510	Fort Bend	Y	7/8/2024 6:30	7/10/2024 19:21	7/8/2024	7/8/2024			7/9/2024		System is back on normal power. Tree fell on yard piping. Piping repaired.
Demie John Place	0200185	Brazoria	Y	7/8/2024 6:30		7/8/2024	7/8/2024			7/9/2024		System is without power. Backup well chemical room minor damage.

















PWSID	PWSName	Connection Count	Q1 Did the water system issue a DWR? (Yes/No)	Q2 Is this water system an affected utility? (Yes/No)	Q3 Was BWN issued because of a power outage? (Yes/No)	Q4 If answer is No to Q3, choose all that apply: A. Pressure below 20psi. B. Disinfection below required level. C. Withdrawal beyond a BWH. D. Other (provide an explanation in comments)	Q5 Was the BWN issued for the whole system or a portion of the system? (Whole or Partial)	Q6 How many total hours was the water system without grid power? (No. Hours)	Q7 Did the water system have one or more grid power outages? (No. of Outages)	Q8 How many total hours were your customers without water? (No. Hours)	Q9 Did you provide water to your customers at 25psi (Fort Bend and Harris County) or 20psi (all other counties)? (Yes or No)	Q10 What prevented you from providing water to your customers for 48 hours? (Select all that Apply and for Other add explanation in Comments)	Q11 Did you have the generator as outlined in your EPP? Yes, No, or N/A	Q12 Did you have sufficient fuel to operate your generator for 48 hours or more? Yes, No, or N/A	Q13 Did you have sufficient fuel to operate your generator for 48 hours or more? Yes, No, or N/A	Q13 What type of fuel does your generator use? Gas, Diesel, NGas, or N/A	Q14 Did you have any difficulty obtaining additional fuel? Yes or No	Q15 Has the generator been maintained and serviced as required by the rule TAC RULE §290.46 (m)(8)? Yes or No	Q16 Did you provide immediate notification to the TCEQ as required by the Texas Health and Safety Code Subsection 341.033(6)? Yes or No	COMMENTS
TK170042	RIVER RANCH	88	Yes	Yes	Yes		Whole	144	1	72	No	Excavation Notice	No	Yes	Yes	NGas	No	No	Yes	
TK170054	TEAL LAKE SUBDIVISION	103	Yes	Yes	Yes		Whole	10	1	10	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	
TK170010	CRYSTAL LAKE ESTATES	46	Yes	Yes	Yes		Whole	50	1	50	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	
TK181011	CRISTLEWOOD SUBDIVISION	363	Yes	Yes	No	Pressure below 20psi	Whole	75	3	12	No	Excavation Notice	Yes	Yes	Yes	NGas	No	Yes	Yes	Customers only lost water for 12HR due to mechanical failure of generator.
TK181012	GREENGATE ACRES SUBDIVISION	107	Yes	Yes	Yes		Whole	218	3	188	No	Flood/damage access	No	N/A	N/A	N/A	No	No	Yes	Power outage, generator provided 3 days after incident. Due to no access (down street) causing delay.
TK181013	HIGHLAND RIDGE SUBDIVISION	230	Yes	Yes	Yes		Whole	120	2	40	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	Power outage, generator provided 2 days after incident.
TK181017	RESERVOR ACRES SUBDIVISION	240	Yes	Yes	No	Pressure below 20psi	Whole	120	1	24	No	Excavation Notice	Yes	Yes	Yes	NGas	No	Yes	Yes	Customers only lost water for 34HR. Due to mechanical failure of generator.
TK181021	SPRING CREEK VALLEY ESTATES	194	Yes	Yes	Yes		Whole	81	1	81	No	Flood/damage access	No	N/A	N/A	N/A	No	No	Yes	Power Outage. Due to no access (down street) causing delay.
TK181021A	TAIL CEDARS MOBILE HOME SUBDIVISION	77	Yes	Yes	Yes		Whole	57.25	1	57.25	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	
TK181022	URBAN ACRES SUBDIVISION	107	Yes	Yes	Yes		Whole	220	1	50	No	Excavation Notice	Yes	Yes	Yes	NGas	No	Yes	Yes	Power Outage. Generator supplied 2 days after incident.
TK181025	SPRINGDALE SUBDIVISION	128	Yes	Yes	Yes		Whole	31.5	1	31.5	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	Power Outage. Generator supplied 2 days after incident.
TK181026	FOREST MANOR SUBDIVISION	124	Yes	Yes	Yes		Whole	202	1	178	No	Excavation Notice	Yes	Yes	Yes	NGas	No	Yes	Yes	Power Outage. Generator supplied 7 days after incident.
TK181028	HIGHLAND MOBILE HOME SUBDIVISION	12	Yes	Yes	Yes		Whole	200	1	58	No	Excavation Notice	Yes	Yes	Yes	NGas	No	Yes	Yes	Power outage. Generator supplied 2 days after incident.
TK1810287	MEADOWLAKE ESTATES	100	Yes	Yes	Yes		Whole	194	1	72	No	Excavation Notice	Yes	Yes	Yes	NGas	NGas	Yes	Yes	Power Outage. Generator supplied 2 days after incident.
TK181029	HUFFMAN HEIGHTS SUBDIVISION	144	Yes	Yes	Yes		Whole	88	1	88	No	Physical damage to the treatment plant	N/A	N/A	N/A	N/A	No	No	Yes	Piping and control building needed repairs due to failure on facility.
TK181030	HEAD HENRIE ESTATES	114	Yes	Yes	Yes		Whole	195	1	175.5	No	Excavation Notice	Yes	Yes	Yes	NGas	No	Yes	Yes	
TK181034	SPRINGBROOK SUBDIVISION	35	Yes	Yes	Yes		Whole	88	1	88	No	Excavation Notice	No	Yes	Yes	NGas	No	No	Yes	
TK181038	REVERDE ESTATES	97	Yes	Yes	Yes		Whole	240	1	182	No	Excavation Notice	No	Yes	Yes	NGas	No	No	Yes	
TK1810387	WILLO WATER	80	Yes	Yes	Yes		Whole	2	1	2	No	Excavation Notice	No	N/A	N/A	NGas	No	No	Yes	
TK181039	MODERLAND SUBDIVISION WATER SYSTEM	67	Yes	Yes	Yes		Whole	72	3	72	No	Excavation Notice	No	N/A	N/A	N/A	No	No	No	
TK1810398	RYAN LONG SUBDIVISION 2 WATER SYSTEM	15	Yes	Yes	Yes		Whole	98	1	98	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	
TK1810399	DINA JOHN PLACE WATER SYSTEM	103	Yes	Yes	Yes		Whole	180	1	180	No	Excavation Notice	No	Yes	Yes	NGas	No	No	Yes	
TK1810344	ANGUS ACRES WATER SYSTEM	11	Yes	Yes	Yes		Whole	152	1	144	No	Excavation Notice	No	Yes	Yes	NGas	No	No	Yes	
TK1810345	BELCHAMPO SUBDIVISION	117	Yes	Yes	Yes		Whole	40	1	40	No	Excavation Notice	No	Yes	Yes	NGas	No	No	Yes	
TK1810371	COUNTRY MANOR ESTATES	36	Yes	Yes	Yes		Whole	112	2	174	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	
TK1810374	COUNTRY ACRES ESTATES	90	Yes	Yes	Yes		Whole	25	1	25	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	
TK1810375	CORNADO COUNTRY	46	Yes	Yes	Yes		Whole	64	1	64	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	
TK1810323	BLUE SAGE GARDENS SUBDIVISION	34	Yes	Yes	Yes		Whole	24	1	24	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	
TK1810324	COLDY COVE SUBDIVISION WATER SYSTEM	63	Yes	Yes	Yes		Whole	28	1	28	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	
TK1810325	BRAND ESTATE	46	Yes	Yes	Yes		Whole	55	1	55	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	
TK1810358	BENARD OAKS SUBDIVISION	100	Yes	Yes	Yes		Whole	198	1	198	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	
TK1810359	BAROU COLDY SUBDIVISION	40	Yes	Yes	Yes		Whole	98	1	98	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	
TK1810372	WOLF CUN WATER SYSTEM	40	Yes	Yes	Yes		Whole	7	1	7	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	
TK1810410	BRAND MANOR ESTATES	35	Yes	Yes	Yes		Whole	108	1	108	No	Excavation Notice	No	Yes	Yes	NGas	No	No	Yes	
TK1810412	MAIR ESTATES	114	Yes	Yes	Yes		Whole	175	1	105	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	On site generator broke down while on facility.
TK1810460	SAN BERNARD ESTATES	58	Yes	Yes	Yes		Whole	182	1	188	No	Excavation Notice	No	No	No	NGas	No	No	Yes	Power Outage. Limited availability of generators.
TK1810508	LEE RIDGE SUBDIVISION	26	Yes	Yes	Yes		Whole	14	1	14	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	
TK1810604	COLDY TRAILS SUBDIVISION	75	Yes	Yes	Yes		Whole	25	1	25	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	
TK1810628	BAYRIDGE SUBDIVISION WATER SYSTEM	77	Yes	Yes	Yes		Whole	90	1	90	No	Excavation Notice	No	Yes	Yes	NGas	No	No	Yes	
TK1810638	OAKS AT HOUNDPOINT	55	Yes	Yes	Yes		Whole	10	1	10	No	Excavation Notice	No	Yes	Yes	NGas	No	No	Yes	
TK1700012	HAY HOLLOW EAST ESTATES	304	Yes	Yes	Yes		Whole	72	1	10	No	Other	Yes	Yes	Yes	NGas	No	Yes	Yes	Manual transfer of generator.
TK1700013	JOY VILLAGE	75	Yes	Yes	Yes		Whole	142	1	142	No	Other	No	Yes	Yes	NGas	No	No	Yes	Power Outage. Limited availability of generators.
TK1700029	LAKEWOOD COUNTRY	66	Yes	Yes	Yes		Whole	59	1	59	No	Other	No	Yes	Yes	NGas	No	No	Yes	Power Outage. Limited availability of generators.
TK1700030	SHADY BROOK ACRES	62	Yes	Yes	Yes		Whole	88	1	88	No	Other	No	Yes	Yes	NGas	No	No	Yes	Power Outage. Limited availability of generators.
TK1700031	SPRING FOREST SUBDIVISION	269	Yes	Yes	Yes		Whole	71.5	1	15	No	Mechanical Failure of the Generator	Yes	Yes	Yes	NGas	No	Yes	Yes	On site generator broke down while on facility.
TK1700031	PEACH CREEK OAKS SUBDIVISION	60	Yes	Yes	Yes		Whole	150	1	158	No	Other	No	N/A	N/A	N/A	No	No	Yes	Power Outage. Limited availability of generators.
TK1700032	SPRING HEDGE ESTATES	40	Yes	Yes	Yes		Whole	53	1	53	No	Other	No	N/A	N/A	N/A	No	No	Yes	Power Outage. Limited availability of generators.
TK1700048	LOCH NESS COVE SUBDIVISION WATER SYSTEM	80	Yes	Yes	Yes		Whole	120	1	29	No	Other	Yes	Yes	Yes	NGas	No	Yes	Yes	Customers were without service for 20 HR. Trailer generator installed onsite.
TK1700050	PORTER TERRACE	103	Yes	Yes	Yes		Whole	172	1	72	No	Other	Yes	Yes	Yes	NGas	No	Yes	Yes	Power Outage. Generator provided 3 days after incident.
TK1700056	RIVER CLUB WATER	87	Yes	Yes	Yes		Whole	280	1	172	No	Flood/damage access	Yes	Yes	Yes	NGas	No	Yes	Yes	Power Outage. generator supplied 7 days after incident due to no access (down power lines and road).
TK1700480	WOODHAVEN ESTATES	63	Yes	Yes	Yes		Whole	48	1	48	No	Other	No	N/A	N/A	N/A	No	No	Yes	Power Outage. Customers were without service for 48 HR.
TK1700536	HILLCREST SUBDIVISION WATER CO	45	Yes	Yes	Yes		Whole	64	1	64	No	Other	No	N/A	N/A	N/A	No	No	Yes	Power Outage. Limited availability of generators.
TK1810036	COMMODORE CARE WATER SYSTEM	106	Yes	Yes	No	Pressure below 20psi	Whole	110	1	0	No	Other	Yes	Yes	Yes	NGas	No	Yes	Yes	Customers lost service for 6HR due to tripped bus also on generator busbars.
TK1810036	FOREST SPRINGS WATER SYSTEM	105	Yes	Yes	Yes		Whole	110	1	78	No	Other	Yes	Yes	Yes	NGas	No	Yes	Yes	Power Outage. Generator supplied 3 days after incident.
TK1810044	TANDEM LAKE ESTATES WATER SYSTEM	160	Yes	Yes	Yes		Whole	88	1	88	No	Flood/damage access	No	N/A	N/A	N/A	No	No	Yes	Power outage. No access due to down power lines and trees.
TK1810045	LAKE SIDE VILLAGE SUBDIVISION	143	Yes	Yes	Yes		Whole	88	1	88	No	Other	No	N/A	N/A	N/A	No	No	Yes	Power Outage. Limited availability of generators.
TK1810052	TEXAS WATER SUPPLY	76	Yes	Yes	Yes		Whole	75	1	76	No	Other	No	N/A	N/A	N/A	No	No	Yes	Power Outage. Limited availability of generators.
TK1810046	SPRING CREEK PLUMB UTILITY	157	Yes	Yes	Yes		Whole	110	1	70.5	No	Other	Yes	Yes	Yes	NGas	No	Yes	Yes	Power Outage. Generator supplied 3 days after incident.
TK1810054	BENTWOOD BEND WATER SYSTEM	34	Yes	Yes	Yes		Whole	28	1	28	No	Other	No	N/A	N/A	N/A	No	No	Yes	Power Outage. Limited availability of generators.
TK1810092	WHITE TAIL RIDGE LAKE ESTATES	38	Yes	Yes	Yes		Whole	54	1	54	No	Other	No	N/A	N/A	N/A	No	No	Yes	Power Outage. Limited availability of generators.
TK1810040	SOUTHWOOD	480	Yes	Yes	Yes		Whole	28	1	28	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	
TK1810046	SPRING CROSSINGS	60	Yes	Yes	Yes		Whole	128	1	128	No	Excavation Notice	No	N/A	N/A	N/A	No	No	Yes	
TK1810060	ELCENA FARMS	40	No	Yes	No		Whole	120	1	0	Yes	Excavation Notice	Yes	Yes	Yes	NGas	No	Yes	Yes	Power outage generator available. No service interruption.



**PUC DOCKET NO. 56822**  
**UNDINE'S RESPONSE TO**  
**STAFF'S FIRST RFI**

**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 columns Q6, Q7, and Comments of Attachment Staff 1-2(b) for the total hours each system was without grid power, the number of times the system had one or more grid power outage, and comments on the grid power outage, respectively. See also pages 1-3, column Issues/Follow-ups/WO's/Notes of Attachment Staff 1-2(a) for more comments on the outages.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas



**PUC DOCKET NO. 56822**  
**UNDINE'S RESPONSE TO**  
**STAFF'S FIRST RFI**

**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. BWNs) issued due to the extended power outage; and
- f. A summary of efforts undertaken to restore water and sewer services.

**RESPONSE:**

- a. See columns Q6 and Q8 of Attachment Staff 1-2(b) for the total hours the system was without power and total hours the same system's customers were without power, respectively.
- b. See column Q5 of Attachment Staff 1-2(b) for whether the BWN was issued for the whole system or a portion of the system.
- c. See columns Q3, Q4, and Comments of Attachment Staff 1-2(b) for information relating to the cause of the interruptions. See also pages 1-3, column Issues/Follow-ups/WO's/Notes of Attachment Staff 1-2(a) for comments on the outages.
- d. See CONFIDENTIAL Attachment Staff 1-4 (Undine Electric Accounts and System Addresses) for information pertaining to each system's electric utility.
- e. See columns Q6 and Q8 of Attachment Staff 1-2(b) for the total hours the system was without power and total hours the same system's customers were without power, respectively.
- f. See column Comments of Attachment Staff 1-2(b), as well as pages 1-3, column Issues/Follow-ups/WO's/Notes of Attachment Staff 1-2(a), for a summary of efforts undertaken to restore water and sewer services.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas

**Attachment Staff 1-4 is  
CONFIDENTIAL  
(provided in a subsequent filing)**

**PUC DOCKET NO. 56822**  
**UNDINE’S RESPONSE TO**  
**STAFF’S FIRST RFI**

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

**RESPONSE:** Undine’s customers were notified concerning required notices, extended power outages, or the duration of interruption to water or sewer services caused by the May 2024 Derecho or Hurricane Beryl via the Immediate Response Information System (IRIS), which delivers texts, emails, and voicemails. IRIS also included mandatory BWN language provided by the Texas Commission on Environmental Quality (TCEQ). See Attachment Staff 1-5 (Beryl IRIS Notifications) for the messages sent to Undine’s customers pertaining to Hurricane Beryl.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas

Date	Time	Type	Voice Message	Text Message
7/7/2024	20:52	Beryl Preparedness	This is a message from Urdine. As Beryl approaches land, residents are expecting heavy rains and high winds to impact the area. While our operations crews are diligently monitoring the status of our water and wastewater facilities, prepare for power and water outages now by filling containers with water, as a precaution.	This is a message from Urdine. As Beryl approaches land, residents are expecting heavy rains and high winds to impact the area. While our operations crews are diligently monitoring the status of our water and wastewater facilities, prepare for power and water outages now by filling containers with water, as a precaution.
7/8/2024	17:38	Multi-System Boil Water Notice	This is a multi-system boil water notice. Due to a power outage caused by Hurricane Beryl, the Texas Commission on Environmental Quality has required Grasslands PWSID 0200360; Oak Meadows PWSID 0200566; Paloma Acres PWSID 0200597; Rosharon Township PWSID 0200036; Stoneridge Lake PWSID 0200624; Willow Breeze Farm PWSID 0200744 to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions. To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds this boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Urdine Texas, LLC at 888-201-4314, and now the message in Spanish: Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Grasslands PWSID 0200360; Oak Meadows PWSID 0200566; Paloma Acres PWSID 0200597; Rosharon Township PWSID 0200036; Stoneridge Lake PWSID 0200624; Willow Breeze Farm PWSID 0200744 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada o obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no esté en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescindiendo el aviso de hervir el agua en una manera parecida al presente aviso. Sírvase compartir esta información con todas las otras personas que beben esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a Urdine Texas, LLC al 888-201-4314.	Residents in Grasslands, Oak Meadows, Paloma Acres, Rosharon Township, Stoneridge Lake, Willow Breeze Farm must boil water vigorously for 2 minutes prior to consumption following a power outage that caused this system to lose pressure.
7/8/2024	17:45	Hazy Hollow BWN	This is a boil water notice from Urdine. Due to a power outage caused by Hurricane Beryl, the Texas Commission on Environmental Quality has required Hazy Hollow TX1700013 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions. To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Urdine Texas, LLC at 979-314-4413 or 888-201-4314.  Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Hazy Hollow TX1700013 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no esté en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescindiendo el aviso de hervir el agua en una manera parecida al presente aviso. Sírvase compartir esta información con todas las otras personas que beben esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a Urdine Texas, LLC al 888-201-4314.	Hazy Hollow is required to boil water vigorously for 2 minutes prior to consumption following a power outage caused by Hurricane Beryl.

Date	Time	Type	Voice Message	Text Message
7/8/2024	18:01	Multi System Boil Water Notice	<p>This is a multi system Boil Water Notice from Undine. Due to a power outage caused by Hurricane Beryl, the Texas Commission on Environmental Quality has required Cold River Ranch/Southwood Estates PWSID 0200403; and Spring Crossing PWSID 0200666 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions). To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Undine Texas, LLC at 888-201-4314, and use the message in Spanish;</p> <p>2024Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Cold River Ranch/Southwood Estates PWSID 0200403; and Spring Crossing PWSID 0200666 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a las toxinas dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida y enfriada antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no esté en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescatando el aviso de hervir el agua en una manera parecida al presente aviso. Sírvase compartir esta información con todas las otras personas que beban esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a en Undine Texas, LLC at 888-201-4314.</p>	<p>Cold River Ranch/ Southwood Estates and Spring Crossing are required to boil water vigorously for 2 minutes prior to consumption following a power outage caused by Hurricane Beryl.</p>
7/8/2024	18:53	Oaks at Houston Point PWN	<p>This is a message from Undine. Due to a power outage caused by Hurricane Beryl, the Texas Commission on Environmental Quality has required Oaks at Houston Point PWSID#0360126 public water systems to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions). To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Undine Texas, LLC at 888-201-4314, and use the message in Spanish;</p> <p>Debido a un corte de energía causado por el huracán Beryl la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Oaks at Houston Point PWSID#0360126 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a las toxinas dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida y enfriada antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no esté en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescatando el aviso de hervir el agua en una manera parecida al presente aviso. Sírvase compartir esta información con todas las otras personas que beban esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a en Undine Texas, LLC at 888-201-4314.</p>	<p>Oaks at Houston Point is required to boil water vigorously for 2 minutes prior to consumption following the power outage caused by Hurricane Beryl.</p>

Date	Time	Type	Voice Message	Text Message
1/28/2014	20:01	Spring Creek BWN	<p>This is a message from Urdine: Due to a power outage caused by Hurricane Beryl, the Texas Commission on Environmental Quality has required the Spring Creek TX1870149 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions. To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Urdine Texas, LLC at 713-554-1417 or 888-201-4314, and now the message in Spanish:</p> <p>Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Spring Creek TX1870149 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervor el agua ya no este en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescindiendo el aviso de hervor el agua en una manera parecida al presente aviso. Sírvase compartir esta información con todas las otras personas que beben esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a en Urdine Texas, LLC at 713-554-1417 or 888-201-4314.</p>	<p>Spring Creek residents are required to boil water vigorously for 2 minutes prior to consumption following a power outage caused by Hurricane Beryl.</p>
1/28/2014	20:25	Multi System Boil Water Notice	<p>This is a multi system boil water notice from Urdine: Due to a power outage caused by Hurricane Beryl, the Texas Commission on Environmental Quality has required Bayridge PWSID 0360028, Hillgreen PWSID 1700539, Loch Ness Cove PWSID 1700148, River Club PWSID 1700185, Shady Brook Acres PWSID 1700031, Spring Creek Valley PWSID 1010213, Woodhaven PWSID 1700481 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions. To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Urdine Texas, LLC at 888-201-4314, and now the message in Spanish:</p> <p>Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Bayridge PWSID 0360028, Hillgreen PWSID 1700539; Loch Ness Cove PWSID 1700148; River Club PWSID 1700185; Shady Brook Acres PWSID 1700031; Spring Creek Valley PWSID 1010213; Woodhaven PWSID 1700481 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervor el agua ya no este en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescindiendo el aviso de hervor el agua en una manera parecida al presente aviso. Sírvase compartir esta información con todas las otras personas que beben esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a en Urdine Texas, LLC at 888-201-4314.</p>	<p>Residents in Bayridge, Hillgreen, Loch Ness Cove, River Club, Shady Brook Acres, Spring Creek Valley and Woodhaven are required to boil water vigorously following a power outage caused by Hurricane Beryl.</p>

Date	Time	Type	Voice Message	Text Message
1/8/2014	7:45	Multi System Boil Water Notice	<p>This is a multi-system boil water notice: Due to a power outage caused by Hurricane Beryl, the Texas Commission on Environmental Quality has required Greengate Acres PWSID 1010137; Highland Ridge PWSID 1010154; Huffman Heights PWSID 1010700; Joy Village PWSID 1700021; Lakewood Colony PWSID 1700029; Meadowlake Estates PWSID 1010287; Peach Creek Oaks PWSID 1700051; Porter Terrace PWSID 1700161; Springmont PWSID 1010255; Tall Cedars PWSID 1010219; Urban Acres PWSID 1010252 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions. To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Undine Texas, LLC at 888-201-4314.</p> <p>and now the message in Spanish:</p> <p>Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Greengate Acres PWSID 1010137; Highland Ridge PWSID 1010154; Huffman Heights PWSID 1010700; Joy Village PWSID 1700021; Lakewood Colony PWSID 1700029; Meadowlake Estates PWSID 1010287; Peach Creek Oaks PWSID 1700051; Porter Terrace PWSID 1700161; Springmont PWSID 1010255; Tall Cedars PWSID 1010219; Urban Acres PWSID 1010252 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberán seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias dañinas y otros microbios, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no esté en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescindiendo el aviso de hervir el agua en una manera parecida al presente aviso. Sírvase compartir esta información con todas las otras personas que beban esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a en Undine Texas, LLC at 888-201-4314.</p>	<p>Residents in Greengate Acres, Highland Ridge, Huffman Heights, Joy Village, Lakewood Colony, Meadowlake Estates, Peach Creek Oaks, Porter Terrace, Springmont, Tall Cedars and Urban Acres are required to boil water vigorously for 2 minutes prior to consumption following power outage caused by hurricane Beryl.</p>
1/8/2014	7:50	Forest Manor BWN	<p>This is a message from Undine: Due to a power outage caused by Hurricane Beryl, the Texas Commission on Environmental Quality has required the Forest Manor TX1010264 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions. To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Undine Texas, LLC at 713-559-6878 or 888-201-4314.</p> <p>and now the message in Spanish:</p> <p>Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Forest Manor TX1010264 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no esté en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescindiendo el aviso de hervir el agua en una manera parecida al presente aviso. Sírvase compartir esta información con todas las otras personas que beban esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a en Undine Texas, LLC at 713-559-6878 or 888-201-4314.</p>	<p>Forest Manor residents are required to boil water vigorously for 2 minutes prior to consumption following a power outage by hurricane Beryl.</p>

Date	Time	Type	Voice Message	Text Message
7/8/2024	20:57	Reservoir Acres BWN	<p>This is a message from Undine Due to a power outage caused by Hurricane Beryl, the Texas Commission on Environmental Quality has required the Reservoir Acres TX1010197 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions. To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Uundine Texas, LLC. At 832-708-3668 or 888-201-4314.</p> <p>and now the message in Spanish:</p> <p>Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Reservoir Acres TX1010197 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no está en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescindiendo el aviso de hervir el agua en una manera parecida al presente aviso. Sírvase compartir esta información con todas las otras personas que beben esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerle cuando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a en Uundine Texas, LLC. At 832-708-3668 or 888-201-4314.</p>	<p>Reservoir Acres residents are required to boil water vigorously for 2 minutes prior to consumption following a power outage caused by hurricane Beryl.</p>
7/8/2024	21:06	Stone Hedge BWN	<p>This is a message from Uundine Due to a power outage caused by Hurricane Beryl, the Texas Commission on Environmental Quality has required Stone Hedge Subdivision TX1700102 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions. To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Uundine Texas, LLC. At 979-314-4413 or 888-201-4314.</p> <p>and now the message in Spanish:</p> <p>2024Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Stone Hedge Subdivision TX1700102 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones.</p> <p>Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos.</p> <p>En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano.</p> <p>Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano.</p> <p>Una vez que el aviso de hervir el agua ya no está en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescindiendo el aviso de hervir el agua en una manera parecida al presente aviso. Sírvase compartir esta información con todas las otras personas que beben esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerle cuando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a en Uundine Texas, LLC. At 888-201-4314.</p>	<p>StoneHedge residents are required to boil water vigorously for 2 minutes prior to consumption following a power outage caused by hurricane Beryl.</p>



Date	Time	Type	Voice Message	Text Message
7/8/2024	7:04	Commodore Cape BWN	<p>This is a message from Undine: Due to a power outage caused by Hurricane Beryl, the Texas Commission on Environmental Quality has required the Commodore Cape, TX1870026 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions). To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Undine Texas, LLC at 713-554-1417 or 888-201-4314, and use the message in Spanish:</p> <p>Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Commodore Cape, TX1870026 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no está en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescindiendo el aviso de hervir el agua en una manera parecida al presente aviso. Si usted comparte esta información con todas las otras personas que beben esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo colocando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a en Undine Texas, LLC at 713-554-1417 or 888-201-4314.</p>	Commodore Cape Residents are required to boil water vigorously for 2 minutes prior to consumption following a power outage caused by Hurricane Beryl.
7/9/2024	9:33	Conservation Request Beaumont Place Commodore Cape Reservoir Acres Wildwood Shores	This is a message from Undine: We are requesting that residents conserve water for essential use only. The water plants are running on an emergency power source due to the area wide electrical outages caused by Beryl and the time for the supply to replenish is not as robust as it could be.	This is a message from Undine: We are requesting that residents conserve water for essential use only. The water plants are running on an emergency power source due to the area wide electrical outages caused by Beryl, and the time for the supply to replenish is not as robust as it could be.
7/9/2024	9:36	Rosewood BWN	<p>This is a message from Undine: Due to a power outage caused by Hurricane Beryl, the Texas Commission on Environmental Quality has required Rosewood Water System PWSID J400076 public water systems to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions). To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Undine Texas, LLC at 888-201-4314, and use the message in Spanish:</p> <p>Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Rosewood Water System PWSID 2300026 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable u para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no está en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescindiendo el aviso de hervir el agua en una manera parecida al presente aviso. Si usted comparte esta información con todas las otras personas que beben esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo colocando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a en Undine Texas, LLC at 888-201-4314.</p>	Rosewood Water System - Harmony residents are required to boil water vigorously for 2 minutes prior to consumption following a power outage caused by Hurricane Beryl.
7/9/2024	9:41	Conservation Request Castlewood	This is a message from Undine: We are requesting that residents conserve water for essential use only. The water plants are running on an emergency power source due to the area wide electrical outages caused by Beryl, and the time for the supply to replenish is not as robust as it could be.	This is a message from Undine: We are requesting that residents conserve water for essential use only. The water plants are running on an emergency power source due to the area wide electrical outages caused by Beryl, and the time for the supply to replenish is not as robust as it could be.

Date	Time	Type	Voice Message	Text Message
7/9/2024	9:54	Spring Forest BWN	<p>This is a boil water notice from Undine. Due to a power outage caused by hurricane Beryl, the Texas Commission on Environmental Quality has required Spring Forest (X170001) public water systems to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions). To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Undine Texas, LLC. At 888 701 4314, and view the message in Spanish:</p> <p>Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Spring Forest (X170001) notifique a todos los clientes que hacen el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua a notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no esté en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescindiendo el aviso de hervir el agua en una manera parecida al presente aviso. Sírvase compartir esta información con todos las otras personas que beben esta agua, especialmente aquellas que quizás no hayan recibido esta notificación directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo cargando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a en Undine Texas, LLC. al 888 701 4314.</p>	Spring Forest residents are required to boil water vigorously for 2 minutes prior to consumption following a power outage caused by Hurricane Beryl.
7/9/2024	14:45	Water Conservation Request Forest Springs Nitsch & Son	<p>This is a message from Undine. We are requesting that residents conserve water for essential use only. The water plants are running on an emergency power source due to the area wide electrical outages caused by Beryl, and the time for the supply to replenish is not as robust as it could be.</p>	<p>This is a message from Undine. We are requesting that residents conserve water for essential use only. The water plants are running on an emergency power source due to the area wide electrical outages caused by Beryl, and the time for the supply to replenish is not as robust as it could be.</p>
7/10/2024	7:02	Garden Valley	<p>A Boil Water Notice was issued to residents in Garden Valley on Friday, July 5th. Due to Hurricane Beryl, the lab lost power and the sample taken from the well was not able to go through the proper testing procedure. Per TCEQ regulations, and to ensure the safety of our customers, another water sample was taken yesterday and submitted for testing at a lab with power. We should know by noon today if residents are no longer required to boil water.</p>	<p>A Boil Water Notice was issued to residents in Garden Valley on Friday, July 5th. Due to Hurricane Beryl, the lab lost power and the sample taken from the well was not able to go through the proper testing procedure. Per TCEQ regulations, and to ensure the safety of our customers, another water sample was taken yesterday and submitted for testing at a lab with power. We should know by noon today if residents are no longer required to boil water.</p>
7/10/2024	10:02	Water Service Update Livingston Forest Springs Taylor Lake Estates	<p>Undine customers still without water service: Due to the extended power outages resulting from the hurricane we are attempting to obtain additional generators. We have an estimated time of service restoration at this time.</p>	<p>Undine customers still without water service: Due to the extended power outages resulting from the hurricane we are attempting to obtain additional generators. We have no estimated time of service restoration at this time.</p>
7/10/2024	17:21	Undine Emergency Number	<p>Undine Customers – our call center is experiencing some difficulties receiving calls as a result in the disruption of internet service in the Houston area. If you need to place a service request, or need to report an outage, it's best to call our emergency line at 8, 6, 6, 3, 7, 1, 4 2 zero 5. Again, 8, 6, 6, 3, 7, 1, 4, 2, zero, 5.</p>	<p>Undine Customers – our call center is experiencing some difficulties receiving calls as a result in the disruption of internet service in the Houston area. If you need to place a service request, or need to report an outage, it's best to call our emergency line at (866) 771 4205.</p>

Date	Time	Type	Voice Message	Text Message
7/10/2024	17:31	Multi System Boil Water Notice	<p>This is a message from Urdine Due to a power outage caused by the results of Hurricane Beryl, the Texas Commission on Environmental Quality has required Bentwood Bend PWSID 1870154; Forest Springs PWSID 1870059; Lakeside Village PWSID 1870095; Taylor Lake Estates PWSID 1870064; Texas Water Supply PWSID 1870131; and Whitetail Ridge PWSID 2200012 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions to ensure destruction of all harmful bacteria and other microbes; water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds this boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Urdine Texas, LLC at 888-JDI-4334, and view the message in Spanish:</p> <p>Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Bentwood Bend PWSID 1870154; Forest Springs PWSID 1870059; Lakeside Village PWSID 1870095; Taylor Lake Estates PWSID 1870064; Texas Water Supply PWSID 1870131; and Whitetail Ridge PWSID 2200012 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico o debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida y enfriada antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no está en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescindiendo el aviso de hervir el agua en una manera parecida al presente aviso. Sírvase compartir esta información con todas las otras personas que beben esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a Urdine Texas, LLC at 888-201-4334.</p>	<p>This is a message from Urdine: Bentwood Bend, Forest Springs, Lakeside Village, Taylor Lake Estates, Texas Water Supply and Whitetail Ridge are required to boil water vigorously for 2 minutes prior to consumption following a power outage due to hurricane Beryl!</p>
7/10/2024	17:37	Multi System Rescind BWN	<p>This is a message from Urdine: On July 8, 2024 the Texas Commission on Environmental Quality required the public water systems, Cold River Ranch/Southwood Estates PWSID 0200403; Grasslands PWSID 0200360; Oak Meadows PWSID 0200566; Paloma Acres PWSID 0200597; Bushlawn Township PWSID 0200018; Stoneridge Lake PWSID 0200624; Willowbreeze Farm PWSID 0200744 to issue a Boil Water Notice to inform customers, individuals, or employees that due to conditions which occurred recently in the public water system, the water from this public water system was required to be boiled prior to use for drinking water or human consumption purposes. The public water system has taken the necessary corrective actions to restore the quality of the water distributed by this public water system used for drinking water or human consumption purposes and has provided TCEQ with laboratory test results that indicate that the water no longer requires boiling prior to use as of July 10, 2024. If you have questions concerning this matter, you may contact Urdine Texas, LLC at 713-554-1417 or 888-JDI-4334, and view the message in Spanish:</p> <p>El 8 de julio de 2024, la Comisión de Calidad Ambiental de Texas requirió que el sistema público de agua Cold River Ranch/Southwood Estates PWSID 0200403; Grasslands PWSID 0200360; Oak Meadows PWSID 0200566; Paloma Acres PWSID 0200597; Bushlawn Township PWSID 0200018; Stoneridge Lake PWSID 0200624; Willowbreeze Farm PWSID 0200744 emitiera un Aviso de Hervir Agua para informar a los clientes, individuos o empleados que debido a condiciones que ocurrieron recientemente en el sistema público de agua, el agua de este sistema público de agua debía ser hervida antes de que se usara como agua potable o para otros fines de consumo humano. El sistema público de agua ha tomado las medidas correctivas necesarias para restaurar la calidad del agua distribuida por este sistema público de agua utilizada como agua potable o para otros fines de consumo humano y ha proporcionado a la TCEQ resultados de pruebas de laboratorio que indican que el agua ya no requiere hervir antes de usarse a partir del 10 de julio de 2024. Si usted tiene preguntas sobre este asunto, puede contactar a Urdine Texas, LLC en 713-554-1417 or 888-JDI-4334.</p>	<p>This is a message from Urdine: The following systems are no longer under a Boil Water Notice following the outage caused by Hurricane Beryl: Cold River Ranch/Southwood Estates, Grasslands, Oak Meadows, Paloma Acres, Bushlawn Township, Stoneridge Lake, and Willowbreeze Farm.</p>

Date	Time	Type	Voice Message	Text Message
10/10/2024	18:59	Highland Mobile BWN	<p>This is a message from Urdine:</p> <p>Due to a power outage caused by the result of Hurricane Beryl, the Texas Commission on Environmental Quality has required the Highland Mobile Home Subdivision TX1010285 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions. To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Urdine Texas, LLC at 713-559-6878 or 888-201-4314.</p> <p>and now the message in Spanish:</p> <p>Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Highland Mobile Home Subdivision TX1010285 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no esté en vigencia, el sistema público de agua emitirá un aviso a sus clientes, así como el aviso de hervir el agua en una manera parecida al presente aviso. Sírvase compartir esta información con todas las otras personas que beban esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a en Urdine Texas, LLC at 713-559-6878 or 888-201-4314.</p>	<p>Highland Mobile Home Subdivision is required to boil water vigorously for 2 minutes following a power outage caused by Hurricane Beryl</p>
10/10/2024	20:12	Nitsch & Son BWN	<p>This is a message from Urdine: Due to a power outage caused by the result of Hurricane Beryl, the Texas Commission on Environmental Quality has required the Nitsch &amp; Son Utility TX1010145 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions. To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Urdine Texas, LLC at 713-554-1417 or 888-201-4314.</p> <p>and now the message in Spanish:</p> <p>Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Nitsch &amp; Son Utility TX1010145 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no esté en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescindiendo el aviso de hervir el agua en una manera parecida al presente aviso. Sírvase compartir esta información con todas las otras personas que beban esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a en Urdine Texas, LLC at 713-554-1417 or 888-201-4314.</p>	<p>Residents in the Nitsch &amp; Son water system are required to boil water vigorously for 2 minutes prior to consumption following a power failure that caused the system to lose pressure.</p>

Date	Time	Type	Voice Message	Text Message
7/10/2024	21:21	Castlewood BWN	<p>This is a message from Undine: Due to a power generator failure, the Texas Commission on Environmental Quality has required the Castlewood TX1010111 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions). To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Undine Texas, LLC at 832-708-3668 or 888-201-4314.</p> <p>and now the message in Spanish:</p> <p>Debido a una falla en el generador de energía, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Castlewood TX1010111 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no esté en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescindiendo el aviso de hervir el agua en una manera parecida al presente aviso. Asíase compartir esta información con todas las otras personas que beban esta agua, especialmente aquellas que quizá no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, lugares de ancianos, escuelas y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano por correo. Si usted tiene preguntas sobre este asunto, puede contactar a Undine Texas, LLC at 832-708-3668 or 888-201-4314</p>	<p>This is a message from Undine. Castlewood residents are required to boil water vigorously for 2 minutes prior to consumption following a power outage that caused the system to lose pressure.</p>
7/12/2024		BWN Rescinded Rosewood	<p>This is a message from Undine. On July 9, 2024, the Texas Commission on Environmental Quality required the Rosewood Water System PWSID 2300026 public water system to issue a Boil Water Notice to inform customers, individuals, or employees that due to conditions which occurred recently in the public water system, the water from this public water system was required to be boiled prior to use for drinking water or human consumption purposes. The public water system has taken the necessary corrective actions to restore the quality of the water distributed by this public water system used for drinking water or human consumption purposes and has provided TCEQ with laboratory test results that indicate that the water no longer requires boiling prior to use as of July 12, 2024. If you have questions concerning this matter, you may contact Undine Texas, LLC at 713-554-1417 or 888-201-4314.</p> <p>and now the message in Spanish:</p> <p>El 9 de julio de 2024, la Comisión de Calidad Ambiental de Texas requirió que el sistema público de agua Rosewood Water System PWSID 2300026 emitiera un Aviso de Hervir Agua para informar a clientes, individuos u empleados que debido a condiciones que ocurrieron recientemente en el sistema público de agua, el agua de este sistema público de agua debía ser hervida antes de que se usara como agua potable o para otros fines de consumo humano. El sistema público de agua ha tomado las medidas correctivas necesarias para restaurar la calidad del agua distribuida por este sistema público de agua utilizada como agua potable o para otros fines de consumo humano y ha proporcionado a la TCEQ resultados de pruebas de laboratorio que indican que el agua ya no requiere hervir antes de usarse a partir del 12 de julio de 2024. Si usted tiene preguntas sobre este asunto, puede contactar a Undine Texas, LLC en 713-554-1417 or 888-201-4314.</p>	<p>Rosewood Water System is no longer required to boil water prior to consumption.</p>
7/11/2024		BWN Rescinded Blue Sage Gardens Brandi Estates Country Acres Lee Ridge Quail Valley Rosharon Road Estates Spanish Br Plantation Tejas Lake Estates Wolf Glen	<p>This is a multi-system Rescind for Boil Water Notice On July 8, 2024 the Texas Commission on Environmental Quality required the public water systems, Blue Sage Gardens ID 0200323; Brandi Estates ID 0200325; Country Acres ID 0200274; Lee Ridge ID 0200506; Quail Valley ID 0200592; Rosharon Road Estates ID 0200346; Spanish Br Plantation ID 1610102; Tejas Lake Estates ID 0790504; and Wolf Glen ID 0200370 to issue a Boil Water Notice to inform customers, individuals, or employees that due to conditions which occurred recently in the public water system, the water from this public water system was required to be boiled prior to use for drinking water or human consumption purposes. The public water system has taken the necessary corrective actions to restore the quality of the water distributed by this public water system used for drinking water or human consumption purposes and has provided TCEQ with laboratory test results that indicate that the water no longer requires boiling prior to use as of July 12, 2024. If you have questions concerning this matter, you may contact Undine Texas, LLC at 713-554-1417 or 888-201-4314.</p> <p>and now the message in Spanish:</p> <p>El 8 de julio de 2024, la Comisión de Calidad Ambiental de Texas requirió que el sistema público de agua Blue Sage Gardens ID 0200323; Brandi Estates ID 0200325; Country Acres ID 0200274; Lee Ridge ID 0200506; Quail Valley ID 0200592; Rosharon Road Estates ID 0200346; Spanish Br Plantation ID 1610102; Tejas Lake Estates ID 0790504; and Wolf Glen ID 0200370 emitiera un Aviso de Hervir Agua para informar a clientes, individuos o empleados que debido a condiciones que ocurrieron recientemente en el sistema público de agua, el agua de este sistema público de agua debía ser hervida antes de que se usara como agua potable o para otros fines de consumo humano. El sistema público de agua ha tomado las medidas correctivas necesarias para restaurar la calidad del agua distribuida por este sistema público de agua utilizada como agua potable u para otros fines de consumo humano y ha proporcionado a la TCEQ resultados de pruebas de laboratorio que indican que el agua ya no requiere hervir antes de usarse a partir del 12 de julio de 2024. Si usted tiene preguntas sobre este asunto, puede contactar a Undine Texas, LLC en 713-554-1417 or 888-201-4314.</p>	<p>This is a message from Undine: Blue Sage Gardens, Brandi Estates, Country Acres, Lee Ridge, Quail Valley, Rosharon Road Estates, Spanish Br Plantation, Tejas Lake Estates, and Wolf Glen are no longer required to boil water prior to consumption.</p>

Date	Time	Type	Voice Message	Text Message
7/11/2024		BWN Rescinded Crystal Lake's status	<p>On July 8, 2024 the Texas Commission on Environmental Quality required the Crystal Lake Estates public water system, TX0790510 to issue a Boil Water Notice to inform customers, individuals, or employees that due to conditions which occurred recently in the public water system, the water from this public water system was required to be boiled prior to use for drinking water or human consumption purposes. The public water system has taken the necessary corrective actions to restore the quality of the water distributed by this public water system used for drinking water or human consumption purposes and has provided TCEQ with laboratory test results that indicate that the water no longer requires boiling prior to use as of July 12, 2024. If you have questions concerning this matter, you may contact Undine Texas, LLC at 979-217-3166 or 888-201-4314.</p> <p>and now the message in Spanish: El 8 de julio de 2024, la Comisión de Calidad Ambiental de Texas requirió que el sistema público de agua Crystal Lake Estates, TX0790510 emitiera un Aviso de Hervir Agua para informar a clientes, individuos o empleados que debido a condiciones que ocurrieron recientemente en el sistema público de agua, el agua de este sistema público de agua debía ser hervida antes de que se usara como agua potable o para otros fines de consumo humano. El sistema público de agua ha tomado las medidas correctivas necesarias para restaurar la calidad del agua distribuida por este sistema público de agua utilizada como agua potable o para otros fines de consumo humano y ha proporcionado a la TCEQ resultados de pruebas de laboratorio que indican que el agua ya no requiere hervir antes de usarse a partir del 12 de julio de 2024. Si usted tiene preguntas sobre este asunto, puede contactar a Undine Texas, LLC en 979-217-3166 or 888-201-4314.</p>	This is a message from Undine: Crystal Lake Estates is no longer required to boil water prior to consumption.
7/12/2024		Boil Water Notice Riverboat Bend	<p>This is a message from Undine: Due to a power outage caused by Hurricane Beryl, the Texas Commission on Environmental Quality has required the Riverboat Bend TX1460088 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions). To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once this boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Undine Texas, LLC at 713-554-1417 or 888-201-4314.</p> <p>and now the message in Spanish: Debido a un corte de energía causado por el Huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Riverboat Bend TX1460088 notifique a todos los clientes que tienen el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida y enfriada antes de su uso como agua potable o para otros fines de consumo humano. El agua debe hervirse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no esté en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescindiendo el aviso de hervir el agua en una manera parecida al presente aviso. Sírvase compartir esta información con todas las otras personas que beben esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas, y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a en Uundine Texas, LLC at 713-554-1417 or 888-201-4314.</p>	This is a message from Undine. Riverboat Bend residents are required to boil water vigorously for 2 minutes prior to consumption following a power outage resulting from the effects of Hurricane Beryl.
7/11/2024	14:11	Boil Water Notice Status Country Meadows Moundkind	This is an update from Undine on the boil water notice affecting your neighborhood. The water sample taken on the 10th was not able to be tested properly as the lab suffered a power outage during the process. Another sample was taken today, and we should know tomorrow if it's ok to lift the notice.	This is an update from Undine on the boil water notice affecting your neighborhood. The water sample taken on the 10th was not able to be tested properly as the lab suffered a power outage during the process. Another sample was taken today, and we should know tomorrow if it's ok to lift the notice.
7/11/2024	15:40	Greengate Acres Outage Update	Greengate Acres, we have a generator on site to run the water plant. However, we are finding a number of main breaks caused by the movement of some of the fallen trees. We will restore service as soon as these main breaks are repaired.	Greengate Acres, we have a generator on site to run the water plant. However, we are finding a number of main breaks caused by the movement of some of the fallen trees. We will restore service as soon as these main breaks are repaired.
7/11/2024	23:13	Greengate Update	Greengate-residents, Apologies for the late notification, fallen trees in the swamp caused multiple water main breaks. The crew needs to return during daylight as one machine is already stuck in swamp. They will resume working on restoring water service at that time.	Greengate residents, Apologies for this late notification, fallen trees in the swamp caused multiple water main breaks. The crew needs to return during daylight as one machine is already stuck in swamp. They will resume working on restoring water service at that time.

Date	Time	Type	Voice Message	Text Message
7/15/2024	15:29	Boil Water Notice Tejas Landing	<p>This is a message from Undine: Due to a power outage caused by the result of Hurricane Beryl, the Texas Commission on Environmental Quality has required the Tejas Landing Subdivision TX0790656 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions). To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Undine Texas, LLC at 713-554-1417 or 888-201-4314.</p> <p>and now the message in Spanish: Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Tejas Landing Subdivision TX0790656 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas, y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no esté en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescatando el aviso de hervir el agua en una manera parecida al presente aviso. Si desea compartir esta información con todas las otras personas que beben esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a Undine Texas, LLC at 713-554-1417 or 888-201-4314.</p>	<p>This is an official notification that residents in Tejas Landing were notified to boil water for 2 minutes prior to consumption. The complete notice is located in your customer portal at undinelk.com.</p>
7/15/2024	15:40	Boil Water Notice Rescinded Tejas Landing	<p>This is a message from Undine: On July 10, 2024 the Texas Commission on Environmental Quality required the Tejas Landing Subdivision TX0790656 public water system to issue a Boil Water Notice to inform customers, individuals, or employees that due to conditions which occurred recently in the public water system, the water from this public water system was required to be boiled prior to use for drinking water or human consumption purposes. The public water system has taken the necessary corrective actions to restore the quality of the water distributed by this public water system used for drinking water or human consumption purposes and has provided TCEQ with laboratory test results that indicate that the water no longer requires boiling prior to use as of July 12, 2024. If you have questions concerning this matter, you may contact Undine Texas, LLC at 713-554-1417 or 888-201-4314.</p> <p>and now the message in Spanish: El 10 de julio de 2024, la Comisión de Calidad Ambiental de Texas requirió que el sistema público de agua Tejas Landing Subdivision TX0790656 emitiera un Aviso de Hervir Agua para informar a clientes, individuos o empleados que debido a condiciones que ocurrieron recientemente en el sistema público de agua, el agua de este sistema público de agua debía ser hervida antes de que se usara como agua potable o para otros fines de consumo humano. El sistema público de agua ha tomado las medidas correctivas necesarias para restaurar la calidad del agua distribuida por este sistema público de agua utilizada como agua potable o para otros fines de consumo humano y ha proporcionado a la TCEQ resultados de pruebas de laboratorio que indican que el agua ya no requiere hervir antes de usarse a partir del 12 de julio de 2024. Si usted tiene preguntas sobre este asunto, puede contactar a Undine Texas, LLC en 713-554-1417 or 888-201-4314.</p>	<p>This is the official notice letting residents in Tejas Landing know that they are no longer required to boil water prior to consumption following a power outage caused by hurricane Beryl. The complete notice will be found in your water system's customer portal at undinelk.com.</p>
7/15/2024	16:08	Boil Water Notice Lost Lakes	<p>This is a message from Undine: Due to a power outage caused by hurricane Beryl, the Texas Commission on Environmental Quality has required Lost Lakes TX0360108 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions). To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Undine Texas, LLC at 281-496-2896 or 888-201-4314.</p> <p>and now the message in Spanish: Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Lost Lakes TX0360108 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no esté en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescatando el aviso de hervir el agua en una manera parecida al presente aviso. Si desea compartir esta información con todas las otras personas que beben esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a Undine Texas, LLC at 281-496-2896 or 888-201-4314.</p>	<p>Lost Lakes is required to boil water vigorously for 2 minutes prior to consumption following a power outage caused by the effects of Hurricane Beryl. The official notice will be posted in your water system's customer portal at undinelk.com.</p>

Date	Time	Type	Voice Message	Text Message
7/15/2024	16:14	Boil Water Notice Tanglewood	<p>This is a message from Undine: Due to a power outage, caused by hurricane Beryl, the Texas Commission on Environmental Quality has required the Tanglewood Forest TX2040054 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions). To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Undine Texas, LLC at 713-559-6878 or 888-201-4314.</p> <p>and now the message in Spanish: Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Tanglewood Forest TX2040054 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no esté en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescindiendo el aviso de hervir el agua en una manera parecida al presente aviso. Sírvase compartir esta información con todas las otras personas que beban esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, lugares de ancianos, escuelas y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a en Undine Texas, LLC at 713-559-6878 or 888-201-4314.</p>	<p>Tanglewood Forest is required to boil water vigorously for 2 minutes prior to consumption following a power outage caused by the effects of hurricane Beryl. The complete notice will be found in your water system's customer portal at <a href="http://undinelk.com">undinelk.com</a>.</p>
7/15/2024	16:33	Boil Water Notice Allendale	<p>This is a message from Undine: Due to a power outage caused by Hurricane Beryl, the Texas Commission on Environmental Quality has required Allendale TX1700187 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions). To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Undine Texas, LLC at 979-314-4413 or 888-201-4314.</p> <p>and now the message in Spanish: Debido a un corte de energía causado por el huracán Beryl, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Allendale TX1700187 notifique a todos los clientes que hiervan el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no esté en vigencia, el sistema público de agua emitirá un aviso a sus clientes rescindiendo el aviso de hervir el agua en una manera parecida al presente aviso. Sírvase compartir esta información con todas las otras personas que beban esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, lugares de ancianos, escuelas y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a en Undine Texas, LLC at 888-201-4314.</p>	<p>Allendale is required to boil water vigorously prior to consumption following a power outage caused by hurricane Beryl. The complete notice will be posted in your water system's portal at <a href="http://undinelk.com">undinelk.com</a>.</p>



Date	Time	Type	Voice Message	Text Message
7/15/2024	17:30	Boil Water Notice Heather Gate	<p>This is a message from Urdine: Due to a power outage caused by Hurricane Beryl and water main breaks, the Texas Commission on Environmental Quality has required the Heathergate Estates TX1011302 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions: To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Urdine Texas, LLC at 713-559-6878 or 888-201-4314, and now the message in Spanish:</p> <p>Debido a un corte de energía causado por el huracán Beryl y roturas de tuberías de agua, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Heathergate Estates TX1011302 notifique a todos los clientes que beban el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no esté en vigencia, el sistema público de agua emitirá un aviso a sus clientes avisando el aviso de hervir el agua en una manera parecida al presente aviso. Si desea compartir esta información con todas las otras personas que beben esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a en Urdine Texas, LLC at 713-559-6878 or 888-201-4314.</p>	<p>Heathergate Estates is required to boil water vigorously for 2 minutes prior to consumption following a power outage caused by Hurricane Beryl and main line breaks in the neighborhood. The complete notice will be posted in your customer portal at <a href="http://urdinellc.com">urdinellc.com</a></p>
7/15/2024	17:39	Blue Sage Gardens BWN	<p>This is a message from Urdine: Due to the system losing pressure during a water main break, the Texas Commission on Environmental Quality has required the Blue Sage Gardens TX0200923 public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc.). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions: To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes. When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes. Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice. Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you have questions concerning this matter, you may contact Urdine Texas, LLC at 979-217-3166 or 888-201-4314, and now the message in Spanish:</p> <p>Debido a que el sistema perdió presión porque se rompió una tubería principal de agua, la Comisión de Calidad Ambiental de Texas ha requerido que el sistema público de agua Blue Sage Gardens TX0200923 notifique a todos los clientes que beban el agua antes del consumo (p. ej., lavarse la cara y las manos, cepillarse los dientes, beber, etc.). Los niños, las personas mayores y las personas con un sistema inmunológico debilitado son particularmente vulnerables a bacterias dañinas y todos los clientes deberían seguir estas instrucciones. Para asegurar la destrucción de todas las bacterias y otros microbios dañinos, el agua para beber, cocinar y hacer hielo debe ser hervida (y enfriada) antes de su uso como agua potable o para otros fines de consumo humano. El agua debe llevarse a una ebullición vigorosa y luego hervirse por dos minutos. En lugar de hervir, las personas pueden comprar agua embotellada u obtener agua de alguna otra fuente adecuada para beber u otros fines de consumo humano. Cuando ya no sea necesario hervir el agua, los funcionarios del sistema público de agua notificarán a los clientes que el agua es segura para beber u otros fines de consumo humano. Una vez que el aviso de hervir el agua ya no esté en vigencia, el sistema público de agua emitirá un aviso a sus clientes avisando el aviso de hervir el agua en una manera parecida al presente aviso. Si desea compartir esta información con todas las otras personas que beben esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, hogares de ancianos, escuelas y negocios). Puede hacerlo colgando este aviso en un lugar público o repartiendo copias a mano o por correo. Si usted tiene preguntas sobre este asunto, puede contactar a en Urdine Texas, LLC at 979-217-3166 or 888-201-4314.</p>	<p>Blue Sage Gardens is required to boil water vigorously for 2 minutes following a water main break. The complete notice will be posted in your customer portal at <a href="http://urdinellc.com">urdinellc.com</a>.</p>

Date	Time	Type	Voice Message	Text Message
7/15/2024	17:53	Boil Water Notice Rescinded River Ranch	<p>This is a message from Undine: On July 8, 2024 the Texas Commission on Environmental Quality required the River Ranch public water system, TX0790425 to issue a Boil Water Notice to inform customers, individuals, or employees that due to conditions which occurred recently in the public water system, the water from this public water system was required to be boiled prior to use for drinking water or human consumption purposes. The public water system has taken the necessary corrective actions to restore the quality of the water distributed by this public water system used for drinking water or human consumption purposes and has provided TCEQ with laboratory test results that indicate that the water no longer requires boiling prior to use as of July 15, 2024. If you have questions concerning this matter, you may contact Undine Texas, LLC at 832-708-3668 or 888-201-4314.</p> <p>and now the message in Spanish:  El 8 de julio de 2024, la Comisión de Calidad Ambiental de Texas requirió que el sistema público de agua River Ranch, TX0790425 emitiera un Aviso de Hervir Agua para informar a clientes, individuos o empleados que debido a condiciones que ocurrieron recientemente en el sistema público de agua, el agua de este sistema público de agua debía ser hervida antes de que se usara como agua potable o para otros fines de consumo humano. El sistema público de agua ha tomado las medidas correctivas necesarias para restaurar la calidad del agua distribuida por este sistema público de agua utilizada como agua potable o para otros fines de consumo humano y ha proporcionado a la TCEQ resultados de pruebas de laboratorio que indican que el agua ya no requiere hervir antes de usarse a partir del 15 de julio 2024. Si usted tiene preguntas sobre este asunto, puede contactar a Undine Texas, LLC en 832-708-3668 or 888-201-4314.</p>	River Ranch is no longer required to boil water prior to consumption. The complete notice will be posted in your water system's customer portal at undine.texas.com
7/15/2024	21:30	River Club Main Break	<p>Due to a water main break, you may experience low pressure, or a complete water outage until repairs are completed.</p>	<p>River Club residents: Due to a water main break, you may experience low pressure, or a complete water outage until repairs are completed.</p>
7/16/2024	13:16	Boil Water Notice Rescinded Spring Crossing Bernard Oaks San Bernard Estates	<p>This is a message from Undine: On July 8, 2024 the Texas Commission on Environmental Quality required the public water systems, Spring Crossing PWSID 0200666, San Bernard Estates PWSID 0200460, and Bernard Oaks PWSID 0200338 to issue a Boil Water Notice to inform customers, individuals, or employees that due to conditions which occurred recently in the public water system, the water from this public water system was required to be boiled prior to use for drinking water or human consumption purposes. The public water system has taken the necessary corrective actions to restore the quality of the water distributed by this public water system used for drinking water or human consumption purposes and has provided TCEQ with laboratory test results that indicate that the water no longer requires boiling prior to use as of July 16, 2024. If you have questions concerning this matter, you may contact Undine Texas, LLC at 713-554-1417 or 888-201-4314.</p> <p>and now the message in Spanish:  El 8 de julio de 2024, la Comisión de Calidad Ambiental de Texas requirió que el sistema público de agua Spring Crossing PWSID 0200666, San Bernard Estates PWSID 0200460, and Bernard Oaks PWSID 0200338 emitiera un Aviso de Hervir Agua para informar a clientes, individuos o empleados que debido a condiciones que ocurrieron recientemente en el sistema público de agua, el agua de este sistema público de agua debía ser hervida antes de que se usara como agua potable o para otros fines de consumo humano. El sistema público de agua ha tomado las medidas correctivas necesarias para restaurar la calidad del agua distribuida por este sistema público de agua utilizada como agua potable o para otros fines de consumo humano y ha proporcionado a la TCEQ resultados de pruebas de laboratorio que indican que el agua ya no requiere hervir antes de usarse a partir del 16 de julio de 2024. Si usted tiene preguntas sobre este asunto, puede contactar a Undine Texas, LLC en 713-554-1417 or 888-201-4314.</p>	Spring Crossing, Bernard Oaks and San Bernard Estates are no longer required to boil water prior to consumption
7/16/2024	14:16	Boil Water Notice Rescinded	<p>This is a message from Undine: On July 8, 2024 the Texas Commission on Environmental Quality required the Hazy Hollow public water system, TX1700013 to issue a Boil Water Notice to inform customers, individuals, or employees that due to conditions which occurred recently in the public water system, the water from this public water system was required to be boiled prior to use for drinking water or human consumption purposes. The public water system has taken the necessary corrective actions to restore the quality of the water distributed by this public water system used for drinking water or human consumption purposes and has provided TCEQ with laboratory test results that indicate that the water no longer requires boiling prior to use as of July 16, 2024. If you have questions concerning this matter, you may contact Undine Texas, LLC at 979-314-4413 or 888-201-4314.</p> <p>and now the message in Spanish:  El 8 de julio de 2024, la Comisión de Calidad Ambiental de Texas requirió que el sistema público de agua Hazy Hollow, TX1700013 emitiera un Aviso de Hervir Agua para informar a clientes, individuos o empleados que debido a condiciones que ocurrieron recientemente en el sistema público de agua, el agua de este sistema público de agua debía ser hervida antes de que se usara como agua potable o para otros fines de consumo humano. El sistema público de agua ha tomado las medidas correctivas necesarias para restaurar la calidad del agua distribuida por este sistema público de agua utilizada como agua potable o para otros fines de consumo humano y ha proporcionado a la TCEQ resultados de pruebas de laboratorio que indican que el agua ya no requiere hervir antes de usarse a partir del 16 de julio de 2024. Si usted tiene preguntas sobre este asunto, puede contactar a Undine Texas, LLC en 979-314-4413 or 888-201-4314.</p>	Hazy Hollow is no longer required to boil water prior to consumption.
7/16/2024	19:57	Boil Water Notice Rescinded	<p>This is a message from Undine: On July 8, 2024 the Texas Commission on Environmental Quality required the Castlewood TX1010111; Highland Ridge PWSID 1010157; Nitsch &amp; Son Utility TX1010145; Shady Brook Acres PWSID 1700031; Spring Creek Valley PWSID 1010213; Spring Forest TX1700033 public water system, to issue a Boil Water Notice to inform customers, individuals, or employees that due to conditions which occurred recently in the public water system, the water from this public water system was required to be boiled prior to use for drinking water or human consumption purposes. The public water system has taken the necessary corrective actions to restore the quality of the water distributed by this public water system used for drinking water or human consumption purposes and has provided TCEQ with laboratory test results that indicate that the water no longer requires boiling prior to use as of July 16, 2024. If you have questions concerning this matter, you may contact Undine Texas, LLC at 979-314-4413 or 888-201-4314.</p> <p>and now the message in Spanish:  El 8 de julio de 2024, la Comisión de Calidad Ambiental de Texas requirió que el sistema público de agua Castlewood TX1010111; Highland Ridge PWSID 1010157; Nitsch &amp; Son Utility TX1010145; Shady Brook Acres PWSID 1700031; Spring Creek Valley PWSID 1010213; Spring Forest TX1700033 emitiera un Aviso de Hervir Agua para informar a clientes, individuos o empleados que debido a condiciones que ocurrieron recientemente en el sistema público de agua, el agua de este sistema público de agua debía ser hervida antes de que se usara como agua potable o para otros fines de consumo humano. El sistema público de agua ha tomado las medidas correctivas necesarias para restaurar la calidad del agua distribuida por este sistema público de agua utilizada como agua potable o para otros fines de consumo humano y ha proporcionado a la TCEQ resultados de pruebas de laboratorio que indican que el agua ya no requiere hervir antes de usarse a partir del 16 de julio de 2024. Si usted tiene preguntas sobre este asunto, puede contactar a Undine Texas, LLC en 979-314-4413 or 888-201-4314.</p>	<p>The following water systems are no longer required to boil water after a power outage caused by Hurricane Beryl: Castlewood; Highland Ridge; Nitsch &amp; Son Utility; Shady Brook Acres; Spring Creek Valley; and Spring Forest.</p>

Date	Time	Type	Voice Message	Text Message
7/17/2024	13:56	Boil Water Notice Rescinded	<p>This is a multi-system rescind for boil water notice. On July 8, 2024 the Texas Commission on Environmental Quality required the public water systems, Bayou Colony PWSID 0200338; Beechwood PWSID 0200245; Blue Sage Gardens PWSID 0200223; Briar Meadows PWSID 0200410; Colony Cove PWSID 0200324; Colony Trails PWSID 0200604; Coronado Country PWSID 0200275; Demi John Place PWSID 0200185; Los Robles PWSID 0200639; Mark V Estates PWSID 0200432; Mooreland PWSID 0200094; River Ranch PWSID 0790425; Ryan Long 1 PWSID 0200110; Ryan Long 2 PWSID 0200108; Sandy Meadows PWSID 0200335; Snug Harbor PWSID 0200003; Wilco PWSID 0200083; Willowbreeze Farm PWSID 0200744 to issue a Boil Water Notice to inform customers, individuals, or employees that due to conditions which occurred recently in the public water system, the water from this public water system was required to be boiled prior to use for drinking water or human consumption purposes. The public water system has taken the necessary corrective actions to restore the quality of the water distributed by this public water system used for drinking water or human consumption purposes and has provided TCEQ with laboratory test results that indicate that the water no longer requires boiling prior to use as of July 17, 2024. If you have questions concerning this matter, you may contact Undine Texas, LLC at 713-554-1417 or 888-201-4314.</p> <p>and now the message in Spanish:                      El 8 de julio de 2024, la Comisión de Calidad Ambiental de Texas requirió que el sistema público de agua Bayou Colony PWSID 0200338; Beechwood PWSID 0200245; Blue Sage Gardens PWSID 0200223; Briar Meadows PWSID 0200410; Colony Cove PWSID 0200324; Colony Trails PWSID 0200604; Coronado Country PWSID 0200275; Demi John Place PWSID 0200185; Los Robles PWSID 0200639; Mark V Estates PWSID 0200432; Mooreland PWSID 0200094; River Ranch PWSID 0790425; Ryan Long 1 PWSID 0200110; Ryan Long 2 PWSID 0200108; Sandy Meadows PWSID 0200335; Snug Harbor PWSID 0200053; Wilco PWSID 0200083; Willowbreeze Farm PWSID 0200744 emitiera un Aviso de Hervir Agua para informar a clientes, individuos o empleados que debido a condiciones que ocurrieron recientemente en el sistema público de agua, el agua de este sistema público de agua debía ser hervida antes de que se usara como agua potable o para otros fines de consumo humano. El sistema público de agua ha tomado las medidas correctivas necesarias para restaurar la calidad del agua distribuida por este sistema público de agua utilizada como agua potable o para otros fines de consumo humano y ha proporcionado a la TCEQ resultados de pruebas de laboratorio que indican que el agua ya no requiere hervir antes de usarse a partir del 17 de julio de 2024. Si usted tiene preguntas sobre este asunto, puede contactar a Undine Texas, LLC en 713-554-1417 or 888-201-4314.</p>	<p>Bayou Colony, Beechwood, Blue Sage Gardens, Briar Meadows, Colony Cove, Colony Trails, Coronado Country, Demi John Place, Los Robles, Mark V Estates, Mooreland, River Ranch, Ryan Long @ 1 &amp; 2, Sandy Meadows, Snug Harbor, Wilco, and Willowbreeze Farm are no longer required to boil water prior to consumption</p>
7/17/2024	16:54	Boil Water Notice Rescinded	<p>This is a message from Undine. On July 8, 2024 the Texas Commission on Environmental Quality required the Spring Creek public water system, TX1870149 to issue a Boil Water Notice to inform customers, individuals, or employees that due to conditions which occurred recently in the public water system, the water from this public water system was required to be boiled prior to use for drinking water or human consumption purposes. The public water system has taken the necessary corrective actions to restore the quality of the water distributed by this public water system used for drinking water or human consumption purposes and has provided TCEQ with laboratory test results that indicate that the water no longer requires boiling prior to use as of July 18, 2024. If you have questions concerning this matter, you may contact Undine Texas, LLC at 713-554-1417 or 888-201-4314.</p> <p>and now the message in Spanish:                      El 8 de julio 2024, la Comisión de Calidad Ambiental de Texas requirió que el sistema público de agua Spring Creek, TX1870149 emitiera un Aviso de Hervir Agua para informar a clientes, individuos o empleados que debido a condiciones que ocurrieron recientemente en el sistema público de agua, el agua de este sistema público de agua debía ser hervida antes de que se usara como agua potable o para otros fines de consumo humano. El sistema público de agua ha tomado las medidas correctivas necesarias para restaurar la calidad del agua distribuida por este sistema público de agua utilizada como agua potable o para otros fines de consumo humano y ha proporcionado a la TCEQ resultados de pruebas de laboratorio que indican que el agua ya no requiere hervir antes de usarse a partir del 18 de julio de 2024. Si usted tiene preguntas sobre este asunto, puede contactar a Undine Texas, LLC en 713-554-1417 or 888-201-4314.</p>	<p>Spring Creek is no longer required to boil water prior to consumption.</p>
7/18/2024	10:00	Boil Water Notice Rescinded	<p>This is a message from Undine: On July 8, 2024 the Texas Commission on Environmental Quality required the public water systems, Bayridge PWSID 0360028; Greengate Acres PWSID 1010132; Highland Mobile Home Subdivision PWSID 1010285; Loch Ness Cove PWSID 1700148; Lost Lakes PWSID 0360108; Lakewood Colony PWSID 1700029; Meadowlake Estates PWSID 1010282; Oaks at Houston Point PWSID 0360126; Porter Terrace PWSID 1700161; Tall Cedars PWSID 1010219; Urban Acres PWSID 1010252; Woodhaven PWSID 1700481; to issue a Boil Water Notice to inform customers, individuals, or employees that due to conditions which occurred recently in the public water system, the water from this public water system was required to be boiled prior to use for drinking water or human consumption purposes. The public water system has taken the necessary corrective actions to restore the quality of the water distributed by this public water system used for drinking water or human consumption purposes and has provided TCEQ with laboratory test results that indicate that the water no longer requires boiling prior to use as of July 18, 2024. If you have questions concerning this matter, you may contact Undine Texas, LLC at 713-554-1417 or 888-201-4314.</p> <p>and now the message in Spanish:                      El 8 de julio de 2024, la Comisión de Calidad Ambiental de Texas requirió que el sistema público de agua Bayridge PWSID 0360028; Forest Manor PWSID 1010264; Greengate Acres PWSID 1010132; Heathergate Estates PWSID 1011302; Highland Mobile Home Subdivision PWSID 1010285; Loch Ness Cove PWSID 1700148; Lost Lakes PWSID 0360108; Lakewood Colony PWSID 1700029; Meadowlake Estates PWSID 1010282; Oaks at Houston Point PWSID 0360126; Porter Terrace PWSID 1700161; Reservoir Acres PWSID 1010193; Tall Cedars PWSID 1010219; Urban Acres PWSID 1010252; Woodhaven PWSID 1700481 emitiera un Aviso de Hervir Agua para informar a clientes, individuos o empleados que debido a condiciones que ocurrieron recientemente en el sistema público de agua, el agua de este sistema público de agua debía ser hervida antes de que se usara como agua potable o para otros fines de consumo humano. El sistema público de agua ha tomado las medidas correctivas necesarias para restaurar la calidad del agua distribuida por este sistema público de agua utilizada como agua potable o para otros fines de consumo humano y ha proporcionado a la TCEQ resultados de pruebas de laboratorio que indican que el agua ya no requiere hervir antes de usarse a partir del 18 de julio de 2024. Si usted tiene preguntas sobre este asunto, puede contactar a Undine Texas, LLC en 713-554-1417 or 888-201-4314.</p>	<p>Bayridge, Forest Manor, Greengate Acres, Heathergate Estates, Highland Mobile, Lost Lakes, Lochness, Lakewood Colony, Meadowlake Estates, Oaks at Houston Point, Porter Terrace, Reservoir Acres, Tall Cedars, Urban Acres &amp; Woodhaven are no longer required to boil water prior to consumption</p>

Date	Time	Type	Voice Message	Text Message
7/16/2024	12:13	Boil Water Notice Rescinded	<p>This is a message from Undine: On July 8, 2024 the Texas Commission on Environmental Quality required the public water systems, Bentwood Bend PWSID 1870154; Forest Springs PWSID 1870059; Riverboat Bend TX1460088; Taylor Lake Estates PWSID 1870064; Texas Water Supply PWSID 1870121; to issue a Boil Water Notice to inform customers, individuals, or employees that due to conditions which occurred recently in the public water system, the water from this public water system was required to be boiled prior to use for drinking water or human consumption purposes. The public water system has taken the necessary corrective actions to restore the quality of the water distributed by this public water system used for drinking water or human consumption purposes and has provided TCEQ with laboratory test results that indicate that the water no longer requires boiling prior to use as of July 18, 2024. If you have questions concerning this matter, you may contact Undine Texas, LLC at 713-554-1417 or 888-201-4314.</p> <p>and now the message in Spanish: El 8 de julio de 2024, la Comisión de Calidad Ambiental de Texas requirió que el sistema público de agua Bentwood Bend PWSID 1870154; Forest Springs PWSID 1870059; Riverboat Bend TX1460088; Taylor Lake Estates PWSID 1870064; Texas Water Supply PWSID 1870121; emitiera un Aviso de Hervir Agua para informar a clientes, individuos o empleados que debido a condiciones que ocurrieron recientemente en el sistema público de agua, el agua de este sistema público de agua debía ser hervida antes de que se usara como agua potable o para otros fines de consumo humano. El sistema público de agua ha tomado las medidas correctivas necesarias para restaurar la calidad del agua distribuida por este sistema público de agua utilizada como agua potable o para otros fines de consumo humano y ha proporcionado a la TCEQ resultados de pruebas de laboratorio que indican que el agua ya no requiere hervir antes de usarse a partir del 18 de julio de 2024. Si usted tiene preguntas sobre este asunto, puede contactar a Undine Texas, LLC en 713-554-1417 or 888-201-4314.</p>	Bentwood Bend, Forest Springs, Riverboat Bend, Taylor Lake Estates and Texas Water Supply no longer need to boil water prior to consumption.
7/18/2024	14:00	Boil Water Notice Rescinded	<p>This is a message from Undine: On July 8, 2024 the Texas Commission on Environmental Quality required the Castlewood TX1010111; Highland Ridge PWSID 1010157; Nitch &amp; Son Utility TX1010145; Shady Brook Acres PWSID 1700031; Spring Creek Valley PWSID 1010113; Spring Forest TX1700033 public water system, to issue a Boil Water Notice to inform customers, individuals, or employees that due to conditions which occurred recently in the public water system, the water from this public water system was required to be boiled prior to use for drinking water or human consumption purposes. The public water system has taken the necessary corrective actions to restore the quality of the water distributed by this public water system used for drinking water or human consumption purposes and has provided TCEQ with laboratory test results that indicate that the water no longer requires boiling prior to use as of July 16, 2024. If you have questions concerning this matter, you may contact Undine Texas, LLC at 979-314-4413 or 888-201-4314.</p> <p>and now the message in Spanish: El 8 de julio de 2024, la Comisión de Calidad Ambiental de Texas requirió que el sistema público de agua Castlewood TX1010111; Highland Ridge PWSID 1010157; Nitch &amp; Son Utility TX1010145; Shady Brook Acres PWSID 1700031; Spring Creek Valley PWSID 1010113; Spring Forest TX1700033 emitiera un Aviso de Hervir Agua para informar a clientes, individuos o empleados que debido a condiciones que ocurrieron recientemente en el sistema público de agua, el agua de este sistema público de agua debía ser hervida antes de que se usara como agua potable o para otros fines de consumo humano. El sistema público de agua ha tomado las medidas correctivas necesarias para restaurar la calidad del agua distribuida por este sistema público de agua utilizada como agua potable o para otros fines de consumo humano y ha proporcionado a la TCEQ resultados de pruebas de laboratorio que indican que el agua ya no requiere hervir antes de usarse a partir del 16 de julio de 2024. Si usted tiene preguntas sobre este asunto, puede contactar a Undine Texas, LLC en 979-314-4413 or 888-201-4314.</p>	The following water systems are no longer required to boil water after a power outage caused by Hurricane Beryl: Castlewood; Highland Ridge; Nitch & Son Utility; Shady Brook Acres; Spring Creek Valley; and Spring Forest.
7/19/2024	12:56	Boil Water Notice Rescinded	<p>This is a message from Undine: On July 8, 2024 the Texas Commission on Environmental Quality required the public water systems, Allendale PWSID 1700187; Joy Village PWSID 1700071; Lakespur PWSID 0200339; Peach Creek Oaks PWSID 1700051; River Club PWSID 1700185; Riverside Estates PWSID 0200058; to issue a Boil Water Notice to inform customers, individuals, or employees that due to conditions which occurred recently in the public water system, the water from this public water system was required to be boiled prior to use for drinking water or human consumption purposes. The public water system has taken the necessary corrective actions to restore the quality of the water distributed by this public water system used for drinking water or human consumption purposes and has provided TCEQ with laboratory test results that indicate that the water no longer requires boiling prior to use as of July 19, 2024. If you have questions concerning this matter, you may contact Undine Texas, LLC at 713-554-1417 or 888-201-4314.</p> <p>and now the message in Spanish: El 8 de julio de 2024, la Comisión de Calidad Ambiental de Texas requirió que el sistema público de agua Allendale PWSID 1700187; Joy Village PWSID 1700071; Lakespur PWSID 0200339; Peach Creek Oaks PWSID 1700051; River Club PWSID 1700185; Riverside Estates PWSID 0200058; emitiera un Aviso de Hervir Agua para informar a clientes, individuos o empleados que debido a condiciones que ocurrieron recientemente en el sistema público de agua, el agua de este sistema público de agua debía ser hervida antes de que se usara como agua potable o para otros fines de consumo humano. El sistema público de agua ha tomado las medidas correctivas necesarias para restaurar la calidad del agua distribuida por este sistema público de agua utilizada como agua potable o para otros fines de consumo humano y ha proporcionado a la TCEQ resultados de pruebas de laboratorio que indican que el agua ya no requiere hervir antes de usarse a partir del 19 de julio de 2024. Si usted tiene preguntas sobre este asunto, puede contactar a Undine Texas, LLC en 713-554-1417 or 888-201-4314.</p>	Allendale, Angle Acres, Joy Village, Lakespur, Peach Creek Oaks, River Club, Riverside Estates are no longer required to boil water prior to consumption.

Date	Time	Type	Voice Message	Text Message
7/23/2024	13:18	Boil Water Notice Rescinded	<p>This is a message from Undine: On July 8, 2024 the Texas Commission on Environmental Quality required the Country Meadows public water system, PWSID 0200273 to issue a Boil Water Notice to inform customers, individuals, or employees that due to conditions which occurred recently in the public water system, the water from this public water system was required to be boiled prior to use for drinking water or human consumption purposes. The public water system has taken the necessary corrective actions to restore the quality of the water distributed by this public water system used for drinking water or human consumption purposes and has provided TCEQ with laboratory test results that indicate that the water no longer requires boiling prior to use as of July 12, 2024. If you have questions concerning this matter, you may contact Undine Texas, LLC at 979 217 3166 or 888 201 4314.</p> <p>and now the message in Spanish:            El 8 julio de 2024 la Comisión de Calidad Ambiental de Texas requirió que el sistema público de agua Country Meadows PWSID 0200273 emitiera un Aviso de Hervir Agua para informar a clientes, individuos o empleados que debido a condiciones que ocurrieron recientemente en el sistema público de agua, el agua de este sistema público de agua debía ser hervida antes de que se usara como agua potable o para otros fines de consumo humano. El sistema público de agua ha tomado las medidas correctivas necesarias para restaurar la calidad del agua distribuida por este sistema público de agua utilizada como agua potable o para otros fines de consumo humano y ha proporcionado a la TCEQ resultados de pruebas de laboratorio que indican que el agua ya no requiere hervir antes de usarse a partir del 12 de julio de 2024. Si usted tiene preguntas sobre este asunto, puede contactar a Undine Texas, LLC en 979 217 3166 or 888 201 4314.</p>	Country Meadows is no longer required to boil water prior to consumption.

**PUC DOCKET NO. 56822**  
**UNDINE'S RESPONSE TO**  
**STAFF'S FIRST RFI**

**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:** Undine coordinated with TCEQ about the status of BWNs. Undine also gave updates to TCEQ Regions 10, 12, and 14 concerning the duration of service outages and efforts taken to restore service.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas

**PUC DOCKET NO. 56822**  
**UNDINE'S RESPONSE TO**  
**STAFF'S FIRST RFI**

**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 1-7(a) (Hurricane Preparedness Plan Houston Area) for Undine's emergency preparedness plan for the Houston area and CONFIDENTIAL Attachment Staff 1-7(b) (H2O Innovation Inc.'s (H2O Innovation) Hurricane Preparedness Plan) for H2O Innovation's (Undine's Operator) emergency preparedness plan.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas

**Attachment Staff 1-7(a) is  
CONFIDENTIAL  
(provided in a subsequent filing)**



**Attachment Staff 1-7(b) is  
CONFIDENTIAL  
(provided in a subsequent filing)**

**PUC DOCKET NO. 56822**  
**UNDINE'S RESPONSE TO**  
**STAFF'S FIRST RFI**

**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:** a. Undine was not granted a waiver under TWC § 13.1395(j).

b. Undine owns all its backup generators. During Hurricane Beryl, Undine sought and obtained approval from its Board of Directors to purchase five additional mobile generators, which cost over \$300,000 and allowed it to serve its customers more effectively.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas

**PUC DOCKET NO. 56822**  
**UNDINE'S RESPONSE TO**  
**STAFF'S FIRST RFI**

**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:** Undine intends to file the information identified under TWC § 13.1396(c) with the PUC in the coming weeks.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas

**PUC DOCKET NO. 56822**  
**UNDINE'S RESPONSE TO**  
**STAFF'S FIRST RFI**

**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. Undine performs drills before each Hurricane and Winter Storm Season.
  - b. Four days before Hurricane Beryl made landfall, Undine performed its last drill.
  - c. During the drill referenced in response to (b), operators and technicians performed site walk throughs to ensure that necessary precautions were taken in anticipation of Hurricane Beryl. In particular, all on-site generators were underloaded for four hours, all chemicals were topped off, and everything around the plants which could be blown away from the wind was secured. The operators and technicians began these tasks at 10:00 a.m. on or around July 1, 2024, and all tasks were completed by 3:00 p.m. the next day.
  - d. No governmental entities, community organizations, or other local groups were invited to participate in the drill.
  - e. No electric, water, sewer, or telecommunication utilities were invited to participate in the drill.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas

**PUC DOCKET NO. 56822**  
**UNDINE'S RESPONSE TO**  
**STAFF'S FIRST RFI**

**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:** Undine was not asked to participate in a hurricane or major storm drill conducted by or for an electric, water, sewer, or telecommunications utility in 2024.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas

**PUC DOCKET NO. 56822**  
**UNDINE'S RESPONSE TO**  
**STAFF'S FIRST RFI**

**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. Undine tracked storms before July 8, 2024, using National Weather Service and local news outlets, websites, television, and mobile apps.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas

**PUC DOCKET NO. 56822**  
**UNDINE'S RESPONSE TO**  
**STAFF'S FIRST RFI**

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

**RESPONSE:** Yes. Undine plans to utilize the same methods for tracking storms as identified in its response to Staff 1-12.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas

**PUC DOCKET NO. 56822**  
**UNDINE'S RESPONSE TO**  
**STAFF'S FIRST RFI**

**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:** Undine is unaware of any contact by Texas Department of Emergency Management before the May 2024 Derecho and Hurricane Beryl.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas



**PUC DOCKET NO. 56822**  
**UNDINE'S RESPONSE TO**  
**STAFF'S FIRST RFI**

**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:** Undine did not participate in any such coordination calls with electric, water, sewer, or telecommunication utilities in advance of Hurricane Beryl.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas

**PUC DOCKET NO. 56822**  
**UNDINE'S RESPONSE TO**  
**STAFF'S FIRST RFI**

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

**RESPONSE:** Undine was not provided access to a priority call list from the electric utilities in its service area.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas

**PUC DOCKET NO. 56822**  
**UNDINE'S RESPONSE TO**  
**STAFF'S FIRST RFI**

**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:** Undine was not contacted by its electric utilities concerning the potential of an extended power outage associated with Hurricane Beryl.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas

**PUC DOCKET NO. 56822**  
**UNDINE'S RESPONSE TO**  
**STAFF'S FIRST RFI**

**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. Undine was not invited to participate in daily calls with its electric utilities during the May 2024 Derecho or Hurricane Beryl.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas

**PUC DOCKET NO. 56822**  
**UNDINE'S RESPONSE TO**  
**STAFF'S FIRST RFI**

**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:** Undine placed mobile generators across its service areas in order to prevent disruptions to water and sewer services caused by the May 2024 Derecho and Hurricane Beryl. Additionally, as mentioned in the response to Staff 1-8, Undine purchased five additional mobile generators to serve its customers more effectively and to prevent service disruptions.

Prepared by: Howard Wilhite  
Sponsored by: Carey Thomas