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PROJECT NO. 56822

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

**CSWR-TEXAS UTILITY OPERATING COMPANY, LLC'S
RESPONSE TO COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION
TO TARGETED WATER OR SEWER UTILITIES**

CSWR-Texas Utility Operating Company, LLC ("CSWR-Texas") files this Response to Commission Staff's First Request for Information.

I. WRITTEN RESPONSES

Attached hereto and incorporated herein by reference is CSWR-Texas's written response to the request for information. The response is set forth on or attached to a separate page upon which the request has been restated. The response is also made without waiver of CSWR-Texas's right to contest the admissibility of any such matters upon hearing. CSWR-Texas stipulates that its response may be treated by all parties exactly as if it was filed under oath.

Respectfully submitted,



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**ATTORNEYS CSWR-TEXAS UTILITY
OPERATING COMPANY, LLC**

CERTIFICATE OF SERVICE

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

A handwritten signature in black ink that reads "Evan D. Johnson". The signature is written in a cursive style with a large, looped "E" and "J".

Evan D. Johnson

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STAFF RFI 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:

CSWR-Texas' CCN numbers are 13290 and 21120. The counties CSWR-Texas serves that were included in Acting Governor Dan Patrick's July 6, 2024, amended disaster declaration are found in attachment "DR 1-1 - Counties Served."

ATTACHMENT:

Attachment DR 1-1 – Counties Served

Sponsor: Aaron Silas, Director, Regulatory Operations, CSWR-Texas Utility Operating Company, LLC

Preparer: Aaron Silas, Director, Regulatory Operations, CSWR-Texas Utility Operating Company, LLC

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STAFF RFI 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:

Please see attachment "DR 1-1: Counties Served," For all public water system identification numbers and the approximate number of connections served by each water system.

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STAFF RFI 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:

Please see attachment "DR 1-3 - Affected Systems."

ATTACHMENT:

Attachment DR 1-3 – Affected Systems

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STAFF RFI 1-4

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

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

RESPONSE:

- a. Please see the Company's response to Staff RFI 1-3.
- b. Please see the Company's response to the above subpart a.
- c. CSWR-Texas did suffer interruptions, and their cause was due to an extended power outage.
- d. Please see attachment "DR 1-4 - Electric Utility Providers."
- e. CSWR-Texas issued required notices for boil water notifications to areas that were impacted by the loss of line power. Those notices advised customers to boil water until the boil water notice is rescinded, which typically lasted 3-4 days.
- f. CSWR-Texas made efforts by having on-site generators for when the storms hit the affected areas. The on-site generators are something that CSWR-Texas strives to have at every site as soon as possible once we have acquired the system. Once the storms hit, CSWR-Texas was able to return service to all affected systems, in some cases, the timeframe without water was less than one hour.

ATTACHMENT:

Attachment DR 1-4 – Electric Utility Providers

Sponsor: Aaron Silas, Director, Regulatory Operations, CSWR-Texas Utility Operating Company, LLC

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STAFF RFI 1-5

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

RESPONSE:

CSWR-Texas informed customers by publishing an information banner on the CSWR-Texas website and social media. Additionally, precautionary emails were sent directly to customers in the Fountainview and Tri-County service areas, advising customers to conserve water.

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STAFF RFI 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:

CSWR-Texas informed the Public Utilities Commission of Texas with daily status updates during the storm event as well as providing a list of impacted systems and their status.

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STAFF RFI 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:

Please see attachment "DR 1-7 – Emergency Preparedness Plan." CSWR-Texas activated Stage 1 through Stage 5 during the May 2024 Derecho and/or Hurricane Beryl storms.

ATTACHMENT:

Attachment DR 1-7 – Emergency Preparedness Plan

Sponsor: Aaron Silas, Director, Regulatory Operations, CSWR-Texas Utility Operating Company, LLC

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STAFF RFI 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. CSWR-Texas was not granted a waiver and filed all necessary documents.
- b. CSWR-Texas' emergency preparedness plan did include the use of portable generators, and such generators were owned by CSWR.

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STAFF RFI 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:

CSWR-Texas filed information with applicable electric utilities and retail electric providers on July 25, 2024. Previously, CSWR-Texas filed this information with applicable electric utilities and retail electric providers on November 1, 2021. CSWR-Texas has implemented a process to coordinate with electric companies annually.

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STAFF RFI 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:

Yes, CSWR-Texas does perform its own hurricane and major storm drills to ensure preparedness. Additionally, please see the subparts below.

- a. CSWR-Texas conducts hurricane and major storm drills once per year.
- b. CSWR-Texas' last hurricane and major storm drill was conducted in March 2024.
- c. CSWR-Texas utilized a Category 4 hurricane scenario during the last conducted drill conducted in March 2024.
- d. There we no government entities, community organizations, or other local group invited to participate in the drill.
- e. None.

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STAFF RFI 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:

CSWR-Texas was not asked to participate in a hurricane or major storm drill conducted by or for an electric, water, sewer or telecommunication utility in 2024.

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STAFF RFI 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, CSWR-Texas regularly tracks hurricanes and major storms. CSWR-Texas utilized a "Storm Team" that is consisted of representatives from Operations, Compliance, IT, Customer Service, Regulatory, Strategic Communications, and all field Regional Managers that regularly communicate about 3-day weather forecasts via email. If a weather event appears, the stages will be communicated within the team in real time. Storms are tracked 2-3 times per day during an event and the dashboard of our Remote Monitoring Technology is shared with the rest of the team. The team does a debrief after a storm event to evaluate any opportunities to improve and grow.

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STAFF RFI 1-13

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

RESPONSE:

CSWR-Texas currently does hurricane and major storm tracking on a regular basis and plans to continue this in the future.

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STAFF RFI 1-14

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

RESPONSE:

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

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STAFF RFI 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:

CSWR-Texas' designed storm team began daily meetings on July 5th which evolved into a twice daily meetings starting on July 7th. These meetings were coordinated to discuss all aspects of preparation, including communications and post storm restoration plans.

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STAFF RFI 1-16

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

RESPONSE:

CSWR-Texas was not provided access to a priority call list from the electric utilities in our service areas.

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STAFF RFI 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:

CSWR-Texas was never contacted by our electric utility concerning the potential of an extended power outage before Hurricane Beryl's landfall.

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STAFF RFI 1-18

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

RESPONSE:

CSWR-Texas was not invited to participate in daily calls with our electric utility during the May 2024 Derecho or Hurricane Beryl.

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STAFF RFI 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:

CSWR-Texas was never contacted by any power utilities of a potential extended power outage. When it became apparent there could be an extended outage, CSWR-Texas activated our Emergency Operations Center and followed the provisions of the Emergency Preparedness Plan and the Storm Response Protocol Manual.

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<u>System</u>	<u>County</u>	<u>PWSID #</u>	<u>Connection Count</u>	<u>Water/Sewer</u>
Aero Valley	Denton	TX0610243	29	Water
Amberwoods Subdivision	Harris	TX1011920	50	Water
Aransas Bay Utilities	Aransas	TX0040018	355	Water
Big Wood Springs	Wood	TX2500019	67	Water
Bridgewood WWTF	Bexar	TX0090603	900	Sewer
Coleto	Victoria	TX2350036	158	Water
Copano Cove	Aransas	TX0040003	450	Water
Copano Heights	Aransas	TX0040017	102	Water
Country Squire Subdivision	Orange	TX1810060	340	Water
C-Willow	Wilson	TX2470019	264	Water
Danieldale	Dallas	TX0570044	243	Water
Deerwood	Montgomery	TX1700798	75	Water
El Pinon	San Augustine	TX2030013	240	Water
Emerald Forest	Ellis	TX0700058	54	Water
Fountainview Subdivision	Harris	TX1010127	1150	Water
Goode City	Montgomery	TX1700744	47	Water
Hickory Hill	Wilson	TX2470018	107	Water
La Playa	San Augustine	TX2030015	240	Water
Lake Limestone Coves	Robertson	TX1980020	420	Water
Lincecum	Brazoria	TX0200159	22	Water
Longford Place Subdivision	Orange	TX1810015	341	Water
Longford Place Subdivision WWTF	Orange	TX0053562	99	Sewer
North Victoria	Victoria	TX2350049	65	Water
Oak Hills Estates	Harris	TX1013045	134	Water
Oak Hills Ranch	Guadalupe	TX0940085	184	Water
Pelican Isle	Navarro	TX1750036	136	Water
Quiet Village II	Hidalgo	TX1080221	210	Water
Red Oak	Ellis	TX0700056	98	Water
Settlers Crossing	Austin	TX0080058	34	Water
Settlers Crossing II	Austin	TX0080060	27	Water
Settlers Estate Section II	Austin	TX0080056	52	Water
Settlers Meadow	Austin	TX0080055	30	Water
Shady Oaks	Wilson	TX2470017	137	Water
Tall Pines	Harris	TX1010220	67	Water
Texas Landing	Polk	TX1870151	90	Water
The Woodlands Water System	Hays	TX1050139	60	Water
Timberlane Water System	Sabine	TX2020054	47	Water
Tri County Point Water System 4	Jackson/Calhoun	TX1200029	40	Water
Valley Vista	Uvalde	Not Assigned	7	Water
Ville D'Alsace	Medina	TX1630037	199	Water
Vista Verde	Montgomery	TX1700694	240	Water
Walnut Bend	Angelina	TX0030037	4	Water
Woodland Harbor	Camp	TX0320014	132	Water
Woodlands West	Burleson	TX0260043	8	Water

Beryl After-Action Survey Questions

This questionnaire will be used to collect information from all public water systems that reported a Boil Water Notice (BWN) due to Hurricane Beryl. Please answer all questions within **5 business days** of receiving this email, no later than **August 28, 2024**. If you have any questions, please contact us.

PWS name: El Pinon
PWS ID: 2030013
BWN Issued: 7/9/24
BWN Rescinded: 7/10/24

Please provide short explanation here or throughout the document pertaining to the questions about systems unique situation:

1. Did the water system issue a Boil Water Notice with WSD? **Yes** or No
2. Is this water system an affected utility? **Yes** or No
3. Did you issue a Boil Water Notice because of a power outage? **Yes** or No
4. If answer is No to question 3., choose all that apply:
 - a. Pressure fell below 20psi
 - b. Disinfection fell below required level
 - c. Wholesaler issued a BWN.
 - d. Other (provide an explanation)
5. Was the BWN issued for the whole system or a portion of the system? **Whole**
or Partial
 - a. If Partial, please explain
6. How many total hours was the water system without **grid** power? 8 (# of hours)
7. Did the water system experience one or more grid power outage? 1 (# of outages)
8. How many total hours were your customers without water? 8 (# of hours)
9. Did you provide water to your customers at a pressure of 35psi (Fort Bend and Harris County) or 20psi (all other counties)? **Yes** or No

10. What prevented you from providing water to your customers for 48 hours?
Give an explanation. **N/A**

- a. Examples: Provider unable to supply. No access. Distribution system damage. Loss of generator. Lack of fuel. Failure of generator. Failure of equipment connected to generator. Damage to treatment plant. Storage depleted. Evacuation Order. Waiver. Other.
- b. Can also indicate multiple reasons.

If a generator option(s) was chosen for your EPP, answer questions 11-15:

11. Did you have the generator as outlined in your EPP? **Yes** or No

12. If yes, to Q11, did you use it? **Yes** or No

13. Did you have sufficient fuel to operate your generator for 48 hours or more?
Yes or No

- a. What is the fuel type for your generator? (diesel, natural gas, etc.)

14. Did you have any difficulty obtaining additional fuel? **Yes** or No

15. Has the generator been maintained and exercised as required by rule TAC
RULE §290.46 (m) (8)? **Yes** or No

16. Did you provide immediate notification to the TCEQ as required by the Texas
Health and Safety Code Subsection 341.033(i)(6)? **Yes** or No

17. Is your Administrative Contact (AC) as listed in the Texas Drinking Water
Watch (DWW) <https://dww2.tceq.texas.gov/DWW/> correct? If no, please **yes**
provide their name and mailing address.

18. Do you need any Financial, Managerial, and Technical (FMT) Assistance to
update your EPP through the free FMT Program? **Yes** or **No**

Beryl After-Action Survey Questions

This questionnaire will be used to collect information from all public water systems that reported a Boil Water Notice (BWN) due to Hurricane Beryl. Please answer all questions within **5 business days** of receiving this email, no later than **August 28, 2024**. If you have any questions, please contact us.

PWS name: *La Playa*
PWS ID: *2030015*
BWN Issued: *7/9/24*
BWN Rescinded: *7/13/24*

Please provide short explanation here or throughout the document pertaining to the questions about systems unique situation:

1. Did the water system issue a Boil Water Notice with WSD? **Yes or No**
2. Is this water system an affected utility? **Yes or No**
3. Did you issue a Boil Water Notice because of a power outage? **Yes or No**
4. If answer is No to question 3., choose all that apply:
 - a. Pressure fell below 20psi
 - b. Disinfection fell below required level
 - c. Wholesaler issued a BWN.
 - d. Other (provide an explanation)
5. Was the BWN issued for the whole system or a portion of the system? **Whole**
or Partial
 - a. If Partial, please explain
6. How many total hours was the water system without **grid** power? 120 (# of hours)
7. Did the water system experience one or more grid power outage? 1 (# of outages)
8. How many total hours were your customers without water? 6 (# of hours)
9. Did you provide water to your customers at a pressure of 35psi (Fort Bend and Harris County) or 20psi (all other counties)? **Yes or No**

10. What prevented you from providing water to your customers for 48 hours?

Give an explanation. *n/a*

- a. Examples: Provider unable to supply. No access. Distribution system damage. Loss of generator. Lack of fuel. Failure of generator. Failure of equipment connected to generator. Damage to treatment plant. Storage depleted. Evacuation Order. Waiver. Other.
- b. Can also indicate multiple reasons.

If a generator option(s) was chosen for your EPP, answer questions 11-15:

11. Did you have the generator as outlined in your EPP? **Yes or No**

12. If yes, to Q11, did you use it? **Yes or No**

13. Did you have sufficient fuel to operate your generator for 48 hours or more?

Yes or No

a. What is the fuel type for your generator? (*diesel*, natural gas, etc.)

14. Did you have any difficulty obtaining additional fuel? **Yes or No**

15. Has the generator been maintained and exercised as required by rule TAC

RULE §290.46 (m) (8)? **Yes or No**

16. Did you provide immediate notification to the TCEQ as required by the Texas Health and Safety Code Subsection 341.033(i)(6)? **Yes or No**

17. Is your Administrative Contact (AC) as listed in the Texas Drinking Water Watch (DWW) <https://dww2.tceq.texas.gov/DWW/> correct? If no, please *yes* provide their name and mailing address.

18. Do you need any Financial, Managerial, and Technical (FMT) Assistance to update your EPP through the free FMT Program? **Yes or No**

Beryl After-Action Survey Questions

This questionnaire will be used to collect information from all public water systems that reported a Boil Water Notice (BWN) due to Hurricane Beryl. Please answer all questions within **5 business days** of receiving this email, no later than **August 28, 2024**. If you have any questions, please contact us.

PWS name: Lincecum Powers Addition
PWS ID: 0200159
BWN Issued: July 8, 2024
BWN Rescinded: July 11, 2024

Please provide short explanation here or throughout the document pertaining to the questions about systems unique situation:

1. Did the water system issue a Boil Water Notice with WSD? **Yes or No**
2. Is this water system an affected utility? **Yes or No**
3. Did you issue a Boil Water Notice because of a power outage? **Yes or No**
4. If answer is No to question 3., choose all that apply: N/A
 - a. Pressure fell below 20psi
 - b. Disinfection fell below required level
 - c. Wholesaler issued a BWN.
 - d. Other (provide an explanation)
5. Was the BWN issued for the whole system or a portion of the system? **Whole**
or Partial
 - a. If Partial, please explain
6. How many total hours was the water system without **grid** power? 360 (# of hours) from 7/8/22 → 7/22/24
7. Did the water system experience one or more grid power outage? 1 (# of outages)
8. How many total hours were your customers without water? 10 (# of hours)
9. Did you provide water to your customers at a pressure of 35psi (Fort Bend and Harris County) or 20psi (all other counties)? **Yes or No**

10. What prevented you from providing water to your customers for 48 hours?
Give an explanation.

- a. Examples: Provider unable to supply. No access. Distribution system damage. Loss of generator. Lack of fuel. Failure of generator. Failure of equipment connected to generator. Damage to treatment plant. Storage depleted. Evacuation Order. Waiver. Other.
- b. Can also indicate multiple reasons.

not applicable

If a generator option(s) was chosen for your EPP, answer questions 11-15:

11. Did you have the generator as outlined in your EPP? **Yes or No**

12. If yes, to Q11, did you use it? **Yes or No**

13. Did you have sufficient fuel to operate your generator for 48 hours or more?

Yes or No

- a. What is the fuel type for your generator? (*diesel* natural gas, etc.)

14. Did you have any difficulty obtaining additional fuel? **Yes or No**

15. Has the generator been maintained and exercised as required by rule TAC

RULE §290.46 (m) (8)? **Yes or No**

16. Did you provide immediate notification to the TCEQ as required by the Texas Health and Safety Code Subsection 341.033(i)(6)? **Yes or No**

17. Is your Administrative Contact (AC) as listed in the Texas Drinking Water Watch (DWW) <https://dww2.tceq.texas.gov/DWW/> correct? If no, please provide their name and mailing address. **yes**

18. Do you need any Financial, Managerial, and Technical (FMT) Assistance to update your EPP through the free FMT Program? **Yes or No**

Beryl After-Action Survey Questions

This questionnaire will be used to collect information from all public water systems that reported a Boil Water Notice (BWN) due to Hurricane Beryl. Please answer all questions within **5 business days** of receiving this email, no later than **August 28, 2024**. If you have any questions, please contact us.

PWS name: Oak Hills Estates
PWS ID: 1013045
BWN Issued: July 8, 2024 6:40 am
BWN Rescinded: July 11, 2024

Please provide short explanation here or throughout the document pertaining to the questions about systems unique situation:

1. Did the water system issue a Boil Water Notice with WSD? Yes or No
2. Is this water system an affected utility? Yes or No
3. Did you issue a Boil Water Notice because of a power outage? Yes or No
4. If answer is No to question 3., choose all that apply:
 - a. Pressure fell below 20psi
 - b. Disinfection fell below required level
 - c. Wholesaler issued a BWN.
 - d. Other (provide an explanation)
5. Was the BWN issued for the whole system or a portion of the system? Whole or Partial
 - a. If Partial, please explain
6. How many total hours was the water system without **grid** power? 192 (# of hours) 7/8/24 - 7/15/24
7. Did the water system experience one or more grid power outage? 2 (# of outages)
8. How many total hours were your customers without water? <1 (# of hours)
9. Did you provide water to your customers at a pressure of 35psi (Fort Bend and Harris County) or 20psi (all other counties)? Yes or No

10. What prevented you from providing water to your customers for 48 hours?
Give an explanation.

- a. Examples: Provider unable to supply. No access. Distribution system damage. Loss of generator. Lack of fuel. Failure of generator. Failure of equipment connected to generator. Damage to treatment plant. Storage depleted. Evacuation Order. Waiver. Other.
- b. Can also indicate multiple reasons.

not applicable → water interruption less than 1 hour in order to manually transfer permanent generator

If a generator option(s) was chosen for your EPP, answer questions 11-15:

- 11. Did you have the generator as outlined in your EPP? **Yes or No**
- 12. If yes, to Q11, did you use it? **Yes or No**
- 13. Did you have sufficient fuel to operate your generator for 48 hours or more?
Yes or No
 - a. What is the fuel type for your generator? **(diesel)** natural gas, etc.)
- 14. Did you have any difficulty obtaining additional fuel? **Yes or No**
- 15. Has the generator been maintained and exercised as required by rule TAC RULE §290.46 (m) (8)? **Yes or No**

16. Did you provide immediate notification to the TCEQ as required by the Texas Health and Safety Code Subsection 341.033(i)(6)? **Yes or No**

17. Is your Administrative Contact (AC) as listed in the Texas Drinking Water Watch (DWW) <https://dww2.tceq.texas.gov/DWW/> correct? If no, please provide their name and mailing address. **yes**

18. Do you need any Financial, Managerial, and Technical (FMT) Assistance to update your EPP through the free FMT Program? **Yes or No**

Beryl After-Action Survey Questions

This questionnaire will be used to collect information from all public water systems that reported a Boil Water Notice (BWN) due to Hurricane Beryl. Please answer all questions within **5 business days** of receiving this email, no later than **August 28, 2024**. If you have any questions, please contact us.

PWS name: Texas Landing Utilities - Deerwood
PWS ID: 1700798
BWN Issued: July 8, 2024
BWN Rescinded: July 11, 2024

Please provide short explanation here or throughout the document pertaining to the questions about systems unique situation:

1. Did the water system issue a Boil Water Notice with WSD? **Yes** or No
2. Is this water system an affected utility? **Yes** or No
3. Did you issue a Boil Water Notice because of a power outage? **Yes** or No
4. If answer is No to question 3., choose all that apply:
 - a. Pressure fell below 20psi
 - b. Disinfection fell below required level
 - c. Wholesaler issued a BWN.
 - d. Other (provide an explanation)
5. Was the BWN issued for the whole system or a portion of the system? **Whole** or Partial
 - a. If Partial, please explain
6. How many total hours was the water system without **grid** power? 192 (# of hours) 7/8/24 - 7/15/24
7. Did the water system experience one or more grid power outage? 1 (# of outages)
8. How many total hours were your customers without water? 8 (# of hours) trouble with on-site generator
9. Did you provide water to your customers at a pressure of 35psi (Fort Bend and Harris County) or 20psi (all other counties)? **Yes** or No

10. What prevented you from providing water to your customers for 48 hours?
Give an explanation.

- a. Examples: Provider unable to supply. No access. Distribution system damage. Loss of generator. Lack of fuel. Failure of generator. Failure of equipment connected to generator. Damage to treatment plant. Storage depleted. Evacuation Order. Waiver. Other.

b. Can also indicate multiple reasons.

not applicable - water was restored as generator issues were repaired.

If a generator option(s) was chosen for your EPP, answer questions 11-15:

11. Did you have the generator as outlined in your EPP? **Yes** or No

12. If yes, to Q11, did you use it? **Yes** or No

13. Did you have sufficient fuel to operate your generator for 48 hours or more?

Yes or No

a. What is the fuel type for your generator? (**diesel**, natural gas, etc.)

14. Did you have any difficulty obtaining additional fuel? **Yes** or No

15. Has the generator been maintained and exercised as required by rule TAC

RULE §290.46 (m) (8)? **Yes** or No

16. Did you provide immediate notification to the TCEQ as required by the Texas Health and Safety Code Subsection 341.033(i)(6)? **Yes** or No

17. Is your Administrative Contact (AC) as listed in the Texas Drinking Water Watch (DWW) <https://dww2.tceq.texas.gov/DWW/> correct? If no, please **yes** provide their name and mailing address.

18. Do you need any Financial, Managerial, and Technical (FMT) Assistance to update your EPP through the free FMT Program? **Yes** or **No**

Beryl After-Action Survey Questions

This questionnaire will be used to collect information from all public water systems that reported a Boil Water Notice (BWN) due to Hurricane Beryl. Please answer all questions within **5 business days** of receiving this email, no later than **August 28, 2024**. If you have any questions, please contact us.

PWS name: Texas Landing Texas Landing
PWS ID: 1870151
BWN Issued: 7/9/24
BWN Rescinded: 7/13/24

Please provide short explanation here or throughout the document pertaining to the questions about systems unique situation:

1. Did the water system issue a Boil Water Notice with WSD? **Yes or No**
2. Is this water system an affected utility? **Yes or No**
3. Did you issue a Boil Water Notice because of a power outage? **Yes or No**
4. If answer is No to question 3., choose all that apply:
 - a. Pressure fell below 20psi
 - b. Disinfection fell below required level
 - c. Wholesaler issued a BWN.
 - d. Other (provide an explanation)
5. Was the BWN issued for the whole system or a portion of the system? **Whole**
or Partial
 - a. If Partial, please explain
6. How many total hours was the water system without **grid** power? 120 (# of hours) 7/9/24 - 7/13/24
7. Did the water system experience one or more grid power outage? 1 (# of outages)
8. How many total hours were your customers without water? 6 (# of hours)
9. Did you provide water to your customers at a pressure of 35psi (Fort Bend and Harris County) or 20psi (all other counties)? **Yes or No**

10. What prevented you from providing water to your customers for 48 hours?

Give an explanation. **N/A**

- a. Examples: Provider unable to supply. No access. Distribution system damage. Loss of generator. Lack of fuel. Failure of generator. Failure of equipment connected to generator. Damage to treatment plant. Storage depleted. Evacuation Order. Waiver. Other.
- b. Can also indicate multiple reasons.

If a generator option(s) was chosen for your EPP, answer questions 11-15:

11. Did you have the generator as outlined in your EPP? **Yes or No**

12. If yes, to Q11, did you use it? **Yes or No**

13. Did you have sufficient fuel to operate your generator for 48 hours or more?

Yes or No

- a. What is the fuel type for your generator? (diesel, natural gas, etc.)

14. Did you have any difficulty obtaining additional fuel? **Yes or No**

15. Has the generator been maintained and exercised as required by rule TAC

RULE §290.46 (m) (8)? **Yes or No**

16. Did you provide immediate notification to the TCEQ as required by the Texas Health and Safety Code Subsection 341.033(i)(6)? **Yes or No**

17. Is your Administrative Contact (AC) as listed in the Texas Drinking Water Watch (DWW) <https://dww2.tceq.texas.gov/DWW/> correct? If no, please provide their name and mailing address. *yes*

18. Do you need any Financial, Managerial, and Technical (FMT) Assistance to update your EPP through the free FMT Program? **Yes or No**

Berly After-Action Survey Questions

This questionnaire will be used to collect information from all public water systems that reported a Boil Water Notice (BWN) due to Hurricane Beryl. Please answer all questions within **5 business days** of receiving this email, no later than **August 28, 2024**. If you have any questions, please contact us.

PWS name: Tri County Point Water System 4
PWS ID: TX1200029
BWN Issued: 07/08/24
BWN Rescinded:07/11/24

Please provide short explanation here or throughout the document pertaining to the questions about systems unique situation:

1. Did the water system issue a Boil Water Notice with WSD? **Yes or No**

Yes

2. Is this water system an affected utility? **Yes or No**

Yes

3. Did you issue a Boil Water Notice because of a power outage? **Yes or No**

Yes,

has Generac diesel generator, the wind impacted the seal which affected the automatic transfer switch. waited on portable generator because of faulty seal of ATS. It was there in less than 24 hours

Extra gen came from neighboring subcontractors and was in use for duration of power outage

Electronic board is on order as we speak but still has not arrived just yet

4. If answer is No to question 3., choose all that apply:

- a. Pressure fell below 20psi
- b. Disinfection fell below required level
- c. Wholesaler issued a BWN.
- d. Other (provide an explanation)

5. Was the BWN issued for the whole system or a portion of the system? Whole or Partial **WHOLE**

Whole System

- a. If Partial, please explain
6. How many total hours was the water system without **grid** power? 48
(# of hours)
7. Did the water system experience one or more grid power outage? _____ (# of outages)

1 long outage

8. How many total hours were your customers without water? 9 (# of hours)
9. Did you provide water to your customers at a pressure of 35psi (Fort Bend and Harris County) or 20psi (all other counties)? **Yes or No**

No because of power loss until portable generator came.

10. What prevented you from providing water to your customers for 48 hours?
Give an explanation. **Water was restored in only 16 hours after power loss**

Please provide if applicable

- a. Examples: Provider unable to supply. No access. Distribution system damage. Loss of generator. Lack of fuel. Failure of generator. Failure of equipment connected to generator. Damage to treatment plant. Storage depleted. Evacuation Order. Waiver. Other.
- b. Can also indicate multiple reasons.

If a generator option(s) was chosen for your EPP, answer questions 11-15:

11. Did you have the generator as outlined in your EPP? **Yes or No**

Yes, but issues with the electronics caused to not be used, portable was used instead

12. If yes, to Q11, did you use it? **Yes or No**

No

13. Did you have sufficient fuel to operate your generator for 48 hours or more?
Yes or No

Yes, Diesel fuel. The generators were filled beforehand.

a. What is the fuel type for your generator? (diesel, natural gas, etc.)

14. Did you have any difficulty obtaining additional fuel? **Yes or No**

No

15. Has the generator been maintained and exercised as required by rule TAC
RULE §290.46 (m) (8)? **Yes or No**

Yes weekly cycling and a monthly work order to check fuel condition, belt maintenance. And annual maintenance for load testing

16. Did you provide immediate notification to the TCEQ as required by the Texas
Health and Safety Code Subsection 341.033(i)(6)? **Yes or No**

Yes

17. Is your Administrative Contact (AC) as listed in the Texas Drinking Water
Watch (DWW) <https://dww2.tceq.texas.gov/DWW/> correct? If no, please
provide their name and mailing address.

Contact information for all fields is current

18. Do you need any Financial, Managerial, and Technical (FMT) Assistance to update your EPP through the free FMT Program? **Yes or No**

No. EPP has been updated

Beryl After-Action Survey Questions

This questionnaire will be used to collect information from all public water systems that reported a Boil Water Notice (BWN) due to Hurricane Beryl. Please answer all questions within **5 business days** of receiving this email, no later than **August 28, 2024**. If you have any questions, please contact us.

PWS name: Vista Verde
PWS ID: 1700694
BWN Issued: July 8, 2024
BWN Rescinded: July 11, 2024

Please provide short explanation here or throughout the document pertaining to the questions about systems unique situation:

1. Did the water system issue a Boil Water Notice with WSD? **Yes** or No
2. Is this water system an affected utility? **Yes** or No
3. Did you issue a Boil Water Notice because of a power outage? **Yes** or No
4. If answer is No to question 3., choose all that apply: N/A
 - a. Pressure fell below 20psi
 - b. Disinfection fell below required level
 - c. Wholesaler issued a BWN.
 - d. Other (provide an explanation)
5. Was the BWN issued for the whole system or a portion of the system? **Whole** or Partial
 - a. If Partial, please explain
6. How many total hours was the water system without **grid** power? 120 (# of hours) 7/9/24 → 7/13/24
7. Did the water system experience one or more grid power outage? 1 (# of outages)
8. How many total hours were your customers without water? 6 (# of hours)
9. Did you provide water to your customers at a pressure of 35psi (Fort Bend and Harris County) or 20psi (all other counties)? **Yes** or No

10. What prevented you from providing water to your customers for 48 hours?
Give an explanation.

- a. Examples: Provider unable to supply. No access. Distribution system damage. Loss of generator. Lack of fuel. Failure of generator. Failure of equipment connected to generator. Damage to treatment plant. Storage depleted. Evacuation Order. Waiver. Other.
- b. Can also indicate multiple reasons.

not applicable water only briefly interrupted to connect generator.

If a generator option(s) was chosen for your EPP, answer questions 11-15:

11. Did you have the generator as outlined in your EPP? **Yes or No**

12. If yes, to Q11, did you use it? **Yes or No**

13. Did you have sufficient fuel to operate your generator for 48 hours or more?

Yes or No

- a. What is the fuel type for your generator? (diesel, natural gas, etc.)

14. Did you have any difficulty obtaining additional fuel? **Yes or No**

15. Has the generator been maintained and exercised as required by rule TAC

RULE §290.46 (m) (8)? **Yes or No**

16. Did you provide immediate notification to the TCEQ as required by the Texas Health and Safety Code Subsection 341.033(i)(6)? **Yes or No**

17. Is your Administrative Contact (AC) as listed in the Texas Drinking Water Watch (DWW) <https://dww2.tceq.texas.gov/DWW/> correct? If no, please provide their name and mailing address. *yes*

18. Do you need any Financial, Managerial, and Technical (FMT) Assistance to update your EPP through the free FMT Program? **Yes or No**

Beryl After-Action Survey Questions

This questionnaire will be used to collect information from all public water systems that reported a Boil Water Notice (BWN) due to Hurricane Beryl. Please answer all questions within **5 business days** of receiving this email, no later than **August 28, 2024**. If you have any questions, please contact us.

PWS name: Fountainview Subdivision
PWS ID: 1010127
BWN Issued: July 8, 2024
BWN Rescinded: July 12, 2024 4:57 pm

Please provide short explanation here or throughout the document pertaining to the questions about systems unique situation:

1. Did the water system issue a Boil Water Notice with WSD? **Yes** or No
2. Is this water system an affected utility? **Yes** or No
3. Did you issue a Boil Water Notice because of a power outage? **Yes** or No
4. If answer is No to question 3., choose all that apply: *n/a*
 - a. Pressure fell below 20psi
 - b. Disinfection fell below required level
 - c. Wholesaler issued a BWN.
 - d. Other (provide an explanation)
5. Was the BWN issued for the whole system or a portion of the system? **Whole** or Partial
 - a. If Partial, please explain
6. How many total hours was the water system without **grid** power? 192 (# of hours) *from 7/8/24 to 7/16/24*
7. Did the water system experience one or more grid power outage? 1 (# of outages)
8. How many total hours were your customers without water? 4 (# of hours)
9. Did you provide water to your customers at a pressure of 35psi (Fort Bend and Harris County) or 20psi (all other counties)? **Yes** or No

10. What prevented you from providing water to your customers for 48 hours?
Give an explanation.

- a. Examples: Provider unable to supply. No access. Distribution system damage. Loss of generator. Lack of fuel. Failure of generator. Failure of equipment connected to generator. Damage to treatment plant. Storage depleted. Evacuation Order. Waiver. Other.
- b. Can also indicate multiple reasons.

n/a customers were not without water for more ~~less~~ than 48hrs.

If a generator option(s) was chosen for your EPP, answer questions 11-15:

11. Did you have the generator as outlined in your EPP? **Yes or No**

12. If yes, to Q11, did you use it? **Yes or No**

13. Did you have sufficient fuel to operate your generator for 48 hours or more?
Yes or No

- a. What is the fuel type for your generator? (diesel natural gas, etc.)

14. Did you have any difficulty obtaining additional fuel? **Yes or No**

15. Has the generator been maintained and exercised as required by rule TAC
RULE §290.46 (m) (8)? **Yes or No**

16. Did you provide immediate notification to the TCEQ as required by the Texas
Health and Safety Code Subsection 341.033(i)(6)? **Yes or No**

17. Is your Administrative Contact (AC) as listed in the Texas Drinking Water
Watch (DWW) <https://dww2.tceq.texas.gov/DWW/> correct? If no, please **yes**
provide their name and mailing address.

18. Do you need any Financial, Managerial, and Technical (FMT) Assistance to
update your EPP through the free FMT Program? **Yes or No**

Electric Utility Providers

Ambit Energy
Bandera Electric Coop
Bluebonnet Electric
CenterPoint Energy
CoServ Electric
CPS Energy
Deep East Texas Electric Cooperative
Engie Energy
Entergy Texas
Floresville Electric Light & Power Systems
Guadalupe Valley Electric Coop
Hilco Electric Coop
Jackson Electric Coop
Magic Valley Electric Coop
Medina Electric Coop
Navarro County Electric Cooperative
Navasota Valley Electric Coop
Oncor Electric
Pedernales Electric Coop
Sam Houston Electric Coop
SWEPCO
Texas New Mexico Power Co
TXU Energy
Victoria Electric Coop
Wood County Electric Coop



Central States Water Resources

Storm Response Playbook

Last Updated: 05/06/24

Overview

In times of crisis, clear and strategic communication is essential for water and wastewater utility companies to effectively respond to storms and ensure the safety and well-being of the communities they serve. This **Storm Response Playbook** doubles as a comprehensive Communications Plan, providing internal departments and field personnel with a structured framework for timely and transparent action steps before, during, and after severe weather events.

By delineating communication channels, key messaging strategies, and stakeholder engagement protocols, this Playbook empowers CSWR to proactively disseminate critical information, coordinate response efforts, and foster stakeholder trust and confidence in the face of adversity. From alerting customers about service disruptions to updating customers on restoration progress, this Playbook ensures that communication remains a cornerstone of resilient storm response operations.

Communications Plan: Weather Events

TYPES OF EVENTS

Advance Warning Events

- Tropical Storm (Begins Pre-Stage)
- Hurricane (Begins Pre-Stage)
- Winter storm (Begins Pre-Stage)
- Severe Thunder/Hail/Tornado (Begins Pre-Stage)

Immediate/Sudden

- Fire (Begins Stage 3)
- Flood (Begins Stage 1-3)
- Earthquake (Begins Stage 3)

STAGES OF EVENTS

Stage 0: Pre-Event

Prompt

- Determined by Storm Czar, CXE, Ops (Michele, Chelsie and/or Aaron, Todd)

Timeframe

- Minimum 24 hours before event / Maximum 1 week before event

Actions

- **Storm Czar** provides 3-5 day Weather Summary via email to RMs, CXE
- **Storm Czar** identifies UOCs that may potentially be impacted
- **Storm Czar** determines if Generic Weather Banner should be posted
 - **Comms** decides if Social posts to accompany Generic Weather Banner
- **Ops**: provides any necessary local feedback at this time

Stage 1: Emergency Activation

Prompt

- Determined by Storm Czar, CXE, Ops (Michele, Chelsie and/or Aaron, Todd)

Timeframe

- With advance warning events, this stage can begin as early as 1 week before event/landfall, up to 24 hours immediately before event/landfall

Actions

- **Storm Czar:** opens Storm Teams Chat and updates Stage
- **Storm Czar:** attaches **Storm Response Playbook** and **Storm Response Tracker** via Teams
- **Storm Czar:** establishes Storm Room if needed
 - Dry Erase board, High Tide Dashboard, Weather Channel
- **Storm Czar:** confirms the UOCs that will be, or are being, impacted
- **Storm Czar:** provides updated Weather Summary 2x daily
- **CXE:** Updates Call Center with necessary scripts
- **CXE:** Ensures Call Center has all updated field personnel contact info
- **CXE, Ops:** Determine whether to suspend non-essential Work Orders, emergency focus only
- **Ops:** Communicates with O&M partners calling for storm hardening and reminding them of emergency procedures
- **Ops:** Gets with O&M to:
 - bring in palettes of bottled water/water hauling – as determined by RM
 - RM to determine delivery location
 - test run generators, non-perishable foods
 - top fuel
 - establish “Plan B” if O&M staff is compromised
- **Comms:** publishes (or updates) weather banner on UOC website/s and publishes social media posts for affected customers-systems
- **Comms:** reviews list of PSC Contacts with Team to ensure up to date

Stage 2: Before Event/Landfall

Prompt

- Determined by Storm Czar, CXE, Ops (Michele, Chelsie and/or Aaron, Todd)

Timeframe

- The 24-hour period before event/landfall. Preparation activities are complete

Actions

- **Storm Czar:** conducts Storm Event Meeting 2x daily (subject to intensity/scale of event)
- **Storm Czar:** identifies Stage
- **Storm Czar:** sends out weather updates per 2x daily cadence via TEAMS
- **Ops/Czar:** Issue list of systems impacted and their status (via High Tide and Field)
 - Type of info to be included: Power outage, no water, etc
- **CXE:** reinforces Call Center procedures (event dependent) by email, including any IVR instructions

- **Ops/Comms:** establishes contact with CSWR Emergency Ops Centers/local government emergency agencies as needed
- **Comms:** confirms list of PSC Contacts with RMs to ensure up to date
- **Comms:** emails Regulatory staff of systems status and planned responses
- **Comms:** updates UOC Weather banner/s (time stamp)
- **Comms:** communicates with customers as follows:
 - social posts (FB, Next Door, X)
 - text messaging and/or email (or both) to designated service area communities
- **Comms:** establishes relationships with local media for PSAs (local tv stations), if possible
- **Comms:** checks with Team to determine if Investor Report is needed

Stage 3: Event/Landfall

Prompt

- Determined by Storm Czar, CXE, Ops (Michele, Chelsie and/or Aaron, Todd)

Timeframe

- The 24-hour period during and after landfall

Actions

- **Storm Czar:** conducts Storm Event Meeting as needed 2x daily
- **Storm Czar:** identifies Stage
- **Ops/Czar:** Update list of systems impacted and their status (via High Tide and Field)
 - Type of info to be included: Power outage, no water, etc
- **CXE:** ensures Call Center has latest system outage info for Work Orders, Service Portal
- **CXE:** provides updates for IVR, Call Center scripts
- **Comms:** updates Regulatory staff of impact (keeps running systems status list for Reg staff)
- **Comms:** updates (time stamp) UOC Weather banner/s (time stamp)
- **Comms:** updates customers as follows:
 - social posts (FB, Next Door, X)
 - text messaging and/or email (or both) to designated service area communities
- **Comms:** provides PSAs and updates to local media as/if possible
- **Comms:** checks in again with Team to determine if Investor Report is needed
- **Sr Mgmt:** determines if Traveling Response Team is needed (lodging, car)

Stage 4: Active Recovery

Prompt

- Determined by Storm Czar, CXE, Ops (Michele, Chelsie and/or Aaron, Todd)

Timeframe

- Typically days/weeks (recovery efforts to fully restore service are underway)

Actions

- **Storm Czar:** conducts Storm Event Meeting as needed 2x daily

- **Storm Czar:** identifies Stage
- **Ops:** provides system outage updates via Teams, throughout the day
- **CXE:** ensures Call Center has latest system outage updates for Work Orders, Service Portal
- **CXE:** provides updates for IVR, Call Center scripts

- **Comms:** updates Regulatory staff with continued systems status list
- **Comms:** updates (time stamp) UOC Weather banner/s (time stamp)
- **Comms:** updates customers as follows:
 - social posts (FB, Next Door, X)
 - text messaging and/or email (or both) to designated service area communities
 - Water Conservation messaging
- **OPS & Compliance:** Compliance Inspector researches lab availability for testing, and identifies fueling stations open for all impacted areas
- **CXE & Billing** add billing code if needed

Stage 5: Complete Recovery

Prompt

- Determined by Storm Czar, CXE, Ops (Michele, Chelsie and/or Aaron, Todd)

Timeframe

- After Recovery (normal operations resume)

Actions

- **Storm Czar:** conducts Storm Event Meeting (determine if 1x or 2x daily)
- **Storm Czar:** identifies Stage
- **O&M:** takes inventory of affected water/wastewater systems, and manages debris pick-up
- **CXE/Billing:** looks at immediate relief (late fees, etc.) for impacted customers and communicates via email and text
- **Comms:** issues final report for Regulatory Staff including running list of systems impacted
- **Comms:** If decided, issues a brief summary report to CSWR internal employees

Stage 6: Debrief

Prompt

- Determined by Storm Czar, CXE, Ops (Michele, Chelsie and/or Aaron, Todd)

Timeframe

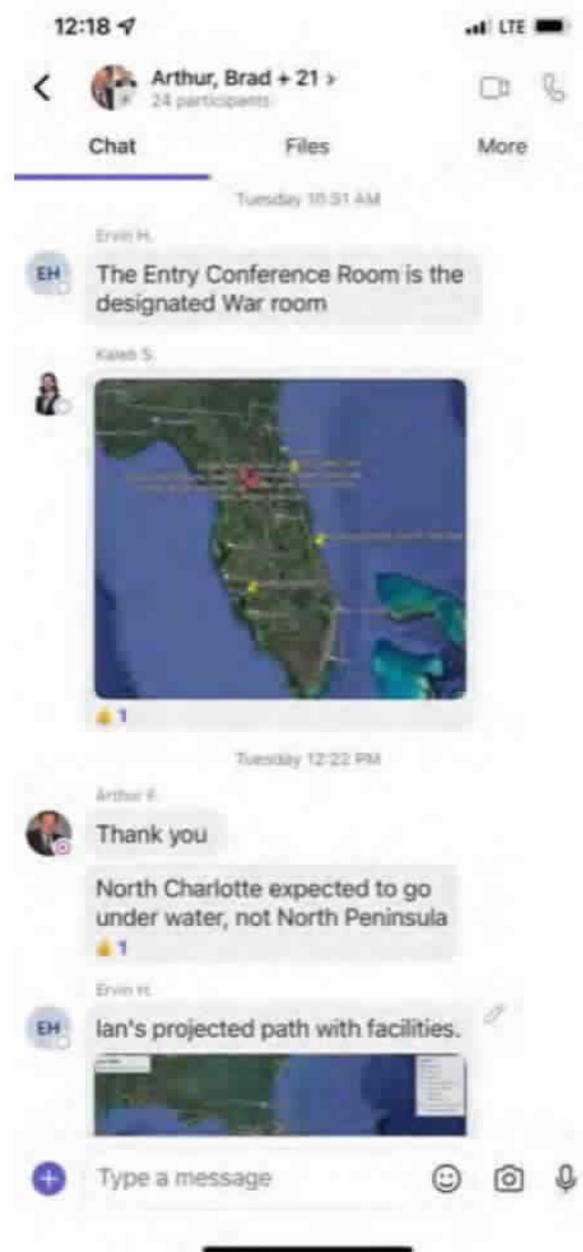
- **Storm Czar** determines follow up de-brief meeting for Team (1 week/1 month post-event)

Actions

- **Storm Czar:** calls for a review of emergency event response is reviewed
- **Comms:** Takes notes on fails/wins, agreed upon changes and modifications to be shared with stakeholders

EXAMPLES OF COMMUNICATIONS

Weather Summary / Stage Identification via Storm Teams Chat:



EXAMPLES OF COMMUNICATIONS

Banners place on potentially impacted UOC webs:

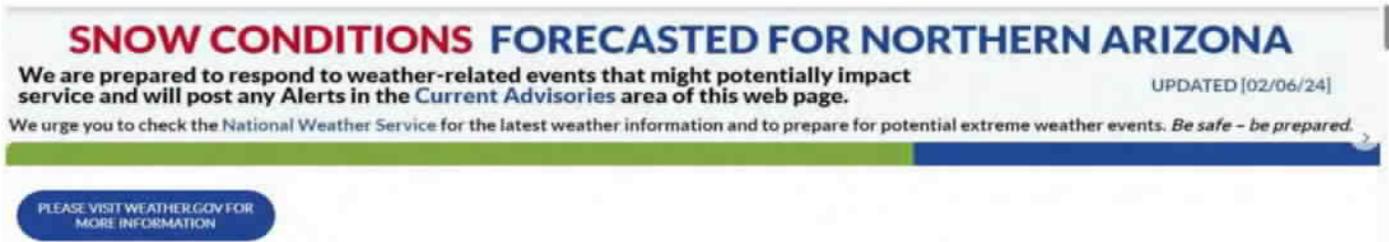


SEVERE WEATHER CONDITIONS ARE FORECASTED FOR YOUR AREA
We are prepared to respond to weather-related events that might potentially impact service and will post any Alerts in the [Current Advisories](#) area of this web page. [UPDATED Thursday, August 31, 2023 11am]
We urge you to check the [National Weather Service](#) for the latest weather information and to prepare for potential extreme weather events. *Be safe - be prepared.*



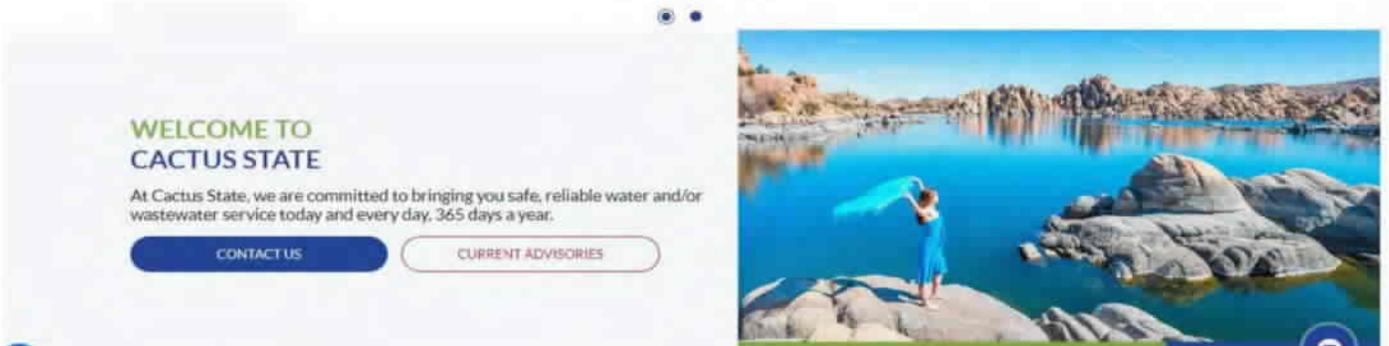
SEVERE WEATHER CONDITIONS [UPDATED Thursday, January 11, 2024]
POSSIBLE FREEZING. We urge everyone to prepare for possible freezing pipes. For Freeze Prep/Info, [see our blog](#). Please check for Alerts in the [Current Advisories](#) area below.
We urge you to check the [National Weather Service](#) for the latest weather information and to prepare for potential extreme weather events. *Button below.*

PLEASE VISIT WEATHER.GOV FOR MORE INFORMATION



SNOW CONDITIONS FORECASTED FOR NORTHERN ARIZONA
We are prepared to respond to weather-related events that might potentially impact service and will post any Alerts in the [Current Advisories](#) area of this web page. UPDATED [02/06/24]
We urge you to check the [National Weather Service](#) for the latest weather information and to prepare for potential extreme weather events. *Be safe - be prepared.*

PLEASE VISIT WEATHER.GOV FOR MORE INFORMATION



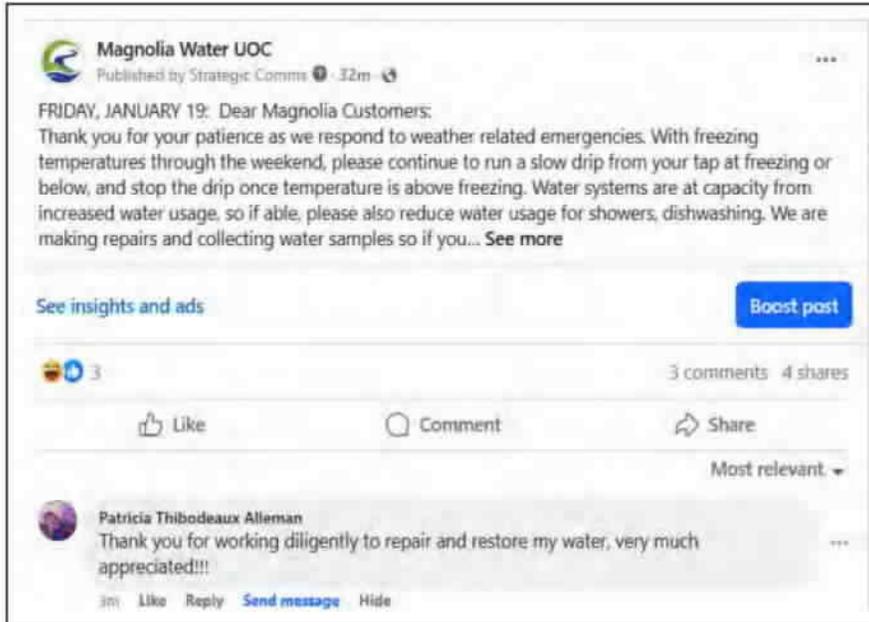
WELCOME TO CACTUS STATE
At Cactus State, we are committed to bringing you safe, reliable water and/or wastewater service today and every day, 365 days a year.

[CONTACT US](#) [CURRENT ADVISORIES](#)



EXAMPLES OF COMMUNICATIONS

Social Posts published on impacted UOC webs:



Magnolia Water UOC
Published by Strategic Comms · 32m · 🌐

FRIDAY, JANUARY 19: Dear Magnolia Customers:
Thank you for your patience as we respond to weather related emergencies. With freezing temperatures through the weekend, please continue to run a slow drip from your tap at freezing or below, and stop the drip once temperature is above freezing. Water systems are at capacity from increased water usage, so if able, please also reduce water usage for showers, dishwashing. We are making repairs and collecting water samples so if you... [See more](#)

See insights and ads [Boost post](#)

👍❤️ 3 3 comments 4 shares

Like Comment Share

Most relevant ▾

Patricia Thibodeaux Alleman
Thank you for working diligently to repair and restore my water, very much appreciated!!!

3m Like Reply [Send message](#) Hide



CSWR-Florida UOC
112 Tweets [Follow](#)

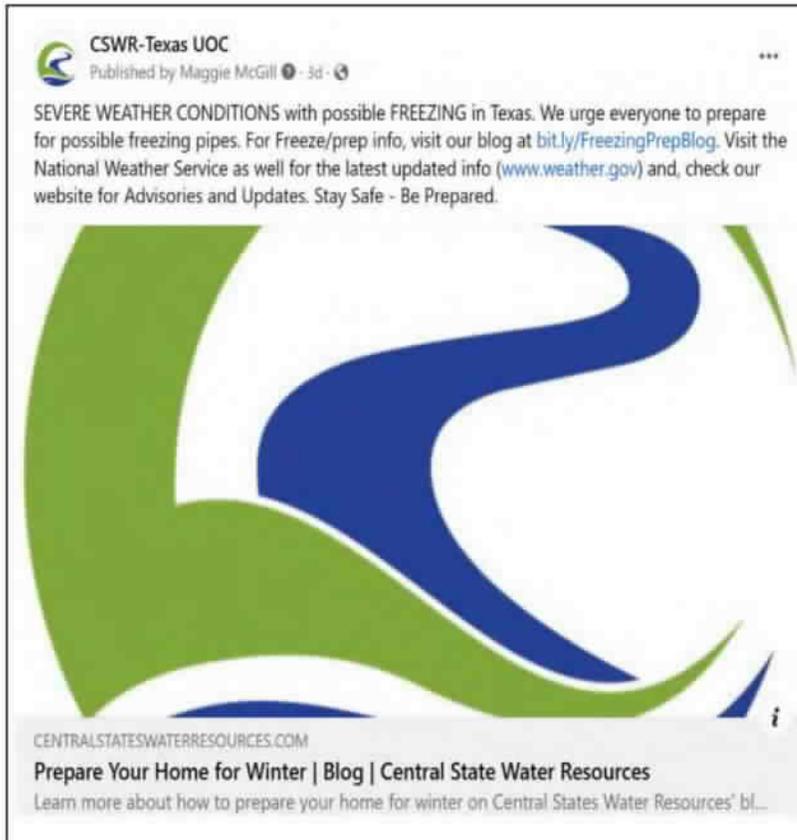
CSWR-Florida UOC @CSWRFloridaUOC · Oct 1
Please check back for any Boil Water or Service Advisories that may be issued for your area. We will be updating regularly throughout the day. To report emergencies, you can call Customer Support at 1-855-476-1942 or email us at support@cswrfloridauc.com.
Be safe – Stay safe.

[Show this thread](#)

CSWR-Florida UOC @CSWRFloridaUOC · Oct 1
As an additional precaution, we ask that you also limit toilet flushing, within reason. This will help prevent and/or minimize the potential for sewage backups and/or overflow events.

[Show this thread](#)

CSWR-Florida UOC @CSWRFloridaUOC · Oct 1
Oct. 1st: Hurricane Ian Community Update 4pm CST: Water Conservation
Please limit your water for emergency uses only. Please avoid using water for laundry, dishwashing, and other non-essential activities.
[Read more details in the thread](#)



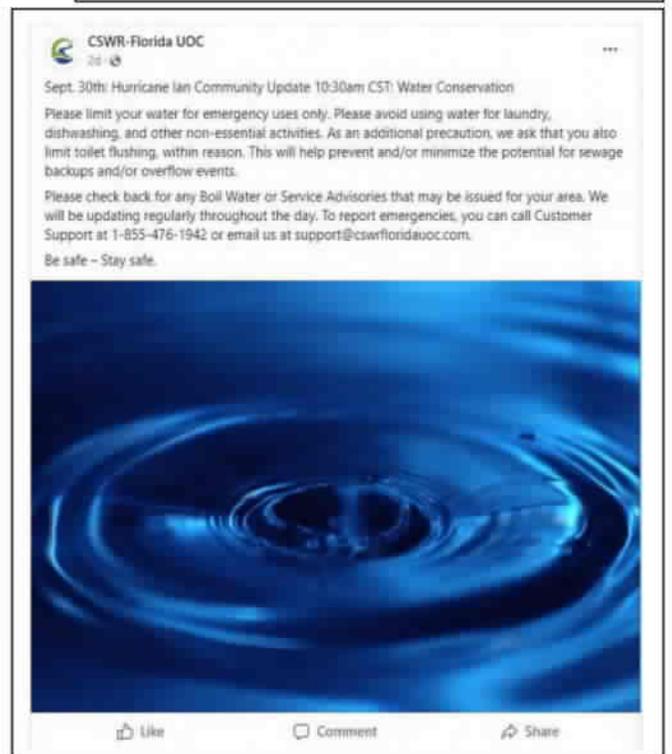
CSWR-Texas UOC
Published by Maggie McGill · 3d · 🌐

SEVERE WEATHER CONDITIONS with possible FREEZING in Texas. We urge everyone to prepare for possible freezing pipes. For Freeze/prep info, visit our blog at bit.ly/FreezingPrepBlog. Visit the National Weather Service as well for the latest updated info (www.weather.gov) and, check our website for Advisories and Updates. Stay Safe - Be Prepared.



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Prepare Your Home for Winter | Blog | Central State Water Resources
Learn more about how to prepare your home for winter on Central States Water Resources' bl...



CSWR-Florida UOC
2d · 🌐

Sept. 30th: Hurricane Ian Community Update 10:30am CST: Water Conservation
Please limit your water for emergency uses only. Please avoid using water for laundry, dishwashing, and other non-essential activities. As an additional precaution, we ask that you also limit toilet flushing, within reason. This will help prevent and/or minimize the potential for sewage backups and/or overflow events.
Please check back for any Boil Water or Service Advisories that may be issued for your area. We will be updating regularly throughout the day. To report emergencies, you can call Customer Support at 1-855-476-1942 or email us at support@cswrfloridauc.com.
Be safe – Stay safe.



Like Comment Share

EXAMPLES OF COMMUNICATIONS

Community Updates and Eblasts/Text Messaging:

Community Update – Power Outage

Munilink Eblast

04/10/24

Dear Resolve Resident:

The aftermath of today's storm event has left some wastewater pump stations without power. To help prevent backups as a result of the power outage, we ask that you please conserve water usage at this time, reducing usage of non-essential activities (non-essential includes running washing machine, dishwasher, leaving faucet running).

This is temporary only, and we will keep you updated.

Thank you for your patience.

Magnolia Water



January 19, 2024

Dear Magnolia Customers / Letriomphe Residents:

We are asking our Letriomphe customers to please reduce your water usage, temporarily, as we head into another freezing weekend. When temperatures are above freezing (typically during the day), we ask that you stop dripping/running your tap water.

You may resume dripping/running your tap, furthest from the main if you know which one that is, when temperatures go back up to freezing (typically after sundown).

We encourage you to also check your household plumbing and pipes for potential leaks during this time and especially as the temperatures warm up. Unaddressed leaks contribute to keeping the system at a slow increase of water pressure. Cdn Water is asking everyone to try to conserve as much water as possible until they reach their normal water capacity.

Please be assured that we are working hard to respond to customer inquiries and have prioritized emergency calls from customers at this time.

Sincerely,
Magnolia Water Utility Operating Company

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CSWR-South Carolina Community Update: IDALIA Wednesday, August 30, 2023 3:10pm (Munilink Eblast)

Subject: Community Update - Hurricane Idalia

Message: Dear CSWR-South Carolina Customer:

We are prepared for Hurricane Idalia's landfall, and while it has reduced in intensity and will likely re-categorize as a "1", there are still precautions to be taken. We will be working diligently to minimize any service disruptions due to power outages and other storm related events - however, if you need to report an emergency, please call our Customer Support Team at 1-866-747-0493.

We encourage customers to check the National Weather Service at <https://www.weather.gov> for the latest weather updates. We will email any Service Interruptions or Boil Water Advisories directly and they will be posted on our website at [cswrsouthcarolinauoc.com](https://www.cswrsouthcarolinauoc.com) as well as on the CSWR-South Carolina Facebook page.

Be safe - be prepared.

EXAMPLES OF COMMUNICATIONS

Systems Status Updates to Regulatory Staff:

Friday Systems Summary - Magnolia Water Utility Operating Company

Michele Martise

To: eric.skrimetta@la.gov; Donna Dardas, LA Gov;
 andrie.devaal@la.gov; Amy Henry, LA GOV; +3 others

Cc: Jasiah Cox; Aaron Silas; Chelsie Carter

1/19/2024

You forwarded this message on 1/19/2024 5:07 PM.

LA PSC - Winter Storm Update 01.19.24.pdf
185 KB

Open PDFs in Adobe Acrobat ✕

Friday Afternoon:

As we move into the weekend, we are texting and emailing a “prep” message instructing customers to drip water during freezing temperatures, conserve water if above freezing, and check for leaks. This is our latest summary.

We will continue to apprise you of all developments.

Stay safe this weekend.

On behalf of Magnolia Water Utility Operating Company,

Michele Martise
 Strategic Communications Manager

Email: mmartise@cswrgroup.com
 O: (314) 464-3974 x114 | M: (314) 287-0384
 1630 Des Peres Rd., Suite 140, Des Peres, MO 63131
centralstateswaterresources.com

CONFLUENCE RIVERS
 Utility Operating Company

Date: January 16, 2024

Attn: Missouri Public Service Commission

Re: Severe Weather/Freeze Conditions -- Update on Storm Weather

As we continue monitoring our systems, we do have several systems that were impacted by frozen service lines or other service interruption:

- Spring Branch continues under a Roll Water Advisory as there are still several houses without water due to a section of the main that is frozen. Bottled water will continue to be delivered to these customers. As soon as water samples return negative, a HWT will be issued.
- Majestic Lakes continues to have frozen lines in the neck, but service remains uninterrupted and we are monitoring.

Our Severe Weather Advisory banner has been updated with today's date on the website and social media continues to be likewise date stamped. Our customer support line remains available 24/7 for emergencies and work orders are being dispatched as needed.

We will continue to keep the Missouri Public Service Commission updated as we continue serving our customers and responding to Winter Storm Weather.

Respectfully,
 Confluence Rivers Utility Operating Company

CSWR-FLORIDA
 Utility Operating Company

Date: September 26, 2023

Attn: Florida Public Service Commission

Re: Hurricane Preparedness

This is to advise the Florida PSC that we are actively preparing for Hurricane Ian as it moves into and through the western part of the Caribbean, increasing the likelihood that it will make landfall on the gulf side of the state, significantly impacting coastal communities.

We are currently utilizing our Ocala office as the primary point of distribution and contact. Our storm preparation activity includes:

- Generators are prepped and ready
- All fuel tanks have been topped off with available refueling secured for extended power outages
- Personnel are on standby, awaiting instructions for deployment to areas impacted
- 24/7 Customer Service line open and available for emergency calls
- All systems have been locked down with loose materials removed
- Select regions are also on standby to provide additional resources if necessary
- Bottled water has been procured and will be available

Our Crisis Response Protocol is prepared, and we are ready to respond as outlined. Our customer support line is available 24/7 for emergencies, and we have communicated proactively with our customers via email in anticipation of this event. We will also communicate any Roll Water Advisories and Service Interruptions as needed, and our website and social media pages will be updating with all relevant information as we move forward.

CSWR-Florida Utility Operating Company

EXAMPLES OF COMMUNICATIONS

Debriefing Summary:

Storm Debrief: Winter Storm Heather

01/24/24

General Areas of Improvement:

- What triggers hauling water – Todd says to not wait, examine the source of problem so that if the tank can be filled with more water we need to do that (main break isn't this type of situation, but a well is)
- Bottled water – arr on sooner than later, Good PR to have the water available / GALLON JUGS prepared
- O&M partners need to be trained on how to hook up the generators
- O&M management/leadership need to have more access, this should have a view of the issues (some reporting process to be made available to them)
- Should have a Playbook for the O&Ms
- Agreements should be in place for snow plowing; also, develop relationships with DoT, electric companies and similar utilities, to piggyback and mirror best practices – line up relationships when things are good
- Talking Points by state, for PR
- Create a visual for customers on what they own VS what we own and make sure that's up for reference on our website customers
- Refine BWA portal – Changes our mind set to service notification being an impact event – post the outages just the same as we do the other advisories, being consistent about any service impactful event. OPS needs to communicate if customers don't have service and then that cues the advisories
- Investigate how we can use our Magnolia data in combination with another tool that has more capabilities and for messaging our customers (more robust and cost-effective)
- Refine process on the timeline for new closings and customer data being entered into the system since we weren't able to communicate with the recently closed Utility Services MEGA people
- COMMS – keep a running ticker tape from day one of what the systems are that were affected
- Put a timeline in place for time(s) of day that OPS needs to get info to COMMS – add that to the playbook along with what information we want in outages

CXE Reporting:

Nano calls than ever last week; in one day over 3,000 calls. At one point, 40 BWA's Attempt to send out messaging went well, but some failures with software issues
Lots of customer interaction and complaints filed (Magnolia the highest of course)

Overall: decent response

Areas of Improvement:

- Possible Improvement: graphic showing what is owned by customer vs company owned
- Possible re-defining Service Outages, from Ops

- Investigate more cost-effective and robust means of communicating

COMMS:

Areas of Improvement:

- Breakdown systems by district, and Ernst can also communicate with specific commissioners
- Create a timeline for ground zero to current status per system reported
- Incorporate these items into Storm Response Manual, also add CXE phone calls 3x a day = (3/1/4)
- Ensure all details that Commissioners may want are in the updates

Ops:

FL:

Arthur: nothing to report, says Florida Men!

MS/KY:

Jon B.: O&M worked hard, responded well

MO:

Justin L.: customers went through 12,000 gal of water p/night w/Spring Ridge, the only system really impacted; Spring Ridge still a problem, people confused about what part is theirs and what part is the company (see above "Improvement" suggestion on visual/graphic): Justin further suggested we that the tariff can be reviewed to also be informed on what belongs to customers

LA:

Michael O.: emergency work orders only was super helpful to be able to focus better on this event; some comms were dropped with Ops/O&M

Ernst: learning opportunity – look at other utilities to see what they're doing, EOC provided the bottled water so that was good

Scott O.: O&M partner were on the scene and responding quickly; purchase water sites were tough – Shreveport, LDH wasn't always great in communicating (ditto Lake Charles), BWA's were impacted that existed prior to the event and LDH didn't stay open over the weekend. Also LDH issued a BWA for Rolling Ridge when it wasn't up (partly unwanted); Shreveport initial BWA callout didn't specify which area, so all three systems were BWA'd, but only one actually needed it. Also for purchase water, even if antly lifts, we still (Magnolia) have to do our own sampling in order to issue a LR. Scott has CWS get their contacts at LDH so we align for next time

David F.: big win was hauling water which helped with Windy Mandows; until O&M showed up doing meter to meter checks and seeing lines breaking; echoing the purchase water issue as stated by Scott: Letting the needs alternate source of water

TX:

Karl S.: some fails of sensors, so Karl will look at both design and location of the sensors; lines that froze will provide opportunity to review what type of material to use to insulate; internally, O&M partners may need to meet with RMs for updates – includes in Playbook with possible timing; schedules: possible Emergency Response Training and Management for O&M's;

Ben G.: the BWA's were lifted fairly quickly, O&M partners were good. Echoed Karl's notes about the more sensitive equipment (the sensors); Storm Hardener suggestion: need pressure transducers available

AZ:

Matt R.: water was hauled O&M more or less did well. Improvement area: have O&M call in an issue faster, so that this is communicated faster to the customer; samples could be collected faster

