



Public Drinking Water Systems: Responding to a Disaster

If you must respond to damage from a hurricane, flood, tornado, fire, or other disaster, this information will help you understand relevant environmental rules and decide on a reasonable course of action to follow. If you have any questions, please contact your TCEQ regional office.

Find contact information for the regional office that serves you at www.tceq.texas.gov/goto/region.

A disaster event may damage public water systems or private wells. Water systems exposed to chemicals or other contaminants may need additional testing and treatment.

The TCEQ will work with public water systems, case by case, to help you respond while maintaining public health protection for your customers. We do not regulate private wells, but you can find information about disinfecting private wells and water sampling at tceq.texas.gov/goto/safewell.

To reach the TCEQ's **Public Drinking Water Section**, call **512-239-4691** during working hours or 888-777-3186 during non-working hours, or contact us at pdws@tceq.state.tx.us. Find disaster preparation recommendations for your public water system at: tceq.texas.gov/goto/disasterprep.

Information on emergency management, including District Coordinator contacts at the Texas Division of Emergency Management can be found at: www.txdps.state.tx.us/dem/.

If I'm unable to provide water to my customers due to a disaster like a hurricane, what are my options?

- Your county or local emergency-management coordinator can help you obtain assistance for your water or wastewater system. Contact your county judge's office. Often, the county judge may also serve as the emergency-management coordinator for that area. If not, that office can tell you who to contact.
- Contact the Texas Water and Wastewater Agency Response Network (TxWARN). TxWARN is a mutual aid group of over 800 member utilities that can offer resources to both members and non-member utilities during natural disasters.

TxWARN can also help your system request assistance from the Texas Division of Emergency Management's State Operations Center. Go to www.txwarn.org for more information.

- You may also call the TCEQ Water Supply Division at 512-239-4691 to discuss options for providing water in an emergency.

Where can I find the requirements for issuing a “boil water” notice?

Find the rules for drinking water at tceq.texas.gov/goto/drinkingwater-rules in Title 30, Texas Administrative Code, Chapter 290. The “boil water” notice language is in 30 TAC 290.122(a)(2).

Further guidance and an example of a “boil water” notice can also be found at: tceq.texas.gov/goto/boilwater.

What will happen to an application for new construction or repairs that is pending at the TCEQ?

We will continue to process your application routinely. If you have questions, contact the Water Supply Division at 512-239-4691 and ask for the TCEQ staff member assigned to your application, or a member of the Utility Technical Review Team.

Can a public water system get expedited approval for necessary repairs or improvements?

The utility should contact TCEQ's Utility Technical Review Team at 512-239-4691 for further clarification.

Where can I get funding to repair my water system?

It may depend on the type of utility. Contact the TCEQ Utility Assistance Program at 512-239-4691 for more information. You can also find additional information at: tceq.texas.gov/utilities/fmt and in *Resources for Texas Water and Wastewater Utilities*, at: tceq.texas.gov/publications/rg/rg-220.html