

Notification Policy

PURPOSE: To enable Crown Mountain Water Supply Corporation (CMWSC) to comply with applicable state and federal laws and regulations governing notice to affected persons in the event of a water emergency.

POLICY: CMWSC personnel will maintain the privacy and security of members' contact information consistent with CMWSC policies and applicable laws and regulations. CMWSC will notify the board, members, TCEQ, and in some cases, local law enforcement and media if there is a water emergency.

APPLICATION:

1. CMWSC Personnel. This Policy applies to all CMWSC personnel, including CMWSC Board members, contractors, volunteers, and CMWSC's business associates.
2. Water Emergency. This Policy applies only if there is a water emergency. For purposes of this Policy, a water emergency is any water situation that affects the members and their health and safety, unless (1) CMWSC can demonstrate that there is a low probability that health and safety would be affected, or the notification does not fit within TCEQ guidelines. Texas Water Code 13.1394, requires all water systems located outside of Harris and Fort Bend Counties with residential customers or that provide overnight accommodations at their facility, to provide water service with a minimum of 20 psi during an extended power outage lasting 24 hours or more.

PROCEDURE

1. Mitigating Potential Water Emergencies. CMWSC personnel will do everything they can to avoid a water emergency.
2. Reporting Potential water emergencies to CMWSC. CMWSC personnel/ contractors/ members shall immediately report any suspected water emergency to a board member or the Water Service Officer (WSO). Failure to timely report suspected water emergencies have the potential to compound the situation.
3. Investigating Potential Breaches. The board shall promptly investigate any reported water emergency or related complaint to determine whether there has been an "emergency" as defined above, and if so, how notice should be given. To determine; the WSO shall be notified to determine if within the system there is an emergency. The WSO shall consider:
 - a. Whether the alleged emergency involves health and safety of water supply members. Whether the PSI of the system has fallen below 20 PSI.
 - b. Whether the alleged emergency falls within TCEQ rules and regulations.

c. Whether there is a low probability that the health and safety of members has been compromised considering relevant factors, including at least the following: (1) the nature and extent of the emergency; (2) the PSI of the system; (3) whether the situation was actually an emergency; and (4) the extent to which the risk to the members has been mitigated.

d. Whether the alleged emergency is maintenance related.

The WSO shall document his or her investigation and conclusions, including facts relevant to the risk assessment.

4. Notice—In General. If the WSO determines that an emergency of the water system has occurred, the WSO shall notify the president and vice president of the board, consistent with this Policy and the requirements of TCEQ et seq. Any notice provided pursuant to this Policy must be approved and directed by the WSO and/or the president or vice president. No other CMWSC personnel are authorized to provide the notice required by this Policy unless expressly directed by the WSO and/or the president or vice president.

5. Notice to Members - If a water emergency has occurred, the WSO or his designated person will notify the Customer Account Specialist without unreasonable delay with information to be texted to water customers regarding the emergency. This information will include a brief description of the problem (e.g., leak or power outage), the required customer action (e.g., use no water or conserve usage), and a reference to the corporation's website (www.cmwsc.com) for further information. The Customer Account Specialist will use the Water Solutions Pro billing software to text the information to water customers. If the Customer Account Specialist is not able to access the billing software, and she has the corporate cell phone, she will send the same message via phone. In the event the Customer Account Specialist does not have the corporate cell phone, she will inform the WSO or his designated person of who has the phone. The WSO or his designated person will then contact that person to relay the appropriate information.

If the person with the corporate cell phone is unable to notify the water customers of the emergency timely or is unavailable, then the WSO or his designated person will call the President or Vice President who will then implement the tertiary level contact protocol of contacting specific persons within served subdivisions to text/call their neighbors.

The WSO or his designated person shall also notify the Web Administrator with information to be posted on the corporation's website as soon as possible. The notice shall include to the extent possible: (1) a brief description of what happened (e.g., the date(s) of the emergency and its discovery); (2) a description of what may be affected (e.g., whether the emergency involves health and safety risks etc.); (3) steps that affected members should take to protect themselves from potential harm resulting from the emergency; (4) a brief description of what CMWSC is doing to investigate, mitigate, and protect against further harm or emergencies; and (5) contact procedures for affected persons to ask questions and receive information, which shall include a telephone number, e-mail address, website, or postal address at which the person may obtain more information.

a. If a boil water notification is to be issued; The notice shall be written in plain language using the TCEQ notification template:

Boil Water Notice for Community Public Water Systems

<Date>

Due to <_____>, the Texas Commission on Environmental Quality has required the CMWSC 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 CMWSC on the web page, CMWSC.com or by phone at CMWSC business line 830-449-1105.

CMWSC may add optional language here concerning the actions they have taken to address the boil water notice situation. If a member, individual, or employee wishes to contact the executive director of TCEQ, please call (512) 239-4691.

b. When the system has met all TCEQ requirements to rescind the boil water notice. The below mandatory template shall be used:

Boil Water Notice Rescinded

<Date>

On < Insert date that the initial Boil Water Notice was issued >, the Texas Commission on Environmental Quality required CMWSC, CCN: 13005 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 < **Boil Water Notice Rescind Date** >.

If you have questions concerning this matter, you may contact CMWSC on the web page, CMWSC.com or by phone at CMWSC business line 830-449-1105.

Add optional language here concerning the actions CMWSC has taken to address the boil water notice situation. CMWSC may add optional language here concerning the actions they have taken to address the boil water notice situation. If a member, individual, or employee wishes to contact the executive director of TCEQ, please call (512) 239-4691.

COMMUNICATIONS AND TRAINING:

The implementation of this policy will be communicated to all contractors and individuals who are volunteers. It is not anticipated that formal training on this policy will be necessary.

DOCUMENTATION:

The WSO shall prepare and maintain documentation required by this Policy for a period of two (2) years, as required by TCEQ including but not limited to reports of potential water emergencies; results of investigations, including facts and conclusions relating to the risk assessment; required notices; lab reports; sanctions imposed; etc. Submitting the reports to the recordkeeper is sufficient to fulfill the TCEQ requirements.

QUESTIONS:

Questions concerning this Policy should be directed to the WSO or any board member.

Frequently Asked Questions About Boil Water Advisories

Should I drink bottled water during an advisory?

Yes. If bottled water is available, that is the best option until officials say otherwise. If you do not have bottled water available, the next best option is to boil your tap water to make it safe to drink.

Boiling Water

I do not have bottled water available for drinking. How do I boil my water to make it safe to drink?

Fill a pot with water.

Heat the water until bubbles come quickly from the bottom of the pot to the top.
Keep heating the water for one more minute.
Turn off the heat source and let the water cool.
Pour water into a clean, sanitized container with a cover for storage.

I don't like the taste of boiled water. What can I do?

To improve the taste of boiled water you can:

Pour cooled, boiled water back and forth from one clean glass or container into another to add air to the water, or

Let the water stand for a few hours, or

Add a pinch of salt to each quart of boiled water.

Why do I have to boil my water?

Your water [may be, is] contaminated by [bacteria, virus, protozoa, parasite].

Contamination [may be, is] due to [equipment failure, leaking/broken pipes in the system, insufficient disinfectant in the water supply]. The boil water advisory gives you information so you can take action to protect your health.

To disinfect your tap water

If the tap water is clear:

Use unscented household bleach (bleach that does not have an added scent). The label should say that it contains 5-9% of sodium hypochlorite.

Add 8 drops (using a medicine dropper) or 0.5 milliliters of bleach to 1 gallon (16 cups) of water.

Mix well and wait 30 minutes or more before drinking.

Store disinfected water in a clean, sanitized container with a cover.

If the tap water is cloudy:

Filter through a clean cloth

Use unscented household bleach (bleach that does not have an added scent). The label should say that it contains 5-9% of sodium hypochlorite.

Add 16 drops (using a medicine dropper), 1 milliliter, or 1/8 teaspoon of bleach to 1 gallon (16 cups) of water.

Mix well and wait 30 minutes or more before drinking.

Store disinfected water in a clean, sanitized container with a cover.

Food and Beverages

Can I use my coffee maker, ice machine, or water or soda dispenser?

Do not use water from any appliance connected to your water lines. This includes the water and ice dispensers in your refrigerator/freezer. Most kitchen and other household water filters typically do not remove or kill all bacteria or viruses.

Use bottled, boiled, or disinfected water to make coffee and ice.
When the boil water advisory is lifted, consult the owner's manual to find out how to sanitize appliances.

What should I do about preparing food and beverages? How should I wash fruit, vegetables, and food preparation surfaces?

Wash fruits and vegetables with bottled, boiled, or disinfected water.
Use bottled or boiled water that has cooled to cook food.
Use bottled, boiled, or disinfected water when preparing drinks, such as coffee, tea, and lemonade.
Wash food preparation surfaces with bottled, boiled, or disinfected water.

What should I do about feeding my baby?

Breastfeeding is best. Continue to breastfeed. If breastfeeding is not an option:
Use ready-to-use baby formula, if possible.
Prepare powdered or concentrated baby formula with bottled water. Use boiled water if you do not have bottled water.
Wash and sterilize bottles and nipples before use with bottled or boiled water.
If you cannot sterilize bottles, try to use single-serve, ready-to-feed bottles.

How do I wash dishes during a boil water advisory?

Use disposable plates, cups, and utensils, if possible. If you do not have disposable dishes, follow the instructions below.
Household dishwashers generally are safe to use. If possible, set your dishwasher so it is using a hot water rinse or sanitizing cycle.

To wash dishes by hand:
Wash and rinse the dishes as you normally would using hot water.
In a separate basin, add 1 teaspoon of unscented household liquid bleach for each gallon of warm water.
Soak the rinsed dishes in the water for at least 1 minute.
Let the dishes air dry completely before using them again.

Health

I already drank the water. Will I get sick?

Most people who happen to drink this water will not get sick. If you do get sick, the symptoms are similar to food poisoning: nausea, diarrhea, cramps, and possibly a mild fever.

What should I do if I have symptoms?

The most important thing to do is avoid dehydration. Drink plenty of fluids and avoid drinks with caffeine, such as soda, coffee, and tea. If you are concerned about your health or the health of a family member, contact your healthcare provider or [local health department].

Household Information

Note: Some of the answers related to pet health may need to be customized once the nature of the contaminant or chemical is known and its effects on animal health is determined.

Should I give my pets boiled water?

Yes. Pets can get sick from the same contaminants as people. It is a good idea to give them bottled, boiled, or disinfected water. Boiled water should always be cooled before using.

Do I need to worry about my fish or aquatic pets (e.g., reptiles, frogs)?

Most germs that infect people do not infect reptiles or fish. If your water system is using more chlorine or changing disinfection, be cautious about changing the water in your fish tank or aquarium. Standard aquarium operations require removal of chlorine and chloramines, which can be toxic to fish and reptiles. Contact your local pet store or veterinarian for more information.

Is it safe to water my garden and house plants?

Yes, you can use the tap water for household plants and gardens.

Is it safe to let my children play in a kiddie pool filled with tap water?

No. Due to the high chance that children will get water in their mouth while playing in a kiddie pool, we recommend that you avoid using your kiddie pool during the boil water advisory.

What [microbe, organisms, germs, bacteria] might be in the water?

Many types of microbes could be in the water. Water systems are concerned about bacteria such as shigella, viruses such as norovirus, and parasites such as Cryptosporidium.

Human illness from these microbes is usually caused by eating raw or undercooked food, ingesting contaminated recreational or other untreated water, or poor hand-washing.

Diarrheal illness from these microbes is not usually life threatening, except in the elderly, the very young, or those with weak immune systems. If you are concerned, consult your healthcare provider or contact [local health department].

Hygiene

Can I use tap water to wash my hands?

In many situations, you can use tap water and soap to wash your hands. Follow the guidance of your local public health officials or emergency managers. Be sure to scrub your hands with soap and water (warm or cold) for 20 seconds and rinse them well under running water. It is important to dry hands completely with a towel or by letting them air dry.

Can I use tap water to brush my teeth?

No. Use bottled water or boiled water that has cooled to brush your teeth.

Is it safe to take a shower or bath?

Yes, it is safe to take a bath or shower, but be careful not to swallow any water. Use caution when bathing babies and young children. Consider giving them a sponge bath to reduce the chance of them swallowing water.

What about shaving?

Yes, you can shave as usual.

What about doing laundry?

Yes, it is safe to do laundry as usual