



TCEQ REGULATORY GUIDANCE

Water Supply Division
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Public Drinking Water Systems: Responding to a Disaster

If you must respond to damage from a hurricane, flood, tornado, fire, or other emergency this information is intended to help you understand relevant considerations and decide on a reasonable course of action to follow. If you have any general questions, or are issuing a do not consume or use advisory, or a boil water notice impacting 25,000 people or more, please contact your [TCEQ regional office](#)¹.

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

TCEQ will work with public water systems, on a case-by-case basis, to help respond to a disaster with the goal of maintaining public health protection for customers. TCEQ does not regulate private wells, but information about disinfecting private wells and water sampling is in [Disinfecting Your Private Well](#)².

To contact TCEQ's Water Supply Division, call **512-239-4691** during working hours or 888-777-3186 during non-working hours, or contact us at pdws@tceq.texas.gov. You may also find it helpful to [review disaster preparation recommendations](#)³ for your public water system.

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

- Information on state emergency management, including the state District Coordinator contact is available on the [Texas Division of Emergency Management website](#)⁴.
- Your county or local emergency-management coordinator may be able to obtain assistance for your water or wastewater system. Contact your local government officials (city mayor, county judge or emergency-management coordinator). Often, the county judge may also serve as the emergency-management coordinator for the area. If not, that office can tell you who to contact. A list of county judges is available on the [Secretary of State website](#)⁵.

You can contact the Texas Water and Wastewater Agency Response Network (TxWARN). [TxWARN](#)⁶ is a mutual aid group of over 1700

¹ www.tceq.texas.gov/goto/region

² www.tceq.texas.gov/goto/gi-432

³ www.tceq.texas.gov/goto/disasterprep

⁴ www.tdem.texas.gov/regions

⁵ www.sos.state.tx.us/elections/voter/judges.shtml

⁶ www.txwarn.org

member utilities that can offer resources to both members and non-member utilities during a disaster. TxWARN can also help your system request assistance from the Texas Division of Emergency Management's State Operations Center.

- You may also contact the TCEQ Water Supply Division at **512-239-4691** during working hours, 888-777-3186 during non-working hours, or at pdws@tceq.texas.gov to discuss options for providing water in an emergency.

Where can I find information for issuing a boil water notice?

You can find the rules governing public water systems in Title 30, Texas Administrative Code, [Chapter 290](#)⁷. There is boil water notice language in Subchapter F of 30 Texas Administrative Code at 290.122(a)(2), which sets forth applicable requirements.

You can find further guidance including instructions and [boil water notice templates](#)⁸.

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

TCEQ 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. If you don't know or have forgotten which TCEQ staff member is assigned, you can ask to speak with a member of the Plan Review Team.

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

The public water system should contact TCEQ's Plan Review Team to discuss at 512-239-4691.

Where can I get funding and other assistance for my public water system?

It may depend on the type of Public Water System. Contact the TCEQ's [Financial, Managerial, and Technical Program](#)⁹ at 512-239-4691 or by e-mail at FMT@tceq.texas.gov.

⁷ www.tceq.texas.gov/goto/drinkingwater-rules

⁸ www.tceq.texas.gov/goto/boilwater

⁹ www.tceq.texas.gov/goto/fmt