

BOIL WATER NOTICE PROCEDURE

SCHEDULED AND UNSCHEDULED NOTIFICATIONS OF LIMITED SCOPE (~300 or less affected customers)

First responder notifies Water Plant Supervisor and Police Department.

Field Staff will inform Finance/Administration Manager of a scheduled or non-scheduled interruption in service and which homes it will affect.

Finance/Administration Manager will work with General Manager and Water Plant Supervisor to determine notification requirements and will prepare a Boil Water Notice for distribution to the affected homes. This should be distributed three days prior to a scheduled interruption or immediately for unscheduled.

Finance/Administration Manager sends notice to entire emergency media list, which includes the City and LW PD.

Field staff will deliver notices; Operations staff will assist as necessary.

After service is restored, water sample taken to lab for analysis by Water Plant Supervisor or designee.

Analysis results are conveyed by Water Plant Supervisor or designee to Finance/Administration Manager and rescind notices are distributed to the affected homes. Entire emergency media list is notified, including the City and LW PD.

Finance/Administration Manager will provide Water Plant Supervisor with BWN, addresses or area affected, Certificate of Delivery, Boil Water Rescind notices and a picture of BW banners and Rescind banners.

Water Plant Supervisor will fax all paperwork to TCEQ within 10 days of BWN.

LARGE SCALE (300 or more) OR SYSTEM-WIDE UNSCHEDULED NOTIFICATIONS

First responder notifies Water Plant Supervisor and Police Department.

General Manager, Water Plant Supervisor or designee makes the decision on boil water requirements and determines area(s) affected.

All staff are informed by Finance/Administration Manager.

Board members and City officials are notified by Finance/Administration Manager.

Finance/Administration Manager schedules Board member volunteers to man District and City telephone lines. General Manager or Water Plant Supervisor will draft verbal responses. Call load will dictate continuance and volunteer count.

Finance/Administration Manager reviews, modifies (if necessary), and prints standard boil water notice.

Finance/Administration Manager sends notice to entire emergency media list, which includes the City and LW PD.

Water Plant Supervisor will see that Boil Water banners** are placed at entrance roads into Lakeway – Lakeway Blvd at 620; Lohmans at CT-1; and Lohmans at Lakeway Blvd. or placed in the affected area(s).

After service is restored, sample paperwork completed and water sample taken to lab for analysis by Water Plant Supervisor or designee.

Analysis results are conveyed by Water Plant Supervisor or designee to Finance/Administration Manager and a recording is put on the telephone voice mail by office staff for the affected area(s), Boil Water Rescind notices will be sent to the media (including the City and LW PD) and Rescind banners will be placed at the same locations as the BW banners.

Finance/Administration Manager will provide Water Plant Supervisor with BWN, addresses or area affected, Certificate of Delivery, Boil Water Rescind notices and a picture of BW banners and Rescind banners.

Water Plant Supervisor will fax all paperwork to TCEQ within 10 days of BWN.

** Note on banners: Banners direct customers to Lakeway MUD website for further instructions. General Manager or Water Plant Supervisor will draft verbal responses. Goal is to have banners inform of the BWN and the website is to give details.