



0000-0000-0003-3655

Document Control Sheet

Sheet Title:	PWS 17 BP
Box ID:	5311
Control Sheet ID:	0000-0000-0003-3655
Record Series Name:	WS / Public Water Supply
Record Series:	PWS
Primary ID:	2200186
Secondary ID:	
Doc Type:	Correspondence
Security:	Public
Date:	5/27/2016
Title:	BWN
Tertiary ID	



#234393

Texas Commission on Environmental Quality

CERTIFICATE OF DELIVERY OF PUBLIC NOTICE TO CUSTOMERS: Boil Water Notice

Public Water System (PWS) name: Forest Acres
 PWS ID: 2200186 Date of violation(s) or situation(s) 5/27/16

Type of Total Coliform Rule Ground Water Rule violation(s) or situation:

- ☒ Boil Water Notice (BWN) due to: loss of pressure, line break, water outage, or any condition requiring a BWN (includes Rescind Notice)
☐ Treatment technique violation (Ground Water or Surface Water Treatment Rule)

30 TAC 290.46(q)(1) requires that your PWS make an adequate, good-faith effort to reach all consumers served by the system by appropriate methods (check all below that apply):

COMMUNITY WATER SYSTEM (perform one of the following):

- ☐ Provide a copy of the Boil Water Notice to the radio and television stations serving the area surrounding the public water system
☐ Publish BWN in local newspaper
☒ Deliver BWN directly to each customer Swift Reach Notification
☒ Post BWN in conspicuous places within the affected area Signs at Entrances

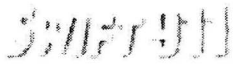
NONCOMMUNITY WATER SYSTEM (perform one of the following):

- ☐ Deliver BWN directly to customers, or
☐ Post BWN in public places within the area served by the system

"I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fines and imprisonment for knowing violations."

Certified by: (print name): Nola Farris Title: Field Supervisor
 Date of Delivery to Customers: 5/27/16 Phone: 817-367-1407
 Signature: Nola Farris Date: 5/27/16

Fax to (512) 239-3666 or mail a copy of this completed form, AND copies of the Public Notices given to your customers to: TCEQ - Public Drinking Water Section MC - 155, Attn: Public Notice. P. O. Box 13087 Austin, TX 78711-3087



HOME

ALERTING

MESSAGES

CONTACTS

Home ▸ Messages ▸ Manage Messages ▸ Edit Voice Message

ACTIVE ALERT HIDE ▴

Message Form

Use Template: - Select Template -

Load Template

Message Name: Forest Acres

Description: Boil Water Notice

Language Support

Supported Language(s): English Add/Remove

Default Language: English Change

Message Options

Caller ID Number: 8174736080: Default

Message Replays: 2 Default=0 Replays

Call Retries: 3 Default=0 Retries

Call Retry Wait Interval: 3 Default=3 Minutes

Ring Seconds: 60 Default=60 Seconds

☐ Enable Waterfall Calling

☐ Enable Call Throttling

Message Content

☒ English

Translate ☐ Use Text-To-Speech (TTS) Engine

INSERT ▸

date time

date & time

name phone

This is an important notice from Texas Rain sent May 27, 2016 to the customers in the Forest Acres water system. Due to the storms Texas Rain has issued a precautionary boil water advisory. When the water is back up & running Texas Rain advises you to use boiled or bottled water for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Bring water to a boil, boil it for 2 minutes and let it cool before use. Texas Rain will be collecting samples for testing. We will notify you as soon as it is no longer necessary to boil your water. We apologize for any inconvenience and thank you for your cooperation. Please call Texas Rain at 817 473 6080 if you have any questions. This message will repeat once if

☐ Require Response(s) ☐ Enable Answering Machine Detection ☐ Custom TTY/TDD Message

Update Message

John Demaree

From: Farris, Nola A. [REDACTED]
Sent: Friday, May 27, 2016 11:37 AM
To: Merissa Green
Cc: Billy Martin [REDACTED]; Butch Hardie [REDACTED]; Foltz, Scot W.; Greg Long [REDACTED]; Mills, Glenda L.; Morrison, Freda S.; Tracey Ray; Waldock, Darryl G.; Clark, Benjamin I.; Connor, Doug J.; Metcalf, Paul L.; Tune, Jacob A.; Valdez, Jerry; Verret, Scott D.
Subject: Forest Acres Boil Water Notice of 5/27/16 - Certificate of Delivery, Swift Reach Notice, & Pictures of Signs at the Entrances
Attachments: Forest Acres Boil Water Notice of 5-27-16 - Certificate of Delivery.pdf; Forest Acres Boil Water Notice of 5-27-16 - Swift Reach Notice.pdf; Forest Acres Boil Water Notice of 5-27-16 - Pictures of Sign at Bennett LawsonRd.JPG; Forest Acres Boil Water Notice of 5-27-16 - Pictures of Sign at N. Forest Acre.JPG; Forest Acres Boil Water Notice of 5-27-16 - Pictures of Sign at Rendon Estate Dr..JPG
Importance: High

Good Morning Merissa,

A boil water notice has been issued for Forest Acres due to storm knocking out the electricity. Approximately 130 connections have been affected. Please see attached Certificate of Delivery, Swift Reach Notice, & pictures of the signs at the entrance. A water sample will be taken and I will notify you when we can lift the boil water notice.

Thanks,

Nola



Nola Farris
Granbury Field Supervisor
9450 Silver Creek Rd.
Ft. Worth, Texas 76108
Office: 817-367-1407
Avaya: 57107

John Demaree

From: PDWS
Sent: Friday, May 27, 2016 1:43 PM
To: John Demaree
Subject: FW: BWN Notification: Forest Acres Gardens, PWS ID# 2200186
Attachments: Forest Acres Boil Water Notice of 5/27/16 - Certificate of Delivery, Swift Reach Notice, & Pictures of Signs at the Entrances

From: Merissa Green
Sent: Friday, May 27, 2016 12:11 PM
To: PDWS <PDWS@tceq.texas.gov>
Cc: Jeff Tate <jeff.tate@tceq.texas.gov>; Alyssa Taylor <alyssa.taylor@tceq.texas.gov>; Tony Walker <tony.walker@tceq.texas.gov>; Charles Marshall <charles.l.marshall@tceq.texas.gov>; Crystal Watkins <crystal.watkins@tceq.texas.gov>; Daniel Hernandez <daniel.hernandez@tceq.texas.gov>; Daniela Hill <daniela.hill@tceq.texas.gov>; Michael Caldwell <michael.caldwell@tceq.texas.gov>; Steve Zawrotny <Steve.Zawrotny@tceq.texas.gov>; Tamara Trotter <Tamara.Trotter@Tceq.Texas.Gov>
Subject: BWN Notification: Forest Acres Gardens, PWS ID# 2200186

The following boil water notice information was received today at the Region 4 Office. The affected water system, Forest Acres Gardens, is located approximately 10 miles south of Fort Worth in Tarrant County, Texas.

1. Facility name: Forest Acres Gardens
2. RN: 101217925
3. PWS ID No.: 2200186
4. Facility contact and phone number: Nola Farris, Aqua Texas Field Supervisor; Office 817-367-1407
5. Cause: electrical outage and service interruption
6. Effective date: 05/27/2016
7. Location of incident: water plant
8. Area affected: all connections (approx 138)
9. Corrective measures to rescind BWN: The BWN was issued through signage and an automated phone alert system. Once service is restored, the water system will monitoring disinfectant residual and a bacteriological sample will be collected for coliform analysis.

The emails from the water system is attached, and a follow up email will be sent when notice of the BWN rescind is received by the Region. If additional information is needed at this time please let me know.

Merissa Green
Environmental Investigator
Texas Commission on Environmental Quality
Region 4 – DFW
Office: (817) 588-5800
Direct: (817) 588-5846
Fax: (817) 588-5701

If you would like to comment on my customer service, you can use the following link:

<http://www.tceq.texas.gov/customersurvey>, or you can contact my supervisor directly at: Charles.L.Marshall@tceq.texas.gov