

0000-0000-0049-7369

Document Control Sheet

Sheet Title:	PWS - OLS
Box ID:	17830
Control Sheet ID:	0000-0000-0049-7369
Record Series Name:	WS / Public Water Supply
Record Series:	PWS
Primary ID:	1120014
Secondary ID:	
Doc Type:	Compliance
Security:	Public
Date:	3/4/2021 12:00AM
Title:	Investigation
Tertiary ID	

# **NOTICE OF DOCUMENT QUALITY**

## **TEXAS COMMISSION ON ENVIRONMENTAL QUALITY**

**THE QUALITY OF THE FOLLOWING ORIGINAL PAPER  
DOCUMENT(S) WAS SUCH THAT ALL OR PORTIONS OF THE  
SCANNED IMAGE  
MAY BE DIFFICULT TO READ OR ILLEGIBLE.**

**Some reasons for poor quality:**

**There are multiple densities per page, different types of ink, faded document, and some documents are different colors. Many of the photographs, charts, graphs, maps are of poor quality.**

PWS\_1120014\_CP\_20210304\_Investigation  
**Texas Commission on Environmental Quality**  
**Investigation Report**

The TCEQ is committed to accessibility. If you need assistance in accessing this document, please contact [oce@tceq.texas.gov](mailto:oce@tceq.texas.gov)

**Customer: Gafford's Chapel Water Supply Corporation**  
**Customer Number: CN600670277**

**Regulated Entity Name: GAFFORD CHAPEL WSC**

**Regulated Entity Number: RN101440733**

**Investigation #** 1703662

**Incident Numbers**

351523

**Investigator:** ERIC STADIG

**Site Classification** GW 251-1K CONNECTION

**Conducted:** 02/25/2021 -- 03/04/2021

**No Industry Code Assigned**

**Program(s):** PUBLIC WATER SYSTEM/SUPPLY

**Investigation Type:** Compliance Invest File Review

**Location:** CR 4784 in the Ridgeway Community in Hopkins County.

**Additional ID(s):** 1120014

**Address:** 203 JEFFERSON ST E,  
SULPHUR SPRINGS, TX , 75482

**Local Unit:** REGION 05 - TYLER

**Activity Type(s):** PWSCRR - PWS Compliance Record Review  
PV - An activity code used to identify an investigation related to the Polar Vortex 2021 response and recovery. This activity code can be associated to any investigation type for any media that is directly related to a facility impacted or potentially impacted  
PWSCMPL - PWS Complaint



**Principal(s):**

**Role**

**Name**

RESPONDENT

GAFFORD CHAPEL WSC

**Contact(s):**

**Role**

**Title**

**Name**

**Phone**

REGULATED  
ENTITY MAIL  
CONTACT

PRESIDENT

MR MICHAEL  
RAWSON

Work (903) 885-6996

REGULATED  
ENTITY  
CONTACT

PRESIDENT

MR MICHAEL  
RAWSON

Work (903) 885-6996

NOTIFIED

OPERATOR

MR DANIEL L  
ROMANS

Work (903) 885-6996  
Cell (903) 439-5049

PARTICIPATED  
IN

OPERATOR

MR DANIEL L  
ROMANS

Work (903) 885-6996  
Cell (903) 439-5049

APR 05 2021

TCEQ  
CENTRAL FILE ROOM

## GAFFORD CHAPEL WSC - SULPHUR SPRINGS

2/25/2021 to 3/4/2021 Inv. # - 1703662

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### Other Staff Member(s):

Role	Name
Supervisor	CARA FISHER
QA Reviewer	CARA FISHER

### **Associated Check List**

<u>Checklist Name</u>	<u>Unit Name</u>
PWS COMPLAINT INVESTIGATION	Complaint

### Investigation Comments:

#### INTRODUCTION

Between February 25, 2021 and March 4, 2021, an investigation was conducted at Gafford Chapel WSC (PWS ID No. 1120014) because of a complaint.

#### GENERAL FACILITY AND PROCESS INFORMATION

Gafford Chapel WSC is a ground water system that consists of 3 active wells at two plants, gas chlorination, ground storage, service pumps, pressure storage, and distribution in two pressure planes. At the Ridgeway Plant, water is pumped from wells # 1 and #2, gas chlorinated, and stored in a 0.05 MG ground storage tank. From there, water is sent to the Ridgeway plane via three service pumps ((1) 210 GPM, (2) 650 GPM) service pumps. Pressure in the plane is maintained by a 0.01 MG pressure tank. The Ridgeway plant is interconnected through an air-gapped connection into the storage tank with the City of Sulphur Springs via a pressure-regulated cla-valve.

At the Mt. Zion plant, water is pumped from well # 3, gas chlorinated, and stored in a 0.085 MG ground storage tank. From there, water is sent to the Mt. Zion plane via three service pumps ((1) 90 GPM, (2) 280 GPM) service pumps. Pressure in the plane is maintained by a 0.00250 MG pressure tank. The Mt. Zion plant is interconnected through an air-gapped connection into the storage tank with the City of Commerce via a pressure-regulated cla-valve.

The Mt. Zion and Ridgeway plants are interconnected with each other and can supply each other with water through a gravity fed connection from Ridgeway to Mt. Zion, and pumps from Mt. Zion to Ridgeway.

#### BACKGROUND

During the week of February 14, 2021, Winter storm Uri passed through the region. The system brought snow, sleet, and unprecedented low temperatures near or below zero degrees Fahrenheit. Due to the severe winter weather, Governor Greg Abbott declared a state of disaster in all 254 counties.

On February 25, 2021, the Texas Commission on Environmental Quality (TCEQ) Tyler Region Office received a complaint from a concerned citizen in Hopkins County. The complaint was regarding the drinking water quality. The complaint is identified as Incident No. 351523.

There have been several complaints regarding this system filed with the Agency within the last five years.

For the purposes of this investigation, no previous outstanding violations were reviewed during this investigation.

#### ADDITIONAL INFORMATION

Between February 25, 2021 and March 4, 2021, the investigator conducted a complaint investigation at Gafford Chapel WSC in response to the complaint. The complaints alleged that the water system did not adequately notify its customers of a system-wide boil water notice.

# GAFFORD CHAPEL WSC - SULPHUR SPRINGS

2/25/2021 to 3/4/2021 Inv. # - 1703662

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Through multiple discussions with water system personal, and TCEQ Regional Staff, the investigator determined that the water system did meet the minimal requirements for boil water notification by placing signage at the system's office to notify the public. However, an additional issue will be noted as it was documented that the system's operator utilized his own (non-system affiliated ) social media account as the primarily route to inform the Gafford Chapel WSC customers about the boil water notice notification (please see additional issue for further details).

The investigator contacted the system, and the complainant and explained the findings. A formal letter and summary of investigation findings will be sent to the system. A letter and summary of the investigation findings will also be sent to the complainant.

## No Violations Associated to this Investigation

## Additional Issues

**Description** Item 1

### Additional Comments

Between February 25, 2021 and March 4, 2021, the investigator documented that the operator of the water system was utilizing his personal social media account on Facebook (non-affiliated with the water system) to notify all Gafford Chapel customers of a system-wide boil water notice as one of his methods for BWN notification. After discussion with TCEQ management and personal, this would not be considered one of the approved TCEQ methods for the delivery of PWS public notification.

The investigator made multiple recommendations to multiple members of the water system including: Moving forward, if the system wishes to keep utilizing Facebook as source for customer notifications, the investigator strongly encourages the Gafford Chapel WSC to have a public system specific Facebook page (or public Facebook group page). Other recommendations included to have customers sign up for a call alert system and create a Gafford Chapel WSC website where public notifications & updates can be found. These recommendations would not be as restrictive. Therefore, open for all customers to check for public updates regarding the system.

The system did post a sign regarding the boil water notice at their office.

Signed



Environmental Investigator

Date

3/18/2021

Signed



Supervisor

Date

3/17/2021

**GAFFORD CHAPEL WSC - SULPHUR SPRINGS**

**2/25/2021 to 3/4/2021 Inv. # - 1703662**

**Page 4 of 4**

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**Attachments: (in order of final report submittal)**

\_\_\_ Enforcement Action Request (EAR)

\_\_\_ Maps, Plans, Sketches

\_\_\_ Letter to Facility (specify type) : \_\_\_\_\_

\_\_\_ Photographs

Investigation Report

\_\_\_ Correspondence from the facility

\_\_\_ Sample Analysis Results

\_\_\_ Other (specify) : \_\_\_\_\_

\_\_\_ Manifests

\_\_\_ Notice of Registration

**List of Attached files**

955651.pdf

BacT Samples via DWW.pdf

Boil Water Notice Certification Form.pdf

Corrected Boil Water Notice.pdf

Gafford Chapel Sign posted at office.jpg

Gafford Chapel WSC Facebook BWN.JPG

RE Gafford Chapel WSC TCEQ Inv. and Boil Water Notice. .msg

Rescind Boil Water Notice.pdf

Jon Niermann, *Chairman*  
Emily Lindley, *Commissioner*  
Bobby Janecka, *Commissioner*  
Toby Baker, *Executive Director*



## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

March 19, 2021

Mr. Michael Rawson, President  
Gafford Chapel WSC  
PO Box 1160  
Sulphur Springs, Texas 75483

Re: Notice of Compliance for the Complaint Investigation at:  
Gafford Chapel WSC,  
Office located at 201 Jefferson St. in Sulphur Springs (Hopkins County), Texas  
RN101440733, TCEQ Additional ID No.: 1120014, Investigation No.: 1703662

Dear Mr. Rawson:

Between February 25, 2021 and March 4, 2021, Mr. Eric Stadig of the Texas Commission on Environmental Quality (TCEQ) Tyler Regional Office conducted an investigation of the above-referenced system to evaluate compliance with applicable requirements for public water systems. No violations were documented during the investigation, however, please see the summary of investigation findings for one additional issue was noted.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Mr. Stadig in the Tyler Regional Office at (903) 535-5176.

Sincerely,

A handwritten signature in black ink, appearing to read "Cara C. Fisher".

Ms. Cara C. Fisher  
Team Leader, Water Program  
Tyler Regional Office

CCF/ERS/dfy

Enclosures: Summary of Investigation Findings

## Summary of Investigation Findings

GAFFORD CHAPEL WSC

203 JEFFERSON ST E

SULPHUR SPRINGS, HOPKINS COUNTY, TX 75482

Investigation #

1703662

Investigation Date: 02/25/2021

Additional ID(s): 1120014

No Violations Associated to this Investigation

### ADDITIONAL ISSUES

#### Description

Item 1

#### Additional Comments

Between February 25, 2021 and March 4, 2021, the investigator documented that the operator of the water system was utilizing his personal social media account on Facebook (non-affiliated with the water system) to notify all Gafford Chapel customers of a system-wide boil water notice as one of his methods for BWN notification. After discussion with TCEQ management and personal, this would not be considered one of the approved TCEQ methods for the delivery of PWS public notification.

The investigator made multiple recommendations to multiple members of the water system including: Moving forward, if the system wishes to keep utilizing Facebook as source for customer notifications, the investigator strongly encourages the Gafford Chapel WSC to have a public system specific Facebook page (or public Facebook group page). Other recommendations included to have customers sign up for a call alert system and create a Gafford Chapel WSC website where public notifications & updates can be found. These recommendations would not be as restrictive. Therefore, open for all customers to check for public updates regarding the system.

The system did post a sign regarding the boil water notice at their office.

**TCEQ Complaint Report**03/04/2021  
9:34:33AM

**Incident No:** 351523  
**Media Type:** WATER  
**Start Date:** 2/18/2021 **Start Time:** 12:00:00AM  
**Received Date:** 02/25/2021  
**Method :** PHONE

**Staff Member:** ESTADIG  
**Status:** Closed  
**Status Date:** 02/25/2021  
**Priority:** Within 30 Calendar Days

---

**Regulated Entity:** GAFFORD CHAPEL WSC**RN101440733**

**Address:** 203 JEFFERSON ST E  
SULPHUR SPRINGS, HOPKINS County, TX 75482

**Physical Location:** CR 4784 in the Ridgeway Community in Hopkins County.

**Responsible Party:** GAFFORD CHAPEL WSC  
**Address:** PO Box 1160, SULPHUR SPRINGS, TX 75483  
Work Phone: (903)885-6996

**Title:**

**Number Complaining:** 0  
**Frequency:** CURRENT  
**Alleged Source:** GAFFORD CHAPEL WSC

**Program Group:** PUBLIC WATER  
SYSTEM/SUPPLY

**Nature:** WSQ  
**Effect:** GENERAL

---

**Initial Problem**

On February 25, 2021, the Texas Commission on Environmental Quality (TCEQ) Tyler Region Office received a complaint from a concerned citizen in Hopkins County. The complaint was regarding the drinking water quality. The complaint is identified as Incident No. 351523.

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**Action Taken**

This complaint has been assigned and will be further investigated by an Environmental Investigator.

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**Closure Comments**

More information will be available upon approval of the investigation report.

**Investigation Number:** 1703662

**Eric Stadig**

---

**From:** Daniel Romans [REDACTED]  
**Sent:** Thursday, March 4, 2021 8:21 AM  
**To:** Eric Stadig  
**Subject:** Fw: 1120014 Ana-Lab Report P:955651 files for C:GAF3  
**Attachments:** 955651.pdf

----- Forwarded Message -----

**From:** [REDACTED] >  
**To:** [REDACTED]  
**Sent:** Wednesday, March 3, 2021, 04:05:42 PM CST  
**Subject:** 1120014 Ana-Lab Report P:955651 files for C:GAF3

Ana-Lab Email Distribution: [REDACTED] [fadair@huntcounty.net](mailto:fadair@huntcounty.net)

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If you have questions, or if we can help further, please contact us.

Thank you for choosing these quality services from Ana-Lab!

Ana-Lab Corp.  
2600 Dudley Rd. Kilgore, Texas 75662  
P.O. Box 9000 Kilgore, Texas 75663  
Office: 903-984-0551 \* Fax: 903-984-5914

**GAF3 -A**

Gafford Chapel WSC  
PO Box 1160  
Sulphur Springs, TX 75483-1160



Printed 03/03/2021 16:06

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955651_r99_09_CoC__1_of_1	Ana-Lab CoC GAF3 955651_1_of_1	1
<b>Total Pages:</b>		<b>5</b>



**GAF3-A**

Gafford Chapel WSC  
PO Box 1160  
Sulphur Springs, TX 75483-1160

Project  
**955651**

Printed: 03/03/2021

## Results

### Sample Results

1965779		Gafford Chapel Ch		GAF3		Received:		03/02/2021			
Drinking Water		Collected by: D Romans		Hunt Co. Health Dept		PO:					
		Taken: 03/02/2021		08:23:00							
<hr/>											
SM 4500-CI G-2011		Prepared:		03/02/2021	08:23:00	Analyzed	03/02/2021	08:23:00	D R		
Parameter		Results		Units	RL	Flags	CAS	Bottle			
NELAC	Chlorine Residual (Onsite/TC)	2.26		mg/L	0.1						
<hr/>											
SM 9223 B (Colilert-18)-97		Prepared:		940339	03/03/2021	12:35:00	Analyzed	940339	03/03/2021	12:35:00	ZCS
Parameter		Results		Units	RL	Flags	CAS	Bottle			
NELAC	Total Coliform Colilert 18	NEGATIVE		in 100 mL				01			
<hr/>											
SM 9223 B (Colilert-18)-97		Prepared:		940340	03/03/2021	12:35:00	Analyzed	940340	03/03/2021	12:35:00	ZCS
Parameter		Results		Units	RL	Flags	CAS	Bottle			
NELAC	E-coli Colilert-18	NEGATIVE		in 100 mL				01			

1965781		Rt 3 Box 26		GAF3		Received:		03/02/2021	
Drinking Water		Collected by: D Romans		Hunt Co. Health Dept		PO:			
		Taken: 03/02/2021		07:53:00					
<hr/>									
SM 4500-CI G-2011		Prepared:		03/02/2021	08:23:00	Analyzed		03/02/2021	08:23:00 D R
Parameter		Results		Units	RL	Flags		CAS	Bottle
NELAC	Chlorine Residual (Onsite/TC)	0.22		mg/L	0.1				
<hr/>									
SM 9223 B (Colilert-18)-97		Prepared:		940339	03/03/2021	12:35:00	Analyzed	940339	03/03/2021 12:35:00 ZCS
Parameter		Results		Units	RL	Flags		CAS	Bottle
NELAC	Total Coliform Colilert 18	NEGATIVE		in 100 mL					01



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NELAP-accredited #T104704201-20-17

**GAF3-A**

Gafford Chapel WSC  
PO Box 1160  
Sulphur Springs, TX 75483-1160



Printed: 03/03/2021

<b>1965781</b>	<b>Rt 3 Box 26</b>	<b>GAF3</b>	Received: 03/02/2021
Drinking Water	Collected by: D Romans	Hunt Co. Health Dept	PO:
	Taken: 03/02/2021	07:53:00	

SM 9223 B (Colilert-18)-97	Prepared: 940340	03/03/2021	12:35:00	Analyzed 940340	03/03/2021	12:35:00	ZCS
Parameter	Results	Units	RL	Flags	CAS		Bottle
NELAC E-coli Colilert-18	<b>NEGATIVE</b>	in 100 mL					01

**Sample Preparation**

<b>1965779</b>	<b>Gafford Chapel Ch</b>	<b>GAF3</b>	Received: 03/02/2021
	03/02/2021		

	Prepared:	03/02/2021	08:23:00	Analyzed	03/02/2021	08:23:00	DR
--	-----------	------------	----------	----------	------------	----------	----

z	<b>Chlorine Residual Type</b>	<b>free</b>	<b>mg/L</b>				
		Prepared:	03/02/2021	16:53:00	Analyzed	03/02/2021	16:53:00

NELAC	<b>Micro Lab Cl2 Check</b>	<b>Negative</b>					
		Prepared:	03/03/2021	15:46:42	Calculated	03/03/2021	15:46:42

z	<b>Paper Reporting Fee</b>	<b>Verified</b>					
---	----------------------------	-----------------	--	--	--	--	--

SM 9223 B (Colilert-18)-97	Prepared: 940329	03/02/2021	16:53:00	Analyzed 940329	03/02/2021	16:53:00	ZCS
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NELAC	<b>TC / E.coli Set Started</b>	<b>STARTED</b>					01
-------	--------------------------------	----------------	--	--	--	--	----

<b>1965781</b>	<b>Rt 3 Box 26</b>	<b>GAF3</b>	Received: 03/02/2021
	03/02/2021		



Ana-Lab Corp.  
2600 Dudley Rd. Kilgore, Texas 75662  
P.O. Box 9000 Kilgore, Texas 75663  
Office: 903-984-0551 \* Fax: 903-984-5914

**GAF3-A**

Gafford Chapel WSC  
PO Box 1160  
Sulphur Springs, TX 75483-1160



Printed: 03/03/2021

1965781 Rt 3 Box 26

GAF3

Received: 03/02/2021

03/02/2021

Prepared: 03/02/2021 16:53:00 Analyzed 03/02/2021 16:53:00 ZCS

NELAC Micro Lab Cl2 Check

Negative

Prepared: 940194 03/02/2021 08:23:00 Analyzed 940194 03/02/2021 08:23:00 DR

z Chlorine Residual Type

free mg/L

SM 9223 B (Colilert-18)-97

Prepared: 940329 03/02/2021 16:53:00 Analyzed 940329 03/02/2021 16:53:00 ZCS

NELAC TC / E.coli Set Started

STARTED

01

Qualifiers:

We report results on an As Received or wet basis unless marked Dry Weight. Unless otherwise noted, testing was performed at Ana-labs corporate laboratory that holds the following Federal and State certificates: EPA Lab Number TX00063, US Department of Agriculture Soil Import Permit P330-17-00117, Texas Commission on Environmental Quality Commercial Drinking Water Lab Approval (Lab ID: TX219), Texas Commission on Environmental Quality NELAP T104704201-20-17, Louisiana Department of Environmental Quality Laboratory Certification (NELAP, LELAP) #02008, Louisiana Department of Health and Hospitals Drinking Water (NELAP) Certificate No LA026, Oklahoma Department of Environmental Quality TNI Laboratory Accreditation Program Certificate No. 2018-126, Arkansas Department of Environmental Quality Certification #18-068-0. The Accredited column designates accreditation by N -- NELAC, or Z -- not covered under NELAC scope of accreditation.

These analytical results relate to the sample tested. This report may NOT be reproduced EXCEPT in FULL without written approval of Ana-Lab Corp. Unless otherwise specified, these test results meet the requirements of NELAC.

RL is the Reporting Limit (sample specific quantitation limit) and is at or above the Method Detection Limit (MDL). CAS is Chemical Abstract Service number. RL is our Reporting Limit, or Minimum Quantitation Level. The RL takes into account the Instrument Detection Limit (IDL), Method Detection Limit (MDL), and Practical Quantitation Limit (PQL), and any dilutions and/or concentrations performed during sample preparation (EQL). Our analytical result must be above this RL before we report a value in the 'Results' column of our report (without a 'J' flag). Otherwise, we report ND (Not Detected above RL), because the result is "<" (less than) the number in the RL column. MAL is Minimum Analytical Level and is typically from regulatory agencies. Unless we report a result in the result column, or interferences prevent it, we work to have our RL at or below the MAL.

Trey Peery, MA, Project Manager



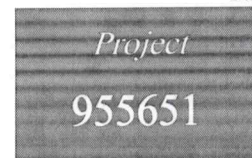
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NELAP-accredited #T104704201-20-17

# Quality Control

## GAF3 -A

Gafford Chapel WSC  
PO Box 1160  
Sulphur Springs, TX 75483-1160



Printed 03/03/2021

Analytical Set **940339**

**SM 9223 B (Colilert-18)-97**

### Standard

<u>Parameter</u>	<u>Sample</u>	<u>Reading</u>	<u>Known</u>	<u>Units</u>	<u>Recover%</u>	<u>Limits%</u>	<u>File</u>
P. aeruginosa	940329	NEGATIVE	NEGATIVE	in 100 mL	-	-	122066908
Standard E. coli	940329	POSITIVE	POSITIVE	in 100 mL	-	-	122066910
Standard K. varicola	940329	POSITIVE	POSITIVE	in 100 mL	-	-	122066909

Analytical Set **940340**

**SM 9223 B (Colilert-18)-97**

### Standard

<u>Parameter</u>	<u>Sample</u>	<u>Reading</u>	<u>Known</u>	<u>Units</u>	<u>Recover%</u>	<u>Limits%</u>	<u>File</u>
P. aeruginosa	940329	NEGATIVE	NEGATIVE	in 100 mL	-	-	122066990
Standard E. coli	940329	POSITIVE	POSITIVE	in 100 mL	-	-	122066992
Standard K. varicola	940329	NEGATIVE	NEGATIVE	in 100 mL	-	-	122066991

\* Out RPD is Relative Percent Difference:  $\text{abs}(r_1 - r_2) / \text{mean}(r_1, r_2) * 100\%$

Recover% is Recovery Percent:  $\text{result} / \text{known} * 100\%$



Report Page 5 of 6

NELAP-accredited #T104704201-20-17

TCEQ Microbial Reporting Form										TCEQ Form 10525 06/2017		Ana-Lab Corp. 2600 Dudley Road Kilgore, TX 75662 Phone: 903/984-0551 Fax: 903/984-5914 corp@ana-lab.com		 <b>ANA-LAB</b> <small>THE COMPLETE SERVICE LAB</small>																																																																													
Water System Identification & Sample Collection Information (Please type or use block print)																																																																																											
Public Water System ID: <small>(Must be 7 digits, include all zeros)</small>				TX		1120014																																																																																					
Public Water System Name:				Gafford Chapel WSC																																																																																							
County:				Hopkins																																																																																							
Name: Hunt Co. Health Dept [HCHD-36]				Address: 2700 Johnson St				City: Greenville				State: TX		Zip Code: 75401-																																																																													
Phone #: 903/408-4140				Other Contact: 903-439-5049																																																																																							
Sampler Name (Print): Daniel Romans				Signature: <i>Daniel Romans</i>																																																																																							
Operator License #: WG 000 5621				<input type="checkbox"/> Writer <input checked="" type="checkbox"/> Operator <input type="checkbox"/> Other																																																																																							
Publication of this form is contingent upon the water system's compliance with the Texas Public Utility Code, Title 4, Chapter 27, by operating its water system in accordance with the rules and regulations of the Texas Commission on Environmental Quality, and that all information is accurate.																																																																																											
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## Eric Stadig

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**From:** Eric Stadig  
**Sent:** Wednesday, March 3, 2021 4:02 PM  
**To:** [REDACTED]; [REDACTED]  
**Cc:** 'Harold Bryant'  
**Subject:** RE: Gafford Chapel WSC TCEQ Inv. and Boil Water Notice.  
**Attachments:** Rescind Boil Water Notice.pdf

Good afternoon,

Please send me a copy of your microbacteriological sample results noted on the TCEQ boil water notice documentation as well.

These are the results that were used to rescind the boil water notice. Thank you for your consideration in this matter.

Sincerely,

-Eric Stadig

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**From:** Eric Stadig  
**Sent:** Tuesday, March 2, 2021 1:14 PM  
**To:** [REDACTED]; [REDACTED]  
**Cc:** 'Harold Bryant' [REDACTED]; Cara Fisher <Cara.Fisher@tceq.texas.gov>  
**Subject:** RE: Gafford Chapel WSC TCEQ Inv. and Boil Water Notice.

There is no documentation attached to your email.

-Eric

---

**From:** [REDACTED]  
**Sent:** Tuesday, March 2, 2021 11:25 AM  
**To:** Eric Stadig <Eric.Stadig@tceq.texas.gov> [REDACTED]; PWSBWN <PWSBWN@tceq.texas.gov>  
**Cc:** 'Harold Bryant' [REDACTED]  
**Subject:** RE: Gafford Chapel WSC TCEQ Inv. and Boil Water Notice.

Attached is the amended boil water notice that you requested. The notice posted on the office door is dated 2/20; the facebook notice was dated 2/20 and posted just after midnight making it 2/21; the text messages were sent 2/20 and the boil water notice certification form is dated 2/20. Now all the dates agree.

As for your question about the text messages, we only have cell phone numbers for a few of our customers and they were notified on 2/20 of the boil water notice and they were notified on 2/27 of the rescind notice. The text messages went to 10 of our customers and they were asked to relay the message to friends and neighbors – the same as the facebook posts.

FYI – We are in the process of asking all our customers to provide either a cell phone number we can text or an email address we can contact them in case of another outage, emergency, boil water notice, etc. This should solve our communication problem in the future.



**From:** Eric Stadig <Eric.Stadig@tceq.texas.gov>  
**Sent:** Monday, March 1, 2021 7:46 AM  
**To:** [REDACTED]  
**Cc:** Cara Fisher <cara.fisher@tceq.texas.gov>  
**Subject:** Gafford Chapel WSC TCEQ Inv. and Boil Water Notice.

Good morning Mr. Bryant,

Thank you for submitting this rescind notification. As I discussed with Mr. Romans last week, that this is unacceptable to have an individual post on their private Facebook page to notify PWS customers of a Boil Water Notification.

Moving forward, if you wish to keep utilizing Facebook, that I strongly encourage the Gafford Chapel WSC to have a system specific Facebook page (or Facebook group page). Another option, is to create a simple Gafford Chapel WSC website where public notifications & updates can be found. Either way would not be as restrictive, and open for all your customers can check for public updates regarding the system. Please note: this will be discussed in my Investigation Report as well.

**Additionally, you have three different dates listed on the documentation sent for when the Boil Water Notice (BWN) notification occurred:**

TCEQ Certificate of Delivery states the BWN started February 19<sup>th</sup>  
The photo of sign posted at your office states the BWN started February 20<sup>th</sup>.  
The Facebook post states the BWN started February 21<sup>st</sup>

Please let me know by close of business today, which date did the BWN start, & actually issued to the public?

If you have further questions, just let me know.

Sincerely,

-Eric Stadig

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**From:** Eric Stadig  
**Sent:** Friday, February 26, 2021 2:18 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** TCEQ Inv. and Boil Water Notice.

Good afternoon,

Well Received. And thank you for sending the link to the Facebook post & TCEQ Boil Water Notice (BWN) form. I discussed with Mr. Romans yesterday, that this is unacceptable to have an individual post on their private Facebook page to notify PWS customers of a Boil Water Notification.

Moving forward, if you wish to keep utilizing Facebook, that I strongly encourage the Gafford Chapel WSC to have a system specific Facebook page (or Facebook group page). Another option, is to create a simple Gafford Chapel WSC website where public notifications & updates can be found. Either way would not be as restrictive, and open for all your customers can check for public updates regarding the system. Please note: this will be discussed in my Investigation Report as well.

The photo of sign posted at your office states the BWN started February 20<sup>th</sup>.  
The Facebook post states the BWN started February 21<sup>st</sup>  
TCEQ Certificate of Delivery states the BWN started February 19<sup>th</sup>

Sincerely,

-Eric Stadig

Eric Stadig  
Environmental Investigator III – Water/PWS  
TCEQ – Tyler Office  
2916 Teague Drive  
Tyler, TX 75701  
Office – 903-535-5176  
Fax - 903-525-0384

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This is a picture of the notice on our Gafford Chapel Water Supply office door.



## Texas Commission on Environmental Quality

CERTIFICATE OF DELIVERY OF PUBLIC NOTICE TO CUSTOMERS: Issue Boil Water  
NoticePublic Water System (PWS) name: Gafford Chapel WSCPWS ID: 1120014 Date of Incident/Violation: 2-19-21Area Affected: ☒ Entire PWS ☐ Other Area: \_\_\_\_\_  
Reason(s) issued: (indicate "X" all applicable circumstances; 30 TAC 290.46 (q))

- ☒ Low distribution pressures (<20psi)
- ☐ Water outage
- ☐ E. coli or fecal positive microbiological sample(s)
- ☐ Failure to maintain adequate chlorine residuals
- ☐ Elevated finished water turbidities (Surface Water Treatment Rule)
- ☐ Line Break
- ☐ Other: \_\_\_\_\_

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 or more of the following):**

- ☐ Furnish a copy of the Notice to radio and television stations serving the PWS service area
- ☐ Publish Notice in a local newspaper serving the PWS service area
- ☐ Direct delivery of Notice to customers
- ☒ Continuously post Notice in conspicuous places within affected PWS service area
- ☒ Electronic delivery or alert systems (e.g., reverse 911)

**NONCOMMUNITY WATER SYSTEM (perform one or more of the following):**

- ☐ Direct delivery of Notice to customers
- ☐ Continuously post Notice in conspicuous places within affected PWS service area
- ☐ Electronic delivery or alert systems (e.g., reverse 911)

In accordance with 30 TAC §290.122(g), all public water systems that are required to issue public notice to persons in accordance with 30 TAC §290.122, and that sell or otherwise provide drinking water to other public water systems (i.e., consecutive systems), shall provide public notice to the owner or operator of the consecutive systems.

☐ This PWS provides water to consecutive systems and those systems have been provided public notice.

Notice to Consecutive Systems was delivered on: \_\_\_\_\_ (date)  
by the following means: \_\_\_\_\_

Note: Please include a listing of consecutive systems notified in Comments or attach.  
Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

"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."

NOTE: 30 TAC 290.46(q)(6)(F) requires the PWS to provide documentation to the Executive Director within 10 days.

Date of Delivery to Customers: 2-19-21 Phone: 903-885-6996  
Certified by: (print name): Harold Bryant Title: Sec/Treas  
Signature: Harold Bryant Date: 2-26-21

E-mail ([PWSBWN@tceq.texas.gov](mailto:PWSBWN@tceq.texas.gov)) or mail a copy of this completed form, **AND** copies of the Boil Water Notice given to your customers to: TCEQ – Water Supply Division MC – 155, Attn: Public Notice. P. O. Box 13087 Austin, TX 78711-3087



Daniel Romans - Boil water orde



https://m.facebook.com/story.php?story\_fbid=3741284955908677&id=10000...



Some websites no longer work with Internet Explorer. We recommend switching over to Microsoft Edge completely for an uninterrupted experience.

Set as default browser

Explore Microsoft Edge



# facebook

Daniel Romans is on Facebook. To connect with Daniel, log into Facebook.

Log In

or

Join



**Daniel Romans**

February 21 at 12:18 AM · 🌐

Boil water order now in effect for gafford chapel water customers because of low pressure in ridgeway tower and commerce now on boil water restrictions. Suggest you boil any water used for drinking and cooking for two minutes. Please share this info on social media with any GC Water customers.



## Texas Commission on Environmental Quality

CERTIFICATE OF DELIVERY OF PUBLIC NOTICE TO CUSTOMERS: Issue Boil Water  
NoticePublic Water System (PWS) name: Gafford Chapel WSCPWS ID: 1120014 Date of Incident/Violation: 2-20-21Area Affected: ☐ Entire PWS ☐ Other Area: (Amended)

Reason(s) issued: (indicate "X" all applicable circumstances; 30 TAC 290.46 (q))

- ☒ Low distribution pressures (<20psi)  
☐ Water outage  
☐ *E. coli* or fecal positive microbiological sample(s)  
☐ Failure to maintain adequate chlorine residuals  
☐ Elevated finished water turbidities (Surface Water Treatment Rule)  
☐ Line Break  
☐ Other: \_\_\_\_\_

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 or more of the following):**

- ☐ Furnish a copy of the Notice to radio and television stations serving the PWS service area  
☐ Publish Notice in a local newspaper serving the PWS service area  
☐ Direct delivery of Notice to customers  
☒ Continuously post Notice in conspicuous places within affected PWS service area  
☒ Electronic delivery or alert systems (e.g., reverse 911)

**NONCOMMUNITY WATER SYSTEM (perform one or more of the following):**

- ☐ Direct delivery of Notice to customers  
☐ Continuously post Notice in conspicuous places within affected PWS service area  
☐ Electronic delivery or alert systems (e.g., reverse 911)

In accordance with 30 TAC §290.122(g), all public water systems that are required to issue public notice to persons in accordance with 30 TAC §290.122, and that sell or otherwise provide drinking water to other public water systems (i.e., consecutive systems), shall provide public notice to the owner or operator of the consecutive systems.

☐ This PWS provides water to consecutive systems and those systems have been provided public notice.

Notice to Consecutive Systems was delivered on: \_\_\_\_\_ (date)  
by the following means: \_\_\_\_\_

Note: Please include a listing of consecutive systems notified in Comments or attach.  
Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

"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."

NOTE: 30 TAC 290.46(q)(6)(F) requires the PWS to provide documentation to the Executive Director within 10 days.

Date of Delivery to Customers: 2-20-21 Phone: 903-885-3523  
Certified by: (print name): Harold Bryant Title: Sec/Treas  
Signature: Harold Bryant Date: 2-26-21

E-mail ([PWSBWN@tceq.texas.gov](mailto:PWSBWN@tceq.texas.gov)) or mail a copy of this completed form, **AND** copies of the Boil Water Notice given to your customers to: TCEQ – Water Supply Division MC – 155, Attn: Public Notice. P. O. Box 13087 Austin, TX 78711-3087



## Texas Commission on Environmental Quality

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

Public Water System (PWS) name: Gafford Chapel WSC  
PWS ID: 1120014 Date Boil Water Notice Issued: 2-19-21

30 TAC 290.46(q) requires a PWS to notify customers that a boil water notice has been rescinded. A public water system shall not rescind a boil water notice until the public water system has met all the applicable requirements as described in 30 TAC 290.46 (q)(6).

Indicate "☒" for all requirements met and **provide documentation** with submittal:

- ☒ Sufficient water pressures (>20 psi) are consistently maintained per 30 TAC 290.47 (e).
- ☐ Affected area(s) have been thoroughly flushed and adequate chlorine residual (free >0.2mg/L, chloramine >0.5mg/L) is maintained throughout the system.
- ☐ Surface Water Treatment Rule Only - Finished water entering the system has turbidity levels consistently below 1.0 NTU
- ☐ Specific actions required by the Executive Director have been met (describe actions):

- ☒ Microbiological samples, marked "Special", from representative sites in system, are analyzed by an approved lab and all results are negative for coliform organisms.

Please indicate how the PWS provided this rescind notification to customers.

**COMMUNITY WATER SYSTEM (perform one or more of the following):**

- ☒ ~~Furnish a copy of the Notice to radio and television stations serving the PWS service area~~
- ☐ Publish Notice in a local newspaper serving the PWS service area
- ☐ Direct delivery of Notice to customers
- ☒ Continuously post Notice in conspicuous places within affected PWS service area
- ☒ Electronic delivery or alert systems (e.g., reverse 911) Facebook & text message

**NONCOMMUNITY WATER SYSTEM (perform one or more of the following):**

- ☐ Direct delivery of Notice to customers
- ☐ Continuously post Notice in conspicuous places within affected PWS service area
- ☐ Electronic delivery or alert systems (e.g., reverse 911)

"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."

NOTE: 30 TAC 290.46(q)(6)(F) requires the PWS to provide documentation to the Executive Director within 10 days.

Date of Delivery to Customers: 02-27-21 Phone: 903-885-6996  
Certified by: (print name): Harold Bryant Title: Sec/Treas

Signature: [Signature] Date: 02-27-21

E-mail ([PWSBWN@TCEQ.TEXAS.GOV](mailto:PWSBWN@TCEQ.TEXAS.GOV)) or mail a copy of this completed form, **AND** copies of the Rescind Notice given to your customers to: TCEQ – Water Supply Division MC – 155, Attn: Public Notice. P. O. Box 13087 Austin, TX 78711-3087

# Gafford Chapel WSC

Due to low pressure in Ridgeway and Commerce communities a **BOIL WATER NOTICE** is in effect. We suggest all water used for drinking and cooking be boiled for a minimum of 2 minutes.

This notice is in effect beginning Saturday, February 20, 2021 until further notice.

Any questions please call Daniel Romans @ 903-439-5049