

**Drought Assistance Directory
for
Public Officials
and
Drinking Water Utilities**

FOR ADDITIONAL COPIES OF THIS PAMPHLET, CONTACT:

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CARIN MARCY BARTH
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August 1, 2011

TO: Chief Elected Officials, Water Utilities, and Emergency Management Coordinators

SUBJECT: *PUBLIC WATER SUPPLY*

In coordination with the Governor's Office, the Texas Commission on Environmental Quality (TCEQ), the Texas Water Development Board (TWDB), and the Texas Division of Emergency Management (TDEM) has developed this directory to assist your efforts to prevent, mitigate, and respond to drought-related public water supply problems in your community.

Mitigation Assistance

It is important to assess the vulnerability of public water systems to identify drought, potential problems, and initiate preventative actions such as conservation measures and public awareness campaigns. A wide range of information and technical assistance is available through contacts identified by TCEQ and TWDB. Local governments and water utilities are encouraged to utilize these services.

Emergency Response Assistance

If an immediate need occurs such as the failure or the projected immediate failure of a public water system, the timeliest method of receiving emergency response assistance is through activation of the emergency management system. In such situations, water utilities should immediately contact the Emergency Management Coordinator (EMC) or chief elected official (County Judge or Mayor) of the local jurisdiction affected by the emergency. Local governments have initial emergency response responsibility, but may request supplemental state assistance by contacting their appropriate Texas Department of Public Safety Disaster District Committee Chairman.

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WATER SUPPLY PROBLEMS

Flow Chart Notes

1. “Immediate Need” is defined as the failure of a water system, or the imminent failure of a water system, within the next 72 hours. Failure can result from loss of water supply source and/or physical plant failure.
2. Water utilities may be able to resolve problem with no additional help or with only limited technical assistance or information for contacting resource suppliers. This is the preferred level and method of resolving problems by facilitating solutions implemented by water system operators.
3. Local government (cities & counties) may be able to resolve problems themselves or with only limited technical assistance or may be in need of information for contacting available resource suppliers. Activation of the local emergency management system provides additional resources to address the problem and is also a preferred method that allows problem resolution to be implemented by the affected local government. Direct contract between water utilities and local government is strongly encouraged, as failure to do so may unnecessarily delay emergency response operations.
4. Water utilities may have exhausted their capabilities to resolve the problem and have also applied for or received financial assistance from state and/or federal assistance programs. If this situation exists, it may still be necessary for the water utilities to seek activation of the local emergency management system to resolve the problem. This process will also facilitate problem solving at the local government level.
5. Elevation of the problem to the Disaster District Committee (DDC) activates the comprehensive state-level emergency management system. This will provide additional state response resources to address the problem. The capability and types of state resources available will differ within each of the state’s twenty-four (24) Disaster Districts.

NOTE: See attached maps and phone numbers for Regional Coordinators and Disaster District Contacts.

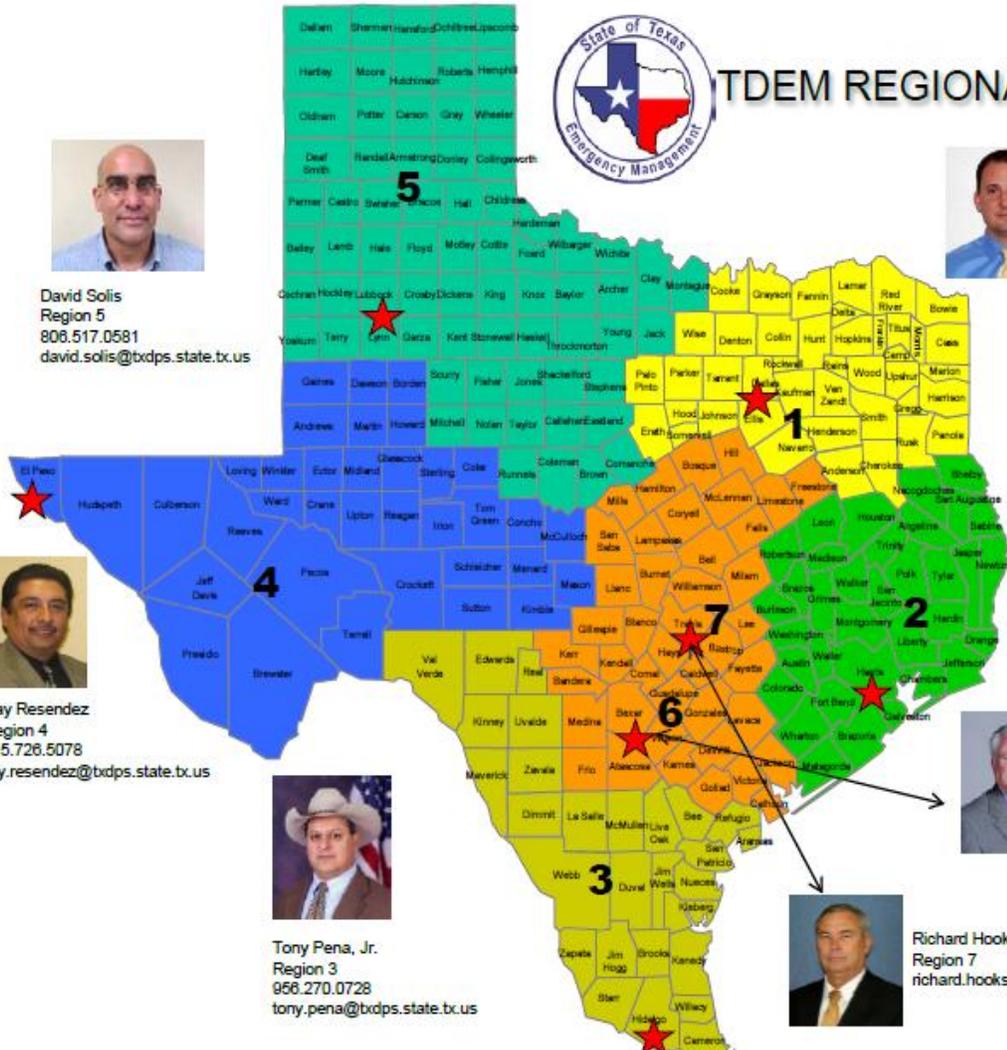
6. Problems that cannot be resolved by using DDC level state response resources will be elevated to the State Operations Center (SOC) for resolution by the Emergency Management Council. At this level the statewide emergency management system will provide for coordinated employment of all appropriate and available state response resources to address the problem and, if needed, will also request appropriate federal level assistance.
7. Water utilities with concerns, questions, or problems that are not of an “Immediate Need” category should contact the TCEQ Public Drinking Water Section “Drought Team”. Direct contact between utilities and TCEQ representatives is strongly encouraged and is the preferred method of mitigating drought problems. This process provides a way to record problems and facilitates access to TCEQ and TWDB technical and financial assistance resources.

DISASTER DISTRICT COMMITTEE CONTACTS

In accordance with the State Emergency Management Plan, when an emergency occurs or threatens to occur and is beyond the capability of local government to respond, state assistance will be requested from the appropriate Disaster District Committee (DDC) Chairman by the local government chief elected official as prescribed in the state emergency management plan. The DDC is chaired by the Highway Patrol commanding officer and is the first step in management of state resources during emergencies. TDEM Regional Coordinators will collaborate and assist the DDC in coordination of resources and provide support.



TDEM REGIONAL COORDINATORS





David Solis
Region 5
806.517.0581
david.solis@txdps.state.tx.us



Phillip Mongeau
Region 1
214.717.3192
phillip.mongeau@txdps.state.tx.us



Ray Resendez
Region 4
915.726.5078
ray.resendez@txdps.state.tx.us



David Popoff
Region 2
713.504.4362
david.popoff@txdps.state.tx.us



Tony Pena, Jr.
Region 3
956.270.0728
tony.pena@txdps.state.tx.us



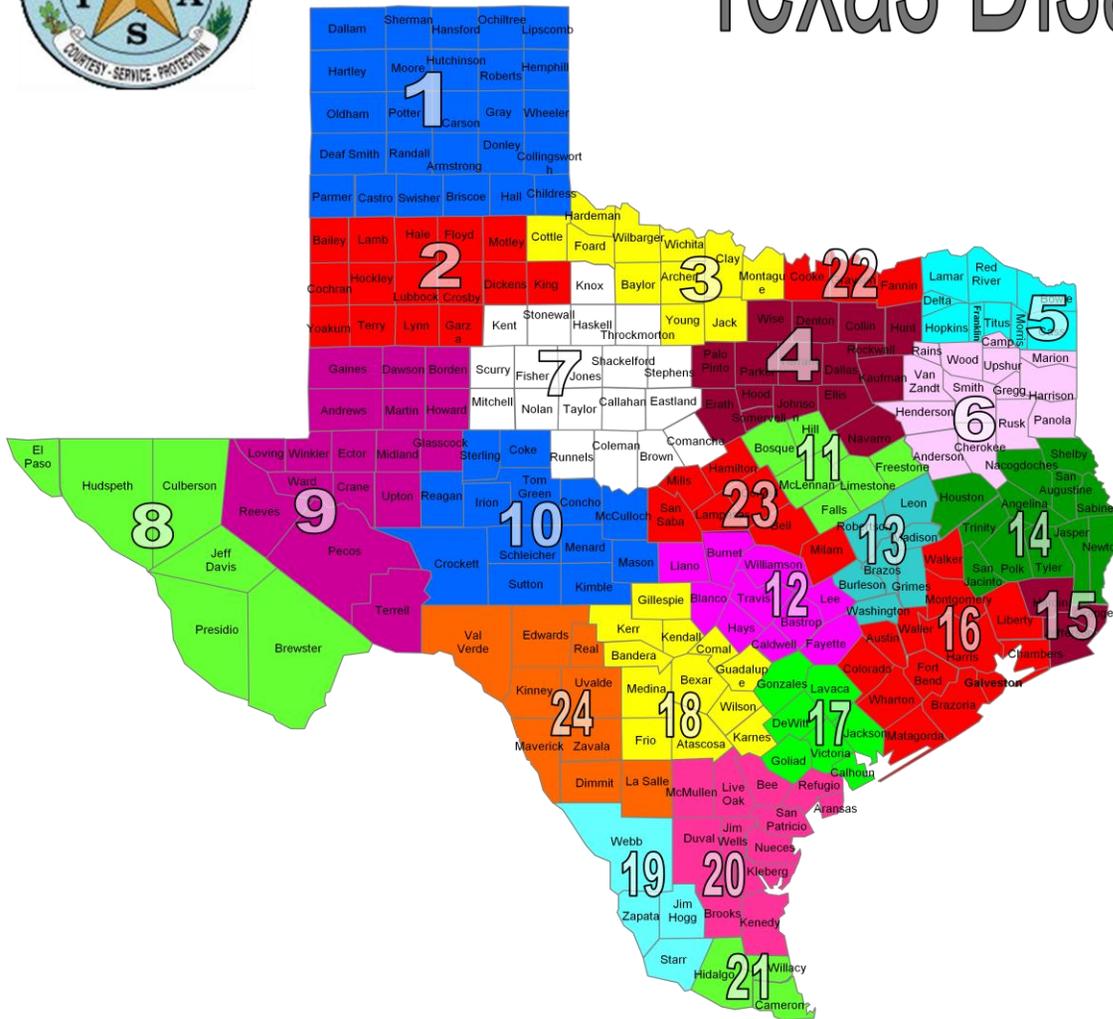
Mike Miller
Region 6
210.531.4337
mike.miller@txdps.state.tx.us



Richard Hooks
Region 7
richard.hooks@txdps.state.tx.us



Texas Disaster Districts



Station	DDC Chair	Phone
1Amarillo	Capt. Richard Diegelman	806-468-1310
2Lubbock	Capt. Bill Schneider	806-472-2710
3Wichita Falls	Lt. Alan Troup	940-851-5501
4Hurst	Capt. Bryan Rippee	817-299-1311
Dallas	Capt. Michael Lathan	214-861-2155
5Mt. Pleasant	Capt. Michael Scullin	903-572-3139
6Tyler	Capt. Audra Livingston	903-939-6031
7Abilene	Capt. Douglas Farber	325-795-4020
8El Paso	Capt. Jay Webster	915-849-4001
9Midland	Capt. Robert Bailey	432-498-2141
10San Angelo	Lt. Roger Looka	325-223-6811
11Waco	Capt. Tim Smith	254-759-7160
12Austin	Capt. Paul Schulze	512-997-4101
13Bryan	VACANT	979-776-3182
14Lufkin	Lt. Roy Owens	936-699-7302
15Beaumont	Capt. Larry Allen	409-924-5422
16Houston	Capt. Derek Rodriguez	281-517-1217
Conroe	VACANT	936-442-2807
Texas City	Lt. James Reyer	409-933-1125
Pierce	Lt. Daniel Terronez	979-541-4509
17Victoria	Lt. Glen Garrett	361-578-3400
18San Antonio	Capt. Steven Tellez	210-531-2206
19Laredo	Capt. Orlando Alanis	956-728-2292
20Corpus Christi	Capt. Rhonda Lawson	361-698-5613
21McAllen	Capt. Juan Rodriguez	956-984-5608
22(Mt. Pleasant)	Capt. Michael Scullin	903-572-3139
23(Waco)	Capt. Tim Smith	254-759-7160
24Del Rio	Lt. Jerome Johnson	830-703-1208



TDEM District Coordinator Areas



Rex Ogle
Field Response
Administrator
Austin HQ
(512) 424-7051



David Solis
5B Amarillo
(806) 517-0581



Anna Wiles
FR Admin Asst
(512) 424-7858



Colleen O'Neal
5A Lubbock
(806) 548-4344



Jim White
5C Abilene
(325) 260-5591



Dudley Speed
4A Midland
(432) 416-0063



Ray Resendez
4B El Paso
(915) 726-5078



Jerry Huffman
Sub 4A San Angelo
(325) 513-2618



Jack Doebbler
6B Austin
(512) 848-1080



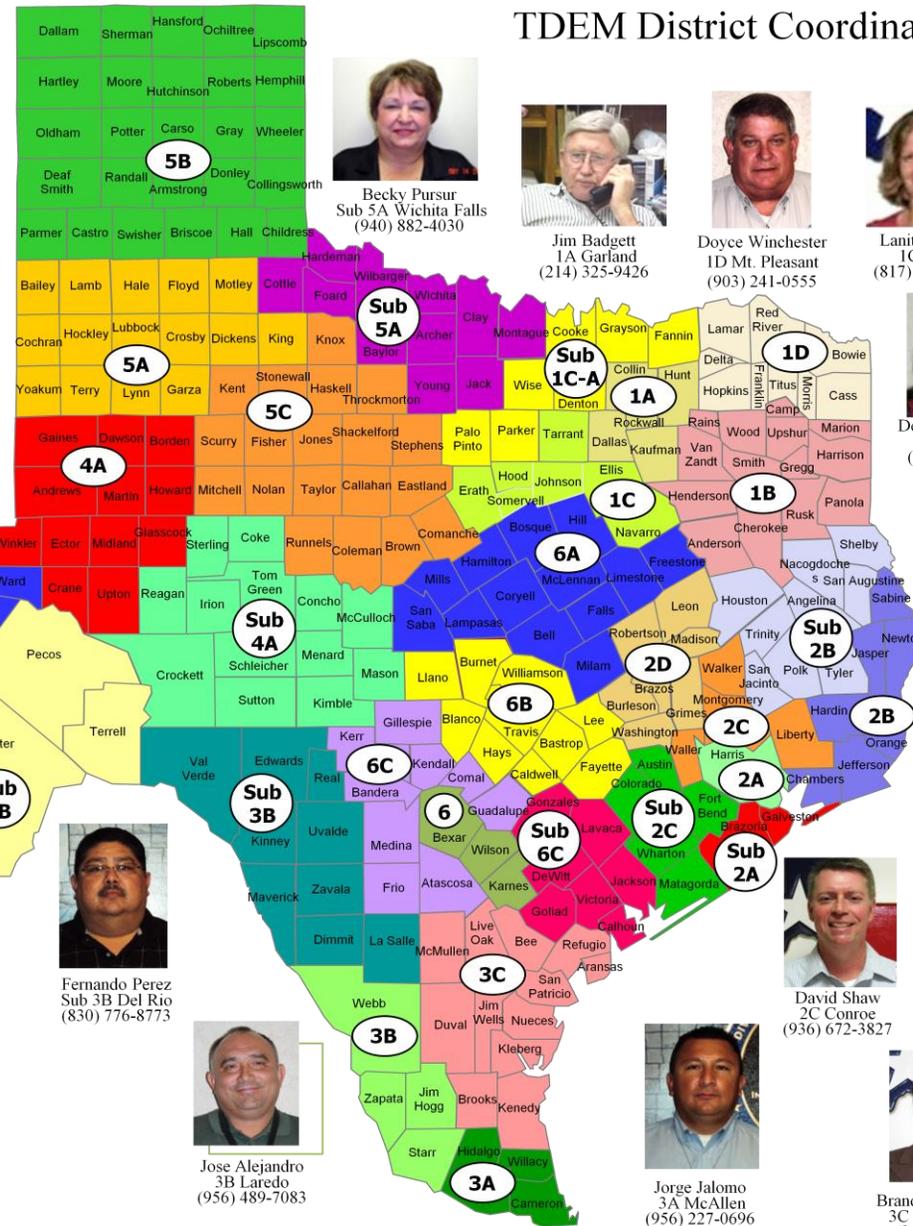
Dave Marquez
Sub 4B Alpine
(432) 386-6737



Summer Ray
6C San Antonio
(210) 452-8860



Steve Gladstone
6 ARCC/Bexar Co
(210) 559-3496



Becky Pursur
Sub 5A Wichita Falls
(940) 882-4030



Jim Badgett
1A Garland
(214) 325-9426



Doyce Winchester
1D Mt. Pleasant
(903) 241-0555



Lanita Magee
1C Hurst
(817) 538-0164



Sherri Copeland
Sub 1C-A Denton
940-452-7757



Deann Stinecipher
1B Tyler
(903) 920-5838



Tim Hood
6A Waco
(254) 379-0087



Jay Hall
2B Beaumont
(409) 284-9381



Randy Whittington
Sub 2B Nacogdoches
(936) 208-3270



Jennifer Hawes
2A - Houston
(281) 642-0312



David Popoff
Sub 2A Texas City
(713) 504-4392



Fernando Perez
Sub 3B Del Rio
(830) 776-8773



David Shaw
2C Conroe
(936) 672-3827



David Noak
Sub 2C Pierce
(979) 320-4362



Al Guarino
2D Bryan
(979) 412-0003



Jose Alejandro
3B Laredo
(956) 489-7083



Jorge Jalomo
3A McAllen
(956) 227-0696



Brandi Ashby-Fisher
3C Corpus Christi
(361) 438-5388



Alex Camacho
Sub 6C Victoria
361-788-3532

As of 7/25/11

TEXAS DIVISION OF EMERGENCY MANAGEMENT CONTACTS

The Texas Division of Emergency Management (TDEM) is responsible for the administration of the state program providing comprehensive emergency management. The program is designed to reduce the vulnerability of citizens and communities of this State to damage, injury and loss of life and property by establishing a system for the **mitigation** of, **preparedness** for, **response** to, and **recovery** from natural or man-made disasters, riots and/or hostile military or paramilitary actions. If the DDC is unable to meet requests for state assistance, the Chair will request further state assistance from the state Emergency Management Council through the Texas Division of Emergency Management. That assistance will make available necessary state resources, such as the National Guard or other state agencies as well as assistance from neighboring Disaster Districts. If necessary, requests for federal assistance will be sent in the name of the Governor to the Federal Emergency Management Agency (FEMA) regional headquarters in Denton, Texas.

Operations Duty Officer (24 hour) - 512-424-2208
W. Nim Kidd, CEM ®, Assistant Director – 512-424-2443
Shari Ramirez-MacKay, Deputy Assistant Director for Recovery - (512) 424-2434
Tom Polonis, Deputy Assistant Director for Response (Response Issues) – 512-424-7627
Chuck Phinney- State Coordinator for Preparedness- (512) 424-2455
Denita Powell- State Coordinator for Operations- (512) 424- 7948
Frank Cantu, State Coordinator for Recovery (Recovery Issues)- 512-424-2455
Mary Lenz, Public Information Officer – 512-424-2432

STATE AGENCY DROUGHT RESOURCE SUMMARY

AGENCY: TEXAS COMMISSION ON ENVIRONMENTAL QUALITY (TCEQ)

DROUGHT ASSISTANCE MISSION:

The Texas Commission on Environmental Quality (TCEQ) strives to protect our state's human and natural resources consistent with sustainable economic development. Our goal is clear air, clean water, and safe management of waste with an emphasis on pollution prevention. We are committed to providing efficient, prompt and courteous service to the people of Texas, ever mindful that our decisions are based on common sense, good science, and fiscal responsibility. TCEQ will partner with other state agencies in educating public water suppliers and in evaluating and approving alternate water sources. We will provide technical assistance to public water suppliers in planning for drought conditions and maintaining safe operational practices should water shortages occur.

PUBLIC DRINKING WATER SECTION – ELSTON JOHNSON

(512) 239-4691

Boil Water Notices	System Operation Issues
Chlorination	Treatment of Drinking Water
Interruptions of Service (System Wide)	Water Quality
Cross Connection Control Program	Pressure Problems
Watch List	

UTILITIES & DISTRICTS SECTION – TAMMY BENTER

(512) 239-4691

UTILITIES TECHNICAL REVIEW TEAM – VERA POE

Utility Service Areas
Disconnections
Emergency Rate Increase

RESOURCE PROTECTION TEAM – CHRIS LOFT

(512) 239-4691

Development of Water Conservation Plans (on-going water savings)
Development of Drought Contingency Plans
Water-Saving Plumbing Fixtures

AGENCY CONTACTS FOR ASSISTANCE
www.tceq.state.tx.us

TCEQ REGIONAL OFFICES

<u>Region</u>	<u>Phone Number</u>
Region 1 – Amarillo	(806) 353-9251
Region 2 – Lubbock	(806) 796-7092
Region 3 – Abilene	(325) 698-9674
Region 4 – Arlington	(817) 588-5800
Region 5 – Tyler	(903) 535-5100
Region 6 – El Paso	(915) 834-4949
Region 7 – Midland	(432) 570-1359
Region 8 – San Angelo	(325) 655-9479
Region 9 – Waco	(254) 751-0335
Region 10 – Beaumont	(409) 898-3838
Region 11 – Austin	(512) 339-2929
Region 12 – Houston	(713) 767-3650
Region 13 – San Antonio	(210) 490-3096
Region 14 – Corpus Christi	(361) 825-3100
Region 15 – Harlingen	(956) 425-6010
Region 16 – Laredo	(956) 791-6611

STATE AGENCY DROUGHT RESOURCE SUMMARY

AGENCY: TEXAS WATER DEVELOPMENT BOARD (TWDB)

DROUGHT ASSISTANCE MISSION:

The Texas Water Development Board (TWDB) is the state agency charged with statewide water resources planning and administration of low-cost financial assistance programs for the planning, design, and construction of water supply, wastewater treatment, flood control, and agricultural water conservation projects.

TWDB has a variety of programs, services, and capabilities for assisting communities in developing and implementing local responses to drought-induced water supply problems. This includes: drought related information on drought indices, water supply reservoir contents, groundwater levels, etc.; technical assistance with local drought management planning and water conservation practices; provision of information and technical assistance for the identification of alternative water sources; and providing low-cost financial assistance for the development of alternative water sources.

AGENCY CONTACT FOR ASSISTANCE

www.twdb.state.tx.us

Type of Assistance	Name	Telephone	E-mail
Drought Indices & Water Resources Data	Yujuin Yang	512-936-2385	Yujuin.Yang@twdb.state.tx.us
Media Contact	Merry Klonower	512-463-8165	Merry.Klonower@twdb.state.tx.us
Municipal Drought Management	John Sutton	512-463-7988	John.Sutton@twdb.state.tx.us
Agricultural Drought Management	Mark Michon	512-463-7984	Mark.Michon@twdb.state.tx.us
Water Planning Data	Wendy Barron	512-936-0886	Wendy.Barron@twdb.state.tx.us
Financial Assistance for Water Supply Improvements	Jeff Walker	512-463-7779	Jeff.Walker@twdb.state.tx.us
Water Conservation Brochures -English & Spanish	Patsy Waters	512-463-7955	Patsy.Waters@twdb.state.tx.us