

Jackrabbit Road PUD Hurricane Harvey FAQ's

(Prepared by Severn Trent) Updated Information as September 1, 2017 4:00 p.m.

Is my water safe to drink?

All customers served by the Jackrabbit Road PUD have safe drinking water. Although one of Jackrabbit's water plants is currently offline, at no time during this event has the water system supplied water that is not safe to drink and at no time have we experienced a significant loss of water pressure. **Water supplied by Jackrabbit Road PUD is safe and continues to meet all federal guidelines as required by law.**

How does the Jackrabbit wastewater collection and treatment system work?

The Jackrabbit wastewater system collects the sanitary sewage, which flows to the Jackrabbit Regional Wastewater Treatment Plant ("WWTP"), where the sewage is treated and the treated effluent is then discharged into the receiving stream. The Jackrabbit WWTP also treats sewage from the residents located within Barker Cypress MUD, Harris County UD No. 6, Harris County MUD No. 136, Harris County MUD No. 183 and Harris County MUD No. 276 ("WWTP Participants").

What has happened to the Jackrabbit Regional WWTP?

The Jackrabbit Regional WWTP is underwater and non-operational. As soon as the water recedes, Jackrabbit will assess the damage and begin the repairs. However, we expect the damage to be significant and may take an extended period to restore operations at the WWTP.

If the Jackrabbit Regional WWTP is non-operational how is the sewage being treated?

Right now the sewage is being discharged into the collection system and escaping into the flood waters untreated. Representatives of Jackrabbit have been in contact with the TCEQ and Harris County and they are aware of this situation. There are numerous wastewater facilities in the greater Houston area that are also discharging untreated sewage.

What actions can homeowners take?

Residents of Jackrabbit and the WWTP Participants can provide the most beneficial action by limiting the amount of water used as much as possible. Refrain from bathing, washing clothes, and using your dishwasher. Showers, use of toilets, and brushing teeth

are acceptable but all use of water should be minimized while the WWTP is nonoperational. If you experience a sanitary sewer backup, contact ST at 281 398-8211 and they will come out and help you.

When will repairs be made to the WWTP?

Until the water recedes we are unable to fully evaluate the condition of the WWTP. Once water has receded, Jackrabbit will be able to mobilize on-site and evaluate the damage and begin repairs to the WWTP. However, the timing of any repairs is dependent upon the water receding.

What precautions should I take with the flood water?

- Whether the water is deep or shallow, floodwaters are dangerous. They can carry debris, pollution, sharp objects and nasty critters. Keep children out of floodwaters, wash hands thoroughly, and disinfect or throw out items that have come in contact with floodwaters.
- Whether your yard got a little wet, or your house has water inside, be SMART about cleaning up the mess: Wear gloves and dispose of items that cannot be thoroughly cleaned.
- There will be many stray animals and pets because of the flooding. NEVER approach unfamiliar animals.
- The floodwaters brought more than just damage and debris. Mosquitos will start breeding in standing water. Dump/clean out containers with water (birdbaths, buckets, toys, pet bowls) to prevent mosquitoes from breeding.
- Find more information at: <http://publichealth.harriscountytexas.gov/resources/2017-hurricane-harvey>.

Whose fault is this? Didn't Jackrabbit Road PUD prepare?

MUDs, like Jackrabbit Road PUD and the WWTP Participants, are designed and required to build to certain criteria to protect customers from many events. Harvey brought in excess of 50 inches of rain to our area. In an area with the topography that Houston has, there is no amount of planning and preparation that can adequately deal with 50 inches of rain. Jackrabbit Road PUD has taken extreme measures to protect its facilities and its customers but this event was of such great magnitude there was no way to repair or mitigate what this storm brought.

SUMMARY:

At this time, we are unable to access the WWTP facilities to assess damage or to make necessary repairs. As the floodwaters recede and the WWTP facilities can be safely accessed, we intend to use all available resources to restore wastewater service to the Jackrabbit community and the WWTP Participants.

Our primary concern is to protect the health and safety of the public and all actions taken will be with that goal in mind.