News Release
TCEQ working to resolve Craft-Turney water emergency

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On Oct. 3, the Craft-Turney Water Supply Corp. notified the TCEQ of a backflow incident impacting a small portion of the system: 11 connections. The TCEQ suspects a fungicide entered the water supply. The water utility has indicated that this portion of the system has been isolated from the distribution system. The **do not use order** was initially issued to customers of this portion of the distribution system but was expanded to customers in the general vicinity of these connections as a precaution. Customers in the expanded area can use water to flush their toilets but cannot use the water for any other purposes, such as bathing, washing clothes, preparing food, drinking, gardening, or for pets.

Since issuing of the order, the TCEQ has been in continuous contact with the water utility's representatives to ensure public awareness of this situation and has initiated multiple measures, including sampling to determine the extent of potential impact in the water system. The TCEQ is coordinating with the water supply corporation, as well as other state partners and EPA Region 6. The water utility has been continuously flushing the system to remove any potential contaminants. TCEQ investigators and engineers are on the ground and working with the water supply corporation to address this issue. The TCEQ has an open investigation into this incident to determine the cause and source.

The **do not use order** will remain in place until the water system has been adequately flushed and samples indicate that the water is safe to use. It is not known at this time how long this may take, but the health and safety of the water supply corporation's customers is TCEQ's priority.

TCEQ provided twenty-eight pallets of bottled water to the utility on Thursday for impacted customers. The water is available at the Craft-Turney office at 505 Loop 456 in Jacksonville. A local church, the First United Methodist Church-Jacksonville at 1031 TX-456 Loop, has opened its facilities to those affected by the do not use water notice for bathing and washing dishes between the hours of 8 a.m. and 7 p.m.

The TCEQ has also coordinated with the Texas Department of State Health Services (DSHS), and their staff are available to take calls regarding health concerns. Affected citizens can call Dr. Sharon Huff in the DSHS Public Health Region 4/5 Office at 903-595-3585 during regular business hours Monday – Friday, 8 am – 5 pm or the Texas Poison Center Network at 1-800-222-1222 (24 hours per day). Residents may also contact TCEQ's Tyler office at 903-535-5100 if they have any questions related to this incident.

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