October 10, 2018

Update for Craft-Turney Water Supply customers

FOR IMMEDIATE RELEASE

The Texas Commission of Environmental Quality (TCEQ) is continuing to work with the Craft-Turney Water Supply System in regards to their October 3rd "DO NOT USE ORDER". The TCEQ has received results from samples that were collected on Oct. 4, 2018, from within the Craft-Turney Water Supply Corp. distribution system.

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.

Craft-Turney Water Supply is implementing a flushing plan for customers in the expanded area. **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. Customers are being asked to visit this website (www.ctwscorp.com) for instructions on how to flush their homes.**

Emergency supply for affected residents

Pallets of bottled water has been provided to the utility for use by customers affected by the order. The water is available at the Craft-Turney office at 505 Loop 456 in Jacksonville.

A contractor hired by the TCEQ has set up a trailer with 16 shower stalls at Central Baptist Church, 1909 E. Rusk St., Jacksonville. The shower trailer is now open daily from 6 a.m. to midnight. The First United Methodist Church-Jacksonville at 1031 TX-456 Loop has also made its facilities available for bathing and washing dishes between the hours of 8 a.m. and 7 p.m.

For residents' health-related questions

The TCEQ has also coordinated with the Texas Department of State Health Services (DSHS), which is available to take calls regarding health concerns. Impacted residents can call DSHS, Dr. Heidi Bojes, Phd., at 512-776-6351, during regular business hours Monday-Friday, 8 a.m.-5 p.m., local Cherokee County Health Department, Grace Mikhail, at 903-721-4402 or they can reach the Texas Poison Center Network 24 hours per day at 1-800-222-1222. 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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Background

On Oct. 3, Craft-Turney 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 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.

For environmental concerns, TCEQ's complaint hotline can be reached 24 hours per day at (888) 777-3186.

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CRAFT-TURNEY WATER SUPPLY CORPORATION
JACKSONVILLE, TX – CHEROKEE COUNTY
STOP USE OF WATER IMMEDIATELY NOTIFICATION

October 3, 2018

Due to conditions which have occurred recently in the water system, the Texas Commission on Environmental Quality has required the system, (**Craft-Turney Water Supply**) to notify **all the customers in the involved area to stop use of community water immediately until further notified .**The area included in this notice is:

**** AT THE SOUTH END OF 7 MILE HIL BEGINNING AT ADDRESS 33871 US HWY 69 N, ON THE WEST SIDE, GOING SOUTH ALL THE WAY UP 7 MILE HILL TO INCLUDE THE ADDRESS OF 33089 US HWY 69 N, THEN GOING SOUTH ON 7 MILE HILL TO INCLUDE THE ADDRESS OF 33338 US HWY 69 N, THEN GO WEST ON COUNTY ROAD 1513 TO COUNTY ROAD 1538 AND INCLUDE ALL RESIDENCES AND BUSINESSES ON COUNTY ROAD 1538 ****

If you have questions regarding this matter you may contact the Craft Turney Water Corporation Office at 903-586-9301.

Public Water System No. 0370016