

CORPUS CHRISTI WATER UTILITY – BOIL WATER NOTICE INVESTIGATION

1.0 IMMEDIATE ACTION PLAN

1.1 Conduct a Root Cause Analysis for Past 3 Boil Water Notices

Consider the following factors:

- Nitrification response plan
- Monitoring plan and action triggers
- Regulatory response
- Infrastructure configuration and condition factors
- Organizational factors
- Cross-connection control plan
- Laboratory staffing and resources
- Laboratory procedures
- Maintenance procedures
- Personnel qualifications
- Overall policies and procedures
- Decision-making processes

1.2 Immediate Recommendations to Avoid a Repeat Boil Water Occurrence in the Near-term (0-12 months)

Suggest near-term responses to reduce the risk of Boil Water Notices or other regulatory violations.

- Safety plan
- Process control plan
- Testing and monitoring plan
- Regulatory compliance plan
- Laboratory certification and procedures
- New and revised procedures
- Suggested resource acquisitions
- Organizational maturity assessment
- Recommended organizational changes

2.0 LONG-RANGE ACTION PLAN

2.1 Recommendations for Long-range Improvements (beyond 12 months)

Suggest a series of long range actions to bring the water utility into a stable operating posture.

- Business plan changes
- Process control and instrumentation improvements
- Operator and staff training plan
- Laboratory management plan

- Quality control plan
- Preventative maintenance management
- Staff #'s, organization structure and qualifications
- New capital equipment
- New capital projects
- Asset recapitalization plan
- Water resource planning
- Financial plan and rate model