

This EXAMPLE is for a small water system and represents the minimum information required. The information required for your plan will be based on the complexity of your water system.

Emergency/Disaster Response Plan

To continue minimum service levels and mitigate the public health risks from drinking water contamination that may occur during a disaster or other emergency events and in order to provide reliable water service and minimize public health risks from unsafe drinking water during those events, the [system] water system proposes the following plan that defines how it will respond to emergencies and/or disasters that are likely to affect its operation.

Disasters/emergencies that are likely to occur in the water system’s service area that are addressed are: earthquake, major fire emergencies, water outages due to loss of power, localized flooding, water contamination, and acts of sabotage.

- 1) **DESIGNATED RESPONSIBLE PERSONNEL:** For designated responsible personnel and chain of command and identified responsibilities, see the attached “Emergency and Disaster Personnel and Responsibilities”.
- 2) **INVENTORY OF RESOURCES:** An inventory of system resources that are used for normal operations and available for emergencies; includes maps and schematic diagrams of the water system, lists of emergency equipment, equipment suppliers, and emergency contract agreements that are kept at the water system office.
- 3) **EMERGENCY OPERATIONS CENTER:** The water system office has been designated as the communication network emergency operations center. Emergency contact information for equipment suppliers is attached. The telephone and FAX will be the primary mode of communication in an emergency. In addition, the local fire department and law enforcement have a radio and we have made arrangements to use it to contact police, fire and other emergency response personnel should telephone communication be lost.

Agency	Address, City	Phone Number	Fax Number
[Water System]			
[Fire Department]			
[Law Enforcement]			

- 4) **OTHER AGENCY COORDINATION:** Coordination procedures with governmental agencies for health and safety protection; technical, legal, and financial assistance, and public notification procedures are continually being developed and updated through regulation and experience and will be added as necessary to this plan. (See attached sheet.)
- 5) **RESPONSE PROCEDURES:** Personnel will, as quickly as possible, determine the status of other employees, assess damage to water system facilities, provide logistics for emergency repairs, monitor progress of repairs and restoration efforts, communicate with health officials and water users according to the "Emergency Notification Plan" on file with the regulatory agency (i.e., State Water Resources Control Board-Division of Drinking Water (SWRCB-DDW) or Local Primacy Agency (LPA)), and document damage and repairs.
- 6) **RESUME NORMAL OPERATIONS:** The steps that will be taken to resume normal operations and to prepare and submit reports to appropriate agencies will include identifying the nature of the emergency (e.g., earthquake-causing water outage/leaks, fire or power outage causing water shortage/outage, sabotage resulting in facility destruction or water contamination).
 - a. **Leaks or service interruption (Result of earthquake, etc.)**
 - i. Isolate leak. Turn power or flow off, if necessary, to control leak.
 - ii. Repair or isolate break to allow service to the maximum system population possible. Disinfect as per attached AWWA Standards; increase system disinfectant residual as precaution, until normal service is resumed.
 - iii. Do bacteriological sampling until 3 good consecutive samples are confirmed.
 - iv. Reestablish normal service.
 - b. **Low pressure (Result of earthquake, fire, storm)**
 - i. Increase production, if possible, to provide maximum system output.
 - ii. Increase disinfectant residual as precaution to potential contamination.
 - c. **Power outage**
 - i. Place emergency generator on line to provide minimum water pressure to system.
 - ii. Increase disinfectant residual as precaution to potential contamination.

d. Contamination

- i. Identify location and source of contamination.
- ii. If contamination is from system source, isolate or treat source.
- iii. If contamination is an act of sabotage, take appropriate action based on nature of contamination. Immediately contact local law enforcement and your regulatory agency (SWRCB- Division of Drinking Water or LPA). Actions should be taken in consultation with the regulatory agency and could include shutting off water until all contaminants are identified.

e. Physical destruction of facility (sabotage)

- i. Immediately contact local law enforcement and regulatory agency for consultation.

All significant water outages (widespread and lasting more than eight hours) or disinfection failure will be reported to the SWRCB- Division of Drinking Water District Office, or Local Primacy Agency (LPA) by telephone or equally rapid means. All emergencies will be documented along with action taken, and kept in the files of the water system office. Acts of sabotage will be reported to the local law enforcement agency.

Emergency and Disaster Personnel and Responsibilities

Title / Name	Phone Number Work / Home	Role
[Secretary / John Doe]	[111-111-111 / 111-111-111]	[Initial contact at office, in charge for all emergencies until replaced by Chairperson or Director]
[Board Chairperson / John Doe]	[111-111-111 / 111-111-111]	[In charge for all emergencies]
[Board Member / John Doe]	[111-111-111 / 111-111-111]	[Insert Information]
[Board Member / John Doe]	[111-111-111 / 111-111-111]	[Insert Information]
[Treasurer / John Doe]	[111-111-111 / 111-111-111]	[Insert Information]
[Operator / John Doe]	[111-111-111 / 111-111-111]	[Emergency assistance support]
[Insert Information]	[111-111-111 / 111-111-111]	[Insert Information]
[Insert Information]	[111-111-111 / 111-111-111]	[Insert Information]
[Insert Information]	[111-111-111 / 111-111-111]	[Insert Information]
[Insert Information]	[111-111-111 / 111-111-111]	[Insert Information]

Additional Mutual Assistance or Emergency Resources

Agency / Department	Telephone Number Day / After Hours
[Another Water Agency]	
[Fire Department]	
[Local Law Enforcement]	
[County Office of Emergency Services]	
[FBI Office (terrorism or sabotage) (Also notify local law enforcement)]	
[SWRCB – Division of Drinking Water – District (00)]	
[Local Environmental Health Agency]	

Water system contact information:

Name:

Address:

City, State, Zip code:

Phone number:

Fax number:

Emergency Contact Numbers and Operational Practices

- A. List of equipment on hand for emergency repairs
 - 1. **Example** (*Miscellaneous pipes and fittings, 2", 4", 6" & 8", approximately 100 count 20 of each.*)
 - 2.
 - 3.
- B. List of sources of needed equipment, not on hand
 - 1. (Sources for backhoe, jackhammer, technical support. Sources under contract.)
 - 2. (Sources for electrical and pump repair.)
 - 3. (Sources for emergency generators in case of prolonged power outages.)
 - 4.
- C. List of distributors or suppliers of replacement parts for the system
 - 1. (Sources for PVC pipe, valves, and fittings.)
 - 2. (Sources for pumps, pressure tank, and gauges.)
 - 3.
- D. List of emergency contact numbers:

Name of Agency	Phone Number
[SWRCB – Division of Drinking Water – District (00)]	
[County Regulator]	
[County Public Health Officer]	
[Law Enforcement]	
[Electrician]	
[Laboratory]	
[Pump Repair Service]	
[Chemical Disinfectant Supplier]	
[Equipment Supplier]	
[Water System Owner]	