



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 _____ 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 #	FAX #
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

Name	Telephone No. (Work)	Role
Title	Telephone No. (Home)	
		Initial contact at office, in charge for all emergencies until replaced by Chairperson or Director
Secretary		
		In charge for all emergencies
Board Chairperson		
Board Member		
Board Member		
Board Member		
Treasurer		
		Emergency assistance and support
Operator		

Additional Mutual Assistance or Emergency Resources

Agency/Department	Telephone No. (Day) Telephone No. (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 Office	
Shasta County Environmental Health Division	(530) 225- 5787

Water system contact information:

Name: _____

Address: _____

City, State, Zip code: _____

Phone: _____

FAX: _____

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	Phone #
1.	SWRCB- Division of Drinking Water	
2.	County Regulator	
3.	County Public Health Officer	
4.	Law Enforcement -	
5.	Electrician	
6.	Laboratory	
7.	Pump repair service	
8.	Chemical disinfectant supplier	
9.	Equipment supplier	
10.	Owner	

APPENDIX

[Please include the following completed forms in the Appendix]

Water Quality Emergency Notification Plan (WQENP)

System Map of Sources and Distribution Area

Consumer Alert During Water Outages or Periods of Low Pressure

Boil Water Notice (Emergency Situation)

Unsafe Water Alert – Do Not Drink

Unsafe Water Alert – Do Not Use



Shasta County Department of Resource Management
 Environmental Health Division
 1855 Placer Street, Suite 201, Redding, CA 96001
 Phone: (530) 225-5787 • Fax: (530) 225-5413
 www.co.shasta.ca.us

System No. _____

WATER QUALITY EMERGENCY NOTIFICATION PLAN

Name of Water System: _____
 Physical Location Address: _____

The following persons have been designated to implement the plan upon notification by the State Water Resources Control Board (SWRCB), Division of Drinking Water and/or Shasta County Environmental Health Division (SCEHD) that an imminent danger to the health of the water users exists:

Water System: Contact Name & Title	Email Address	Day	Telephone	
			Evening	Cell
1. _____	_____	_____	_____	_____
2. _____	_____	_____	_____	_____
3. _____	_____	_____	_____	_____

The implementation of this plan will be carried out with the following SWRCB Division of Drinking Water and SCEHD personnel:

Contact Name & Title	Telephone
1. Shasta County Environmental Health Division	(530) 225-5787
2. Steve Watson State Water Resources Control Board	(530) 224-4800

3. If the above personnel cannot be reached, contact:

Office of Emergency Services (24 Hrs.) Ask for "Division of Drinking of Water, Duty Officer"	(800) 852-7550 or (916) 845-8911
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NOTIFICATION PLAN

STANDARD PLAN: Please check if you agree to notify customers by door-to-door contact, written handout sheets; posting, and/or telephone it is important that the people going door-to-door are coordinated and trained so they distribute copies to the designated areas of the water system. Maps of the specific areas that the notices are to be distributed should be provided to the customers. All water consumers will be notified within _____ hours.

ALTERNATE PLAN: Please check if you propose to use another method, and **attach** the alternate plan to this form.

Report prepared by:

 Signature and Title

 Date

PUBLIC NOTICE

CONSUMER ALERT DURING WATER OUTAGES OR PERIODS OF LOW PRESSURE

1. If you are experiencing water outages or low water pressure, immediately discontinue any non-essential water use. This includes all outdoor irrigation and car washing. Minimizing use will reduce the potential for the water system to lose pressure or run out of water. Please notify your water system if you experience an outage or low pressure.
2. If the water looks cloudy or dirty, you should not drink it. Upon return of normal water service, you should flush the hot and cold water lines until the water appears clear and the water quality returns to normal.
3. If you are concerned about the water quality or are uncertain of its safety, you may add eight drops of household bleach to one gallon of water and let it sit for 30 minutes or alternatively, if you are able, water can be boiled for one minute at a rolling boil to ensure it is safe for consumption.
4. Use of home treatment devices does not guarantee the water supply is safe after low pressure situations.
5. Do not be alarmed if you experience higher than normal chlorine concentrations in your water supply since the State Water Resources Control Board is advising public water utilities to increase chlorine residuals in areas subject to low pressure or outages.
6. The State Water Resources Control Board has also advised public water systems to increase the bacteriological water quality monitoring of the distribution system in areas subject to low pressure. This may include collecting samples in your area to confirm that the water remains safe for consumption. You will be promptly advised if the sampling reveals a water quality problem.
7. Your water system is committed to ensuring that an adequate quantity of clean, wholesome, and potable water is delivered to you. We recommend that you discuss the information in this notice with members of your family to assure that all family members are prepared should water outages or low water pressure occur.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este aviso contiene informacion muy importante sobre su agua potable. Para una copia en español, favor de llamar al sistema de agua _____.

[Water System Name]

[Date]

BOIL WATER NOTICE

Boil Your Water Before Drinking or Food Preparation to Avoid Illness

Due to the recent _____ [event (e.g., water outage, power outage, flood, fire, earthquake or other emergency)], which occurred on _____ [date], the State Water Resources Control Board, Division of Drinking Water, the Shasta County Environmental Health Division, and the _____ [Water System name] Water System are advising residents of _____ [City, Town, System] to only use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution to avoid stomach or intestinal illness. The affected area includes:

[INSERT GEOGRAPHICAL DESCRIPTION, STREET BOUNDARIES, ETC.]

We will inform you when tests show that water is safe to drink and you no longer need to boil your water. We anticipate resolving the problem within _____ [estimated time frame].

If you have questions about other uses of tap water, such as bathing and dish washing, please call your water system or read this guidance: <https://www.cdc.gov/healthywater/emergency/dwa-comm-toolbox/before/tools/What-to-Do-During-a-Boil-Water-Advisory.docx>

Optional: Potable water is available at the following locations:

[List locations]

Please bring a clean water container (5 gallons maximum capacity).

Do not drink the water without boiling it first



- Boil all water for one (1) minute (rolling boil).
- Let water cool before drinking.
- Use boiled or bottled water for drinking, brushing teeth, and food preparation until further notice.
- Boiling water kills bacteria and other organisms in the water.

If you are unable to boil your water:

Household unscented liquid bleach



- For clear water, use 8 drops (1/8 tspn.) of bleach for 1 gallon of water. For cloudy water, filter through a clean cloth and use 16 drops (1/4 tspn.) of bleach for 1 gallon of water.
- Mix well. Allow to stand for 30 minutes before using.
- Water may taste or smell like chlorine. This means disinfection has occurred.

Water disinfection tablets



- Please follow the manufacturer's instructions.

If you are concerned about your health or the health of a family member, contact your health care provider or

[local health department]

For more information, call:

Water Utility contact: _____

[Utility Representative Name, title, phone & address]

State Water Resources Control Board District Office: (530) 224- 4800

Shasta County Environmental Health Division: (530) 225-5787

Please share or post this information with others who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Date: _____

UNSAFE WATER ALERT

Este aviso contiene informacion muy importante sobre su agua potable. Para una copia en español, favor de llamar al sistema de agua _____ [Phone Number].

_____ [System Name] water is possibly contaminated with _____ [an unknown substance]

DO NOT DRINK YOUR WATER

Failure to follow this advisory could result in illness.

An unknown substance has been added to the drinking water supplied by the _____ [Water System Name] due to a recent _____ [intrusion; break-in] at _____ [one of the wells; our treatment plant; storage tank; specific facility]. The State Water Resources Control Board, Shasta County Environmental Health Division, and _____ [Water System name] Water System are advising residents of _____ [City, Town, System] to NOT USE THE TAP WATER FOR DRINKING AND COOKING UNTIL FURTHER NOTICE.

What should I do?

- **DO NOT DRINK YOUR TAP WATER---USE ONLY BOTTLED WATER.** Bottled water should be used for all drinking (including baby formula and juice), brushing teeth, washing dishes, making ice and food preparation **until further notice**.
- **DO NOT TRY AND TREAT THE WATER YOURSELF.** Boiling, freezing, filtering, adding chlorine or other disinfectants, or letting water stand will not make the water safe.

OPTIONS

Optional: Potable water is available at the following locations:

_____ [List locations]

Please bring a clean water container (5 gallons maximum capacity).

We will inform you when tests show that the water is safe again. We expect to resolve the problem within _____ [estimated time frame].

For more information, contact:

_____ [Name, title, phone & address of responsible utility representative].

State Water Resources Control Board at: (530) 224-4800.
Shasta County Environmental Health Division: (530) 225-5787.

This notice is being sent to you by _____ [Water System Name].
California Public Water System ID # _____ Date Distributed: _____.

Please share this information with all other people who receive this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand.

Date: _____

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