SWEETWATER SPRINGS WATER DISTRICT

TO: Board of Directors **AGENDA NO. V-F**

FROM: Steve Mack, General Manager

Meeting Date: November 1, 2012

SUBJECT: DISCUSSION/ACTION RE DISTRICT'S EMERGENCY PEPAREDNESS, RESPONSE AND RECOVERY PLAN / PARTICIPATION IN DISASTER PREPAREDNESS EXERCISES

RECOMMENDED ACTION: Discuss and give staff direction the District's Emergency Preparedness, Response and Recovery Plan (Emergency Response Plan) and participation in regional exercises.

FISCAL IMPACT: none expected.

DISCUSSION:

The District has an Emergency Response Plan, it gets reviewed on an annual or more frequent basis, and it is an essential element of District operations. Emergencies happen all the time and District staff need to be prepared for every potential disaster. Having a response plan is an essential element of disaster preparedness. Moreover, the District's Emergency Response Plan is required by the Department of Public Health – the value of emergency plans is well recognized. An outline of the District's plan is attached as Exhibit A.

District staff have experience in disaster response. Floods are relatively common in the District's service area, so there is a constant need to be ready and staff (with the exception of the General Manager) have had local disaster experience in dealing with flooding situations.

Water supply in all emergencies is a critical need; District staff's first responsibility will be maintaining that supply. In larger, more diverse organizations, employees may have disaster responsibilities that are much different than their normal jobs – that's not likely for District staff. We will be maintaining the water supply.

Exhibit B is the General Emergency Plan. This is the general approach to emergencies and focuses on the District's responsibility to keep the systems going and to provide potable water to the communities affected. The Emergency Response Plan contains more information on details of the general plan, contact lists, and modifications for specific emergencies such as fire, flood and earthquake.

In our past couple meetings, the Board of Directors have had questions about the District's contacts and role with the County of Sonoma emergency response effort and exercises. On October 18, the State of California held an exercise called the Great Shakeout which was designed to raise awareness of preparedness for earthquakes and have some level of exercise of emergency responders' communications. The District did not directly participate in the exercise but was notified by email by both the County of Sonoma Emergency Management Division and the California Department of Public Health (DPH) that the exercise was happening. In the DPH email, we were requested to respond that the message was received, which we did (we got two emails on the same subject; I informed them of that in my one response). I emailed Zachary Hamill, Director of the Count of Sonoma Division of Emergency Management, thanking him for the notification and giving him some information on our responsibilities.

The District has an active emergency response program. The Emergency Response Plan is relevant to possible emergencies and gets updated on at least an annual basis. The District is plugged into the County emergency response network and will provide an appropriate response to whatever emergency or disaster occurs.

EXHIBIT A. SWEETWATER SPRINGS WATER DISTRICT

EMERGENCY RESPONSE PLAN

Section No. 1 – Administrative
- Preface
- Points and Authorities
- Mutual Aid Agreements
  - Resolution Adopting SEMS
  - WARN – Water Agency Response Network

Section No. 2 – District Chain of Command

Section No. 3 – Phone Lists
- SSWD Staff and Responsibilities during an Emergency
- Official Water System Quality Contacts
- Emergency Services Providers
- Automated Telephone Notification
- Water System Technical Support Contacts
- Utility and Supply Providers
- Communications Service Providers
- Lock Combinations
- Media Contacts
- Purchased Water Suppliers
- Other Water Agencies
- Board of Directors and Professional Staff
- Official Posting Locations

Section No. 4 – General Emergency Plan
- Plan
- Contact List

Section No. 5 – Water Quality Notification Plan – Guerneville

Section No. 6 – Water Quality Notification Plan – Monte Rio

Section No. 7 – Boil Water Orders
- Boil Water Order
- Cancellation of Boil Water Order
- Unsafe Water Alert
- Cancellation of Unsafe Water Alert

Section No. 8 – El Bonita Power Outage Procedures
- Emergency Generator During Power Outage

General Procedures
Generator Log and Checklist

Section No. 9 – Monte Rio Power Outage Procedures
Emergency Generator During Power Outage
General Procedures

Section No. 10 – Fire Emergency Plan

Section No. 11 – Earthquake Emergency Plan

Section No. 12 – Flood Emergency Plan
Well Field Flooding or High Turbidity Level
General Procedures
Power Outage Procedures
CT Compliance Charts

Exhibit B. General Emergency Plan

A. The normal notification of an emergency situation with the water quality will be from one of the following agencies.

1. Regional Water Quality Board.
2. California Department of Public Health (CDPH).
3. County Health Department.

B. If employees of the Sweetwater Springs Water District discover a source of possible contamination that affects any waterway, we are to notify the California Department of Public Health (**CDPH**), and the Water Quality Control Board (**WQCB**) at the following:

707-576-2145 **CDPH** General Office **WQCB** 707-576-2220
707-576-2722 **CDPH** Fax

After normal business hours contact CDPH personnel.
(See WATER QUALITY EMERGENCY NOTIFICATION PLAN)

C. Determine the nature and extent of the emergency.

1. It is paramount to determine the potential of a health hazard after/during an emergency. If public health is jeopardized or the system is unable to meet applicable regulations, laws, or standards, CDPH must be contacted.

2. Within as short a time as possible contact all personnel to determine their personal conditions, whether they are affected by the emergency, and if they are available for work.

3. The Field Manager and General Manager will coordinate all outside District employees and materials on loan, and the areas of assistance necessary.

   a. The Field Manager will collect and prioritize incoming information and inform General Manager.

   b. Appoint people to assess site damages, necessary repairs, and needs, such as power.

   c. TAG SHEETS will be used to document ALL EVENTS, Make sure to record Times.

      (1). Damage Assessments
      (2). Health Hazards
      (3). Repairs/Equipment Needed
      (4). Repairs Completed

d. As quickly as possible start gathering information for a public information release. If applicable, this information should address the location of potable water, emergency measures necessary, the type and duration of the emergency.

(1) The senior account clerk will notify appropriate radio and television stations as well as local and area newspapers.

(2) Clerical staff should be utilized on our phones as much as possible for continuity of information.

(3) If it is possible to keep water in our tanks, have water truck running to keep the tanks with water and have CONSERVE WATER NOTICES put out throughout the town and at radio and TV stations. The Administrative Manager or General Manager will contact potable water vendors concerning the stationing of water trucks for potable drinking water. Locations will be at:

(a) Safeway parking lot
(b) Wastewater Plant at end of Neeley Rd.
(c) Rio Nido Fire House
(d) Monte Rio Fire House
(e) E Street in Monte Rio across from Fern's

(e) The Field Manager and/or General Manager will gather information on damages and needs.

(1) Prioritize damages.

(a) Is it necessary to call in outside contractors to repair damages?
(b) Is it necessary to call in manpower from outside our District?
(c) Is it necessary to implement a <u>Boil Water Order</u> or <u>Unsafe Water Alert</u> to insure the safety of our customers? The District has a list of restaurants, food establishments and businesses that we contact in an emergency situation.

(i) The General Manager/Field Manager, along with CDPH will make that determination
(ii) Contact CDPH at 707-576-2145 concerning the implementation of the Boil Water Order.

(2) Prioritize needs. Field Manager and/or General Manager).

The District has a 225kw generator for the El Bonita Pumping Station. It is started on a monthly basis and runs the wells for a 4-hour period each month. This generator is located on Old River Rd. where it can be connected to run the pumping station out of flood waters.

At the Monte Rio Treatment Plant resides a 200kw generator that is operated in the same manner.

(a) What supplies are necessary to continue operations?

(1) Generators for water production sites
(2) Chemicals for water disinfection
(3) Liquid Chlorine
(4) Chemical feed equipment
(5) Repair equipment

D. Determine effect of exposure on our water system. (Field Manager, General Manager and Engineers)

1. Is there a long-term effect to our system? What is the short-term effect on our system?

CDPH personnel will be able to assist in this determination.

(a) If necessary, contact the Water Quality Control Board and the California Department of Public Health.

2. Possible alternative methods of continued service.

Field Manager will determine the requirements for continued operation at present location.

(a) Additional testing required to monitor situation.
(b) Additional treatment required.
(c) Requirements and parameters of continued operations as required by CDPH and District operations.
(d) Run stand by generators if power is lost, as well as calling in water trucks as needed.

E. Procedures to complete <u>prior to</u> a declared emergency, or <u>after</u> an unannounced natural emergency.

1. Notification of CDPH at the following phone number:
707-576-2145 Fax 707-576-2722.

After normal business hours, CDPH personnel should be contacted
(See <u>WATER QUALITY EMERGENCY NOTIFICATION PLAN</u>)

(a) Type of emergency
(b) Duration of emergency
(c) Possible impact of emergency on local operations
(d) Any possible requirements from CDPH
(e) Available manpower
(f) Chain of Command

(i) General Manager
(ii) Field Manager
(iii) Administrative Manager

2. Notification of Local Fire Departments:

Guerneville Fire Department	707-869-9089
Monte Rio Fire Department	707-865-2067

(a) Type of Emergency
(b) Duration of Emergency
(c) Possible impact of emergency on local operations in regards to fire protection

F. Short term exposure. (Less than 12 hours)

1. Estimate daily water use from production reports (Field Manager)

(a) If it is necessary to shut down water production sites, determine if it will be necessary to notify the public and the Fire Departments to conserve water use, and for how long.

2. Administrative Manager will contact radio, and television stations covering the area, with specific information concerning the emergency, and what actions, if any, should be taken by our customers.

3. The Field Manager or Lead Person will determine if we can have water trucks fill storage tanks as needed, and have water conservation put into effect. Administrative or Field Manager will notify potable water providers concerning the stationing of water trucks for potable drinking water.

4. The stand-by generators will be started if power is off.

5. The General Manager, Field Manager, or Administrative Manager will contact the Office of Emergency Services concerning the possible use of their equipment.

G. Long term exposure. (Longer than 12 hours)

1. If the exposure is determined to be long term and the possible dewatering of the system is a potential these immediate actions should be taken.

(a) Notification by General Manager, or Field Manager to CDPH local office of existing problem and all pertinent information.

(b) Notification of the public of the problem (via written notice, radio, television and/or local newspapers) by General Manager or Administrative Manager, requesting conservation of existing supply, and a boil water request for safety. Notices will be posted in all areas of the District on telephone poles and at Post Offices, Fire Stations and at all tanker truck locations. (See WATER QUALITY EMERGENCY NOTIFICATION PLAN)

(c) As system begins to be dewatered, booster pump stations will be shut down by direction of the Field Manager or other Crew Supervisors to prevent damage of a pumping station.

2. Restoration of water to a dewatered system.

(a) Chlorination into dewatered system areas will be set by CDPH.

(b) Hydrants in the areas where water is being reintroduced shall be opened, by operators to vent air and rid the mains of as much dirty water as possible. Chlorine residuals should also be taken from these hydrants and recorded.

(c) Bacteriological samples shall be taken from all zones on a continuous basis till the samples come back safe. Samples will be done in accordance with The Safe Drinking Water Act. Turbidity tests shall be taken with the BT samples. (Membrane Bacteriological samples with a 24 hour turn around time is preferred).

(d) It will be necessary to supply information to the public as to time frames for service restoration and precautions to be taken in regards to water use/consumption.

Follow procedures in WATER QUALITY EMERGENCY NOTIFICATION PLAN.

Locations in Town for Public Notices

The District has a list of restaurants, food establishments and businesses that are contacted in an emergency situation as well as contacting Face to Face and West County Community Services. (See Call List)

Monte Rio Post Office
Guerneville Post Office
Rio Nido Bulletin Board
Guerneville Visitors Center
Guerneville Library
Monte Rio School
Russian River Chamber of Commerce
Safeway

Schools, Hand-Out Notices

Guerneville Elementary	707-869-2864
Monte Rio Elementary	707-865-2266
El Molino High School	707-887-2271

Signs/Banners (Where appropriate)

Available Field personnel will be utilized to hand out notices. Boil Water Notices and/or Unsafe Water Notices will be kept on hand. Estimated time

to customize notices for detail purposes, and ready to deliver – 15 minutes during normal business hours.

H. Official agencies, information sources, and reporting agencies.

1. California Dep't of Public Health 707-576-2145
707-576-2722 Fax

After Hours (See WATER QUALITY EMERGENCY NOTIFICATION PLAN)

I. Private agencies, information sources, and supply vendors.
(See External Contact List.)