

Part 2: Planning Template

Introduction

Preparing an emergency response plan is an essential part of managing a drinking water system. The NMED Drinking Water Bureau made this template available to all public water systems in the state to help them develop such plans.

How to use the template

The template follows the outline in Part 1 of this document. Part 1 discusses key components of emergency planning and provides examples of how you might present information in your plan. Use Part 1 as a tool to learn about emergency planning and then fill out the template provided here as you go through your planning process. The template is just a guide; you may modify it in any way that works for you – add sections, take them out, or rearrange them if you wish. You may also use a completely different format for your plan if you find one that works better for your system.

Emergency Response Plan for Waterfall Community WUA PWS # NM35-643-19

PREPARATION & REVISION TRACKING

<p>Date Original Plan Prepared</p> <p>Prepared By (Print & Sign)</p>	<p>December 18, 2018</p> <p>Dave Swope</p>
<p>Preparer Address</p> <p>City & Zip</p> <p>Phone(s) / FAX</p> <p>email</p>	<p>WCWUA</p> <p>3 Monk Dr.</p> <p>Cloudcroft, NM 88317-0950</p> <p>wcwua@outlook.com</p>
<p>1st Revision Date</p> <p>1st Revision By (Print & Sign)</p>	<p>TBD</p> <p>TBD, Board of Directors</p>
<p>2nd Revision Date</p> <p>2nd Revision By (Print & Sign)</p>	

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Section 1: Emergency Response Mission and Goals

<p>Mission statement for emergency response</p>	<p>In an emergency, the mission of the Waterfall Community WUA water system is to protect the health of our customers by being prepared to respond immediately to a variety of events that may result in contamination of the water or disruption of supplying water.</p>	
<p>Goal 1</p>	<p>Be able to quickly identify an emergency and initiate timely and effective response action.</p>	
<p>Goal 2</p>	<p>Be able to quickly notify local, state, and federal agencies to assist in the response.</p>	
<p>Goal 3</p>	<p>Protect public health by being able to quickly determine if the water is not safe to drink or use and being able to immediately notify customers effectively of the situation and advise them of appropriate protective action.</p>	
<p>Goal 4</p>	<p>To be able to quickly respond and repair damages to minimize system down time.</p>	

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Section 2: System Information - TBD

Public Water System identification number (PWSID #)	NM35-643-19		
System name and address	Waterfall Community Water Users Association		
Directions to the system	From Cloudcroft, NM, head south on NM Highway 130 for 6.5 miles, turn left on Lakeview Dr.; at Stop sign, turn left on Lodge Spring Rd. At top of waterfall, turn left into 56 Lodge Spring Rd., drive behind the house to the rock structure (spring house).		
Basic description and location of system facilities	Waterfall WUA has their water source in a spring house which pumps to 4-tanks at ~15 to 25 gpm/20 psi. Tank sizes: one 20K, two 5K and one 3K., which feeds a distribution system for 120 connections, and is disinfected with 10% chlorine.		
Location/Town	Waterfall WUA is 6.5 miles south of Cloudcroft, NM on NM Highway 130		
Population served and service connections	People TBD	Connections 120	
System owner (the owner should be listed as a person's name)	WCWUA, President/Board of Directors		
Name, title, and phone number of person responsible for maintaining and implementing the emergency plan	Name Dave Swope	Title Small Water Operator	Phone 575-682-3224

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Section 3: Chain of command – lines of authority - TBD

Name and title	Responsibilities during an emergency	Phone Number(s)
Dave Swope, Small Water Operator	To assess the situation, determine if the water is safe for public usage, or determine a threat to the system infrastructure. When needed, take samples and resume the water system to normal operations	575-682-3224 Home 575-491-3526 Mobile
TBD	President, Board of Director	575-682-1318
TBD	Board Member	575-682-1318

Section 4: Events that cause emergencies

Type of event	Probability or risk (High-Med-Low)	Comments
Loss of Water	High	Contamination from outside source
Power Outage	High	Lighting or obstruction of power
Water Line breakage	Medium	Due to wear and tear or damage to line
Vandalism	High	Intrusion to well and tank property

Section 5: Severity of Emergencies

Communicate each assessment of severity immediately to all those dealing with the emergency. Cell phone coverage may be limited; radios should be used when in the field.

Level I – No Water

Description: Determine reason for no water, such as pump went out, power outage or line break.

Level II – Vandalism

Description: potential contamination to water source or tank; interrupting flow by manipulating equipment

Level III – _____ (Definition)

Description:

Level IV – _____ (Definition)

Description:

Level V – _____ (Definition)

Description:

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Section 6: Emergency Notifications - TBD**Immediate assistance is reported to 9-1-1****Local contacts**

Entity	Phone Numbers (Both Day and Night)
Local Law Enforcement	575-437-2210
Fire Dept	575-437-2210
Ambulance service	575-437-2210
Local Health Jurisdiction	N/A
Water Testing Laboratory	575-434-4944 D & T Center, Alamogordo, NM 505-345-3975 Hall Tech., Albuquerque, NM
Local emergency management	N/A
Water System Operator	575-491-3526
Neighboring Water System	TBD
News Media Contact	N/A
Local Radio Station	TBD

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State Notification

Entity	Phone Numbers (Both Day and Night)
State Police	575-437-1313
Drinking Water Bureau	575-915-1113
State Testing laboratory	575-434-4944 Diagnostic & Technology Center/Alamo

Service/Repair notification

Entity	Phone Numbers (Both Day and Night)
Electrician	575-682-2346/ERM-High Rolls
Electric Utility	575-682-2521/OEC
Plumber	TBD
Pump Specialist	TBD
Soil Excavator	575-491-3526

Water system customers notification

Who is Responsible:	WCWUA/Board of Directors
Procedures:	Waterfall WUA will contact the customers through email, phone, door to door

Alert local law enforcement, state drinking water officials, and local health

Who is Responsible:	TBD
Procedures:	Will make calls to officials on the list

Contact service and repair contractors

Who is Responsible:	TBD
Procedures:	From the emergency list, call the proper entity to respond in a timely manner

Contact neighboring water systems, if necessary

Who is Responsible:	TBD
Procedures:	TBD

Procedures for issuing a health advisory

Who is Responsible:	TBD
Procedures:	TBD

Other procedures, as necessary

Who is Responsible:	N/A
Procedures:	

Section 7: Water Quality Sampling - TBD

If contamination is suspected, notify and work with the local health jurisdiction and NMED Drinking Water Bureau to help identify what testing should be done. This may help prevent illness or even death.

Water quality sampling

Sampling parameter	Do we have procedures? Yes/No	Basic steps to conduct sampling (sites, frequency, procedures, lab requirements, lab locations, contacts, etc.)
Coliform Bacteria	Y	One routine sample per month per DSSP
Heterotrophic Plate	N	
Count (H PC)	N	
Chlorine Residual	Y	TBD
Chlorine Demand	Y	
Nitrate/Nitrite	Y	One routine sample yearly
Total Organic Carbon (TOC)	N	
Total Halogenated Organic Carbon (TOX)	N	
Cyanide	Y	One routine every six years

Section 8: Effective Communication - TBD

Spokesperson: TBD	Alternate 1 TBD	Alternate 2 TBD
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Key message:

The Waterfall Community Water Users Association is aware of the situation and is currently addressing the problem with the assistance of local and state officials. Service will resume normal operations as soon as safe. Everything possible is being done to return water to the Waterfall community. The Board of Directors and members extend our thanks to the officials and community vendors who are helping all of us. Further updates will be provided when the situation changes.

Health advisories - TBD

These advisories are issued when the health risks to the consumers are sufficient, in the estimation of the water system or state or local health officials, to warrant such advice.

Section 9: The Vulnerability Assessment - TBD**Facility vulnerability assessment and improvements identification**

System component	Description and condition	Vulnerability	Improvements or mitigating actions	Security improvements
Source	2 wells GW	Med		Fence around area
Storage	4 tanks	Med		Fence around area
Treatment	Chlorine	low		
Pump house and pumping facilities	TBD	Low		
Computer and telemetry system	TBD			
Other considerations				

Section 10: Response Actions for Specific Events - TBD

1. Confirm and analyze the type and severity of the emergency.
2. Take immediate actions to save lives.
3. Take action to reduce injuries and system damage.
4. Make repairs based on priority demand.
5. Return the system to normal operation.

The following tables identify the assessment, set forth immediate response actions, define what notifications need to be made, and describe important follow-up actions.

A. Power outage

Assessment	Determine the reason for the outage
Immediate actions	Call proper entity per emergency list
Notifications	Call the authorities to update them and customers to notify them
Follow-up actions	Call customers and authorities to update. Ensure system is back in service

B. Transmission or main break

Assessment	Call proper services per emergency list and repair or replace the line
Immediate actions	Turn off the water and isolate the water break and repair or replace the line
Notifications	Make calls or door to door contact to inform of situation
Follow-up actions	To make sure system is back to normal operation and take sample to laboratory

C. Distribution line break

Assessment	Same as above
Immediate actions	
Notifications	
Follow-up actions	

D. Chlorine treatment equipment failure

Assessment	Determine the problem
Immediate actions	Repair or Replace faulty equipment and bring system back into operations
Notifications	
Follow-up actions	

E. Treatment equipment

Assessment	N/A
Immediate actions	
Notifications	
Follow-up actions	

F. Source pump failure

Assessment	Determine the reason for failure
Immediate actions	Call the proper service per emergency list and correct the problem in a timely and safe manner
Notifications	Call proper authorities and customers to notify of situation
Follow-up actions	To ensure the system is back to normal operation and the water is safe to consume. Sample test

G. Microbial (coliform, E. coli) contamination

Assessment	Determine the cause and location of contamination
Immediate actions	Follow the DSSP procedures
Notifications	Follow the procedure per DSSP
Follow-up actions	Follow the proper steps according to the DSSP and State recommendations.

H. Chemical contamination - TBD

Assessment	N/A
Immediate actions	
Notifications	
Follow-up actions	

I. Vandalism or terrorist attack - TBD

Assessment	To investigate the attack or vandalism
Immediate actions	Follow the procedure on the ERP
Notifications	Call the proper authorities on the emergency call list
Follow-up actions	Make sure the situation was approach and corrected in the proper steps and the water is safe to consume

J. Reduction or loss of water in the well

Assessment	Determine the reason for the loss in the well
Immediate actions	Call the proper service personal and determine the correct of action to correct the situation
Notifications	Call authorities and customers per emergency list
Follow-up actions	Make sure system is back to normal operation

K. Drought

Assessment	Look at different ways to ration water
Immediate actions	To ration water by limited usage
Notifications	Call customer to conserve water
Follow-up actions	Ensure plan is working till drought is over

L. Flood - TBD

Assessment	Possibility
Immediate actions	To shut off wells
Notifications	Let customers know to limit water usage and call authorities
Follow-up actions	To correct the situation from flooding again

M. Earthquake

Assessment	N/A
Immediate actions	
Notifications	
Follow-up actions	

N. Hazardous materials spill in vicinity of sources or system lines

Assessment	Assess the possible contamination
Immediate actions	Protect the well and system by determining the problem and taking the correct action, shutting down well, closing valves, et.
Notifications	Call proper authorities per emergency call list
Follow-up actions	To ensure the quality of water is safe and turn everything back to normal conditions

O. Electronic Equipment Failure

Assessment	Check why failure occurred
Immediate actions	Call out proper services and correct the situation
Notifications	Notify proper authorities and customers of situation
Follow-up actions	To ensure normal operation of the equipment

P. Cyber attack

Assessment	N/A
Immediate actions	
Notifications	
Follow-up actions	

Q. Other

Assessment	
Immediate actions	
Notifications	
Follow-up actions	

Section 11: Alternative Water Sources-TBD

Inter connect to adjacent water supply system

N/A	
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Alternate source(s) of water - TBD

Alternative sources	Name	Phone	Availability	Is the water safe for drinking?
Bottled Water	Store		Yes	Yes
Water Hauling	Oasis	575-437-3820	Yes	Yes

Section 12: Curtailing Water Usage-TBD

Water curtailment measures	Actions
During drought or water outage	Limit water usage until problem is corrected

Section 13: Returning to Normal Operations-TBD

Action	Description
Repair or replace the problem and bring the system back to normal and safe conditions	Notify the customers of any changes or updates

Section 14: Training and Rehearsals-TBD

Identify staff position training needs and expectations.	
Position	Training needs and expectations
Operator	Keep the Certification level updated according to state regulations
Field support	
Administrative support	

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Emergency rehearsals

Schedule for drills, tabletop exercises, and other ways to practice emergency response:

Event	Description	People and organizations involved	Date
N/A			

Section 15: Plan Approval-TBD

This plan is officially in effect when reviewed, approved, and signed by the following people:

Name/Title	Signature	Date