###### **EMERGENCY RESPONSE PLAN**

###### **DRINKING WATER SECTOR**

**Public Water System Name:** **PWSID No:**

**Physical Address:**

**City:**

**State:**

**Zip Code:**

**General Phone Number:**

**Population Served:**

**Municipalities Served:**

**Prepared by** (signature & title)**:**

**Reviewed by** (signature & title)**:**

**Date Completed:**

**Date Revised:**

##

## Purpose

This Emergency Response Plan Template was developed to support compliance with the Public Health Security Bioterrorism Preparedness & Response Act of 2002, (Public Law 107-188) and the New Jersey Water Allocation Regulations, specifically N.J.A.C. 7:19-11.1 *et seq*. This plan includes the actions, procedures, and identification of equipment that can be implemented or utilized to significantly lessen the impact of an emergency situation. Various scenarios are addressed, both naturally occurring and intentional actions (i.e. terrorist attacks).

##

## Plan Distribution

Copies of the emergency plan have been distributed to all water supply personnel and other officials as indicated below. All employees will be trained on implementation of the plan.

|  |  |  |
| --- | --- | --- |
| **Recipient** | **Distributed By** | **Date** |
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## Table of Contents

**Section 1 - Emergency Response Team** Page 4

##### *Contact information & Roles*

##### *Responsibilities*

##### *External Contact Information*

* 1. *Staff Training (ICS/NIMS & ERP Content)*

**Section 2 - Emergency Communication Procedures** Page 9

* 1. *Communications Plan (Internal & External Notifications)*
	2. *Communications Equipment Inventory*

**Section 3 - Water System Priorities** Page 10

### *Water Usage*

* 1. *Emergency Provisions*

**Section 4 - Resources**  Page 11

### *Personnel Protection - Evacuation/Assembly/First Aid*

* 1. *Property Protection*
	2. *Inventory*
	3. *Contact Information for Equipment Repair, Supplies, & Services*

**Section 5 - Alternate Water Supplies** Page 18

* 1. *Available Water Supply Interconnections*
	2. *Seasonal/Backup/Unapproved Sources*
	3. *Bulk Water Sources/Bottled Water*

**Section 6 - Interim Water Rationing** Page 19

1. *Water Use Conservations & Restrictions*
2. *Ordinances*

**Section 7 – Emergency Situations**  Page 20

1. *Incident Characterization*
2. *Vulnerability Assessment*
3. *Emergency Action Plans*
4. *Continuity of Operations*
5. *Preliminary Damage Assessment*

Section 8 – Emergency Response Evaluation Page 31

### **APPENDICES:**

### **A**: ICS & NIMS Training Requirements

### **B:** EPA Generator Information Form

### **Section 1 – Emergency Response Team**

### **Roles/Contact Information**

The following chart depicts our Emergency Response Team members and their contact information.

### Team Members:

(Available 24/7)

**Planning Officer**

Name:

Position:

Phone #:

Cell #:

**Operations Officer**

Name:

Position:

Phone #:

Cell #:

**Logistics Officer**

Name:

Position:

Phone #:

Cell #:

**Other** (i.e. analytical support)

Name:

Position:

Phone #:

Cell #:

**Incident Commander**

Name:

Position:

Phone #:

Cell #:

**Public Relations Officer**

Name:

Position:

Phone #:

Cell #:

**Finance/Administration Officer**

Name:

Position:

Phone #:

Cell #:

### **Section 1 – Emergency Response Team**

### **Responsibilities**

A description of the responsibilities for the Emergency Response Team members is as follows.

**Incident Commander**: This individual is reachable 24 hours a day, 7 days a week and is responsible for decision-making during the event and for coordinating efforts with local emergency responders. All personnel involved in the incident will report to the Incident Commander. Should the incident escalate, the Incident Commander may delegate this position to an official from local, State or Federal government and assume a support role: in this situation a full briefing of the situation will be given to the incoming Incident Commander and all staff will be notified of the change.

**Information Officer**: This individual is the primary spokesperson to the media or other organizations requesting information concerning the event. All Staff are advised to refer any requests for information directly to the Information Officer and not to talk directly to members of the press.

**Planning Officer**: This individual is responsible for preparing the “Incident Action Plan” which addresses the necessary response and recovery activities. The planning officer constantly evaluates incoming information and revises the Action Plan as necessary.

**Operations Officer**: This individual(s) will be responsible for carrying out the Action Plan and directing resources.

**Logistics Officer**: This individual (s) will be responsible for providing the necessary resources and any additional services required for responding to the incident.

**Note**: The duties of Planning, Operations and Logistics may be carried out by one individual or by several, depending on the size and severity of the incident.

**Finance/Administration Officer**: This individual will be responsible for on-site financial management, especially the provision of funds to obtain the necessary equipment or supplies required to respond to the incident. This individual will activate contracts, deal with vendors and make cost estimates of alternative strategies. This individual can also monitor the costs associated with responding to the incident, although this is a secondary function.

**Section 1 – Emergency Response Team**

1. External Contact Information

The NJDEP must be notified, in accordance with N.J.A.C. 7:10-2.4(b), as soon as possible but no later than within six hours of any emergency that has the potential to lessen the quality or pressure of delivered water. The following chart establishes other agencies to be contacted in the event of an emergency and identifies the contact person (where applicable) and phone number:

**Local Authority Numbers**

Police:

(Must be contacted in the event of a suspected or actual malevolent act)

Fire:

Health Dept:

Emergency Management:

**Office of Homeland Security & Preparedness**

#### Main Ofc, 24/7: (866) 472-3365

(Must be contacted in the event of a suspected or actual malevolent act)

Responsibility: investigation

**NJDEP**

Bureau of Water System Engineering (609) 292-2957

Hotline, 24/7: (877) 927-6337

Responsibility: assistance and/or emergency response

**Local FBI**

Field Ofc,8am-5pm:

Hot Line, 24/7:

(Must be contacted in the event of a suspected or actual malevolent act)

Responsibility: Investigation

**Other**

Name:

Position:

Phone #:

Cell #:

Responsibilities:

**County OEM**

Name:

Position:

Phone #:

Cell #:

Responsibility: Event Coordination

**CWS Incident Commander**

Name:

Position:

Phone #:

Cell #:

**Other External Contacts**

The following will be contacted directly in the event of an emergency:

**Priority Notification Customers:** (Sensitive populations (hospitals, nursing homes, schools, etc.), bulk purchasers)

|  |  |  |  |
| --- | --- | --- | --- |
| **Facility Name** | **Contact** | **Population Type** | **Phone # (24/7)** |
|  |  |  |  |
|  |  |  |  |
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**Utilities:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Organization** | **Provider/Contact** | **Account #** | **Phone # (day)** | **Phone # (24/7)** |
| Electric Company |  |  |  |  |
| Gas Company |  |  |  |  |
| Sewer Company |  |  |  |  |
| Telephone Company |  |  |  |  |
| One-Call |  |  |  |  |
| Other |  |  |  |  |

**Media:**

|  |  |  |  |
| --- | --- | --- | --- |
| Organization  | Contact | Phone # (day) | Phone # (24/7) |
| Newspaper – Local |  |  |  |
| Newspaper – Regional |  |  |  |
| Radio |  |  |  |
|  |  |  |
|  |  |  |
| Television |  |  |  |
|  |  |  |
|  |  |  |

**Section 1 – Emergency Response Team**

1. Emergency Response Plan/ICS & NIMS - Staff Training

Consistent with Executive Order #50 - Acting Governor Richard J. Codey, Emergency Response Team members are versed with the Incident Command System and the National Incident Management System, and have received training consistent with the requirements of E.O. #50 based on their established role. Appendix A clarifies ICS and NIMS training requirements based on emergency response involvement. In addition, all emergency response team members and supporting staff are trained on the content, protocols, and procedures as contained in this ERP. Lastly, any related emergency response training for staff involving workshops, tabletop exercises, drills, refresher training, etc. are documented in this Section.

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Course Location** | **Course Description**  | **Attendees** |
|  |  |  |  |
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Section 2 – Emergency Communication Procedures

1. Communications Plan

This Section describes our Communication Plan which accounts for operating procedures and decision points to address internal and external notifications related to an emergency incident. In addition, the use and application of available modes of communication, involving land lines, mobile phones, two-way radios etc., are discussed in regards to the trigger points, procedures, and means of implementation to account for the loss of any mode of communication:

|  |
| --- |
|  |

Section 2 – Emergency Communication Procedures

1. Communications Equipment Inventory

An inventory of our communications equipment (mobile phones, two-way radios/Nextel phones, etc.) is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| **Type** | **Assigned to** | **Location** | **Number/Frequency/Channel** |
|  |  |  |  |
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**Section 3 - Water System Priorities**

1. **Water Usage**

This section establishes water usage priorities within our service area and assigns the best use of our water system resources during an emergency. Using *high*, *medium* or *low*, the chart below establishes the priority given to each use, our assessment of the water needed, and the method of sustaining the use. In some instances user groups were contacted directly to establish actual water needs.

|  |  |  |  |
| --- | --- | --- | --- |
| **Use Category** | **Priority**  | **Daily Water Demand(MGD)** | **Method of Sustaining Use** |
| Fire Protection  |  |  |  |
| Sanitary |  |  |  |
| Industrial/Commercial |  |  |  |
| Potable (cooking, drinking, hygiene) |  |  |  |
| Sensitive Populations |  |  |  |
|  Hospitals |  |  |  |
|  Rehabilitation Centers |  |  |  |
|  Emergency Shelters |  |  |  |
| Other (i.e. Bulk Sales) |  |  |  |

### System Capacity: \_\_\_\_\_\_\_\_\_\_\_\_\_ million gallons per day (MGD)

 Demand (MGD) 2012 2013 2014

|  |  |  |  |
| --- | --- | --- | --- |
| Average Daily |  |  |  |
| Maximum Daily |  |  |  |
| Peak Daily |  |  |  |

**Section 3 - Water System Priorities**

1. **Emergency Provisions**

This section details emergency procedures/protocols for sustaining primary (critical) treatment, pumping, and distribution processes, and potable bottled/bulk water stations:

|  |  |
| --- | --- |
| **Critical Process/Component** | **Emergency Procedures** |
| Treatment |  |
| Pumping |  |
| Distribution |  |
| Water Stations |  |

**Section 4 – Resources**

1. **Personnel Protection**

This section provides direction for water system personnel regarding the *safe* response to an emergency situation and covers Evacuation Procedures, Assembly Areas/Staff Accountability, Shelter Locations, and First Aid Equipment. Additionally, this section establishes the use of personal protective equipment and other safety protocols.

**Evacuation Procedures**

|  |
| --- |
|   |

**Assembly Areas/Staff Accountability**

|  |
| --- |
|  |

**Alternate Work & Shelter Locations for Employees**

|  |
| --- |
|  |

**First Aid Equipment**

|  |  |
| --- | --- |
| Type | Location |
|  |  |
|  |  |
|  |  |
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**Section 4 – Resource Inventory**

1. **Property Protection**

This section details procedures for protecting and securing water system facilities, equipment, and vital records. Additionally, this section provides information for water system personnel regarding lock-out procedures and restricted access protocols.

**Protection and Security of Facilities, Equipment, and Vital Records**

|  |
| --- |
|  |

**Lock Out Procedures**

|  |
| --- |
|  |

**Restricted Access Protocols**

|  |
| --- |
|  |

**Location of Technical Records & Maps** (O&M manual, Distribution Map, Site Plan, etc.)

|  |
| --- |
|  |

**Section 4 – Resources**

1. **Inventory**

This section serves as a quick inventory of the available resources (generators, equipment, and supplies) either maintained on-site or readily available off-site (i.e. neighboring water system). Provisions for procuring appropriate equipment takes into consideration the Vulnerability Assessment process of identifying critical components. This section also provides contact information for vendors (emergency services) and suppliers (i.e. parts, equipment, chemicals).

**Inventory of Available Equipment, Supplies, Parts**

The auxiliary power capabilities listed below provide adequate auxiliary power to sustain primary components to ensure satisfactory treatment and delivery of potable water in accordance with NJDEP’s Auxiliary Power Guidance and Best Practices Document.

Auxiliary Power Sources

|  |  |  |
| --- | --- | --- |
| **Type/Capacity** | **Location** | **Complete specifications inventoried using EGI or EPFAT\*** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

\*EPA’s Emergency Generator Information Form (EGI) or US Army Corp of Engineers’ Emergency Power Facility Assessment Tool (EPFAT). Auxiliary power sources should be inventoried to determine voltage, phase configuration, horsepower/amperage and other requirements. It is suggested that water systems use EPA’s Generator Assessment Form (or a similar form) which has been incorporated at Appendix B for reference.

Auxiliary Fuel Storage

|  |  |  |
| --- | --- | --- |
| **Type**  | **Tank Capacity** | **Location** |
|  |  |  |
|  |  |  |
|  |  |  |

Pumping Equipment

|  |  |  |
| --- | --- | --- |
| **Type/Manufacturer**  | **Service Capabilities** | **Location** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

#### **Spare Pump Parts**

|  |  |
| --- | --- |
| **Part** | **Location** |
|  |  |
|  |  |
|  |  |
|  |  |

**Distribution Components**

|  |  |
| --- | --- |
| **Part** | **Location** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

Chemicals Supplies

|  |  |
| --- | --- |
| Chemical  | Location |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

Spare Parts

|  |  |
| --- | --- |
| **Part** | **Location** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

**Section 4 – Resources**

### **Contact Information for Equipment Repair, Supplies, & Services**

|  |  |  |  |
| --- | --- | --- | --- |
| **Organization** | **Company Name/Contact** | **Phone (day)** | **Phone (24/7)** |
|  Electrician |  |  |  |
| Plumber |  |  |  |
| Pump Specialist |  |  |  |
| Excavator/Backhoe Operator |  |  |  |
| Equipment Rental or Cooperative (e.g. heavy equipment)  |  |  |  |
| Equipment Rental (i.e. Chlorinators) |  |  |  |
| Equipment Repair |  |  |  |
| SCADA Repair |  |  |  |
| Pump Supplier |  |  |  |
| Well Driller |  |  |  |
| Pipe Supplier |  |  |  |
| Analytical Laboratory(s) |  |  |  |
| Chemical Supplier(s) |  |  |  |
| Primary & Alternate Fuel Supplier(s) |  |  |  |

Section 5 - Alternate Water Supplies

This section provides information on available alternate water sources to be utilized in an emergency. These water sources are derived from interconnections with adjacent public community water systems, seasonal/backup sources not normally in operation, unapproved water sources, and through written contracts with bottled water companies and/or certified bulk water haulers. This section also establishes any limitations for the derivation of water through these sources.

When determining the use of alternate water supplies, both short-term (i.e. a localized contamination event or an electrical power service disruption) and long-term (i.e. a major treatment failure or a major distribution system failure) water outages were considered. Ultimately, the cause and duration of the water outage will determine our response.

1. **Available Water Supply Interconnections**

|  |  |  |  |
| --- | --- | --- | --- |
| **Provider Name** | **Location(s)**  | Main Size | Contract Limitations |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
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|  |  |  |  |
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1. **Seasonal Sources/Backup Sources/Unapproved Sources**

|  |  |  |  |
| --- | --- | --- | --- |
| **Source Type** | **Source Location** | **Available Yield** | **Treatment Requirements** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

1. **Bottled Water Source/Bulk Water Haulers**

|  |  |  |  |
| --- | --- | --- | --- |
| Company Name | Phone Number | Contract Number | Available Quantity |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Section 6 – Interim Water Rationing**

1. **Water Use Conservations & Restrictions**

This section establishes the adopted water use restrictions to be implemented by our system during an emergency situation. Our phased water use restrictions model the Priority-Based Phase System of Water Restrictions outlined in the New Jersey Water Allocation regulations, specifically N.J.A.C. 7:19-13.3 through 13.6. Water use restrictions will be imposed on users (residential/non-residential) within the area served by our system depending on the severity of the water emergency situation.

|  |
| --- |
| **PHASE I Restrictions** (available water supply levels determined to be below normal)**PHASE II Restrictions** (substantial threat to the public health and welfare)**PHASE III Restrictions** (further rationing required)**PHASE IV Restrictions** (disaster stage) |

**Section 6 – Interim Water Rationing**

1. **Ordinances**

Municipal Codes and Ordinances available to support Water Use Restrictions:

|  |
| --- |
|  |

**Section 7 – Emergency Situations**

1. **Incident Characterization**

This section establishes our field and/or crisis protocols for performing threat evaluation, site characterization, and response actions.

**Optional Resource:** Various worksheets and report forms, such as the *Threat Evaluation Worksheet*, *Security Incident Report Form*, *Phone Threat Report Form*, and *Public Health Response Action Worksheet* are located throughout our facility to ensure their use during an emergency situation. These worksheets/forms are derived from the United States Environmental Protection Agency’s *Response Protocol Toolbox: Planning for and Responding to Drinking Water Contamination Threats and Incidents – Response Guidelines,* Interim Final (dated August 2004). Copies of the Response Guidelines worksheets and forms utilized by our system are included as Appendix I of this plan.

During an emergency situation, as part of incident characterization, sample collection and analyses are required to ascertain the extent of contamination and/or safety of the water supply. To ensure the timely analyses of samples, sample collection and engagement of analytical services will follow the protocol identified below:

#### **Water Sampling and Analytical Services**

|  |
| --- |
|   |

Section 7 – Emergency Situations

1. **Vulnerability Assessment**

This section identifies and evaluates anticipated emergency situations and establishes the appropriate actions and responses.

A vulnerability assessment was performed on (DATE) that analyzed the impacts of a variety of emergency situations on system components.

Our vulnerability assessment was performed using the following methodology (check all that apply):

[ ] VSAT [ ] RAM-W [ ] SEMS [ ] PARRE [ ] RAMCAP J100-10 [ ] In-house Expertise

The following emergency situations were analyzed:

1. Floods/Hurricanes
2. Power Outages
3. Pollution Episodes
4. Earthquakes
5. Major Distribution System Failure
6. Major Source Supply Failure
7. Major Treatment System Failure
8. Major SCADA or Other Automated Control Failure
9. Chemical Accidents
10. Explosion Affecting System Infrastructure
11. Job Actions (i.e., strikes, walkouts, etc.)
12. **\***Insider Threat (i.e., disgruntled employee, contractor, etc.)
13. **\***Terrorist Threat (i.e., terrorist activity involving intentional sabotage/contamination)

**Note:** Events caused by malevolent acts are a crime and therefore dictate crime scene preservation, evidence protection measures, and appropriate investigative techniques such as chain of custody for sampling activities and photographic documentation.

An assessment of the potential effects of each of the emergency situations on the following system components was performed:

1. Sources
2. Treatment System
3. Pumping System
4. Transmission/Distribution System
5. Personnel
6. Power Supply
7. Materials and Supplies
8. Communications

Section 7 – Emergency Situations

1. **Emergency Action Plans**

The vulnerability assessment enabled our system to identify critical and/or weaker components for each situation and to provide for an improved response during an emergency situation and/or a strengthening of these components.

The following general actions will be followed for all emergency situations:

* For forecast events, take pre-emptive actions (i.e. as those recommended on the pre-event preparedness checklist) typically distributed by the Department prior to a forecast event
* Take or direct any **immediate** response measures that are obviously needed to reduce risk to the public (see specific emergency response action below).
* Notify the water system administration and applicable government agencies.
* Determine and implement appropriate corrective actions to reduce and eliminate the effects of the emergency.
* Inform consumers of the emergency situation as soon as possible, and again as the status changes.

Each emergency situation (items A through M listed in Section 7. a.) was evaluated and provided with a specific emergency action plan as outlined below. No actual emergency situation will conform completely to a planned response and therefore the actual responses may vary.

Emergency situation: **Floods/Hurricanes**

Recovery Time Assessment: \_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| Action Plan: |

Emergency situation: **Power Outages**

Recovery Time Assessment: \_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| Action Plan: |

Emergency situation: **Pollution Releases**

Recovery Time Assessment: \_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| Action Plan: |

Emergency situation: **Earthquakes**

Recovery Time Assessment: \_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| Action Plan: |

Emergency situation: **Major Distribution System Failure**

Recovery Time Assessment: \_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| Action Plan: |

Emergency situation: **Major Source Supply Failure**

Recovery Time Assessment: \_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| Action Plan: |

Emergency situation: **Major Treatment System Failure**

Recovery Time Assessment: \_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| Action Plan: |

Emergency situation: **Major SCADA or Other Automated Control Failure**

Recovery Time Assessment: \_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| Action Plan: |

Emergency situation: **Chemical Accidents**

Recovery Time Assessment: \_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| Action Plan: |

Emergency situation: **Explosion Affecting System Infrastructure**

Recovery Time Assessment: \_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| Action Plan: |

Emergency situation: **Job Actions (i.e. strikes, walkouts, etc.)**

Recovery Time Assessment: \_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| Action Plan: |

Emergency situation: **Insider Threat** (i.e., disgruntled employee, contractor employee)

#### Recovery Time Assessment: \_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| Action Plan: |

Emergency situation: **Terrorist Threat** (intentional sabotage/contamination)

#### Recovery Time Assessment: \_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| Action Plan: |

Section 7 – Emergency Situations

1. **Continuity of Operations**

This section establishes our daily operational protocols, which establish a complete description of our source(s), treatment, & distribution system, routine operation & management procedures, and operational monitoring requirements. These protocols are described in detail in our Operations Plan dated ( ) (included as Appendix to this plan). In the event of an emergency, any person so designated can implement the necessary procedures to ensure continuity of operations.

Additional system operational data can be found at the following locations:

|  |  |
| --- | --- |
| **Item**  | **Location** |
| Daily Operator Reports |  |
| Technical Manuals |  |
| Business Continuity Plan (Essential Functions/Resources)  |  |
| *Other* |  |
|  |  |
|  |  |

**Section 7 – Emergency Situations**

1. **Preliminary Damage Assessment**

The preliminary damage assessment report below will be utilized after an emergency situation to quickly assess the extent of the damage caused by the emergency situation and the need for repair, replacement or abandoning of facilities. Note: an emergency incident involving extensive damage to a critical facility or large portion of the system’s infrastructure the water system must submit a copy of the Water Supply Damage Assessment Report available on the website under Guidance and Resources at <http://www.nj.gov/dep/watersupply/emergency.html>

**Preliminary Damage Assessment Report**

Well Stations Yes No N/A

 Physical damage

 Pump or motor failure

 Power source operating properly

 Test for water quality contamination

Treatment Facilities Yes No N/A

 Physical damage

 Equipment operating properly

 Power source operating properly

 Chemical spills or release

Water Storage Facilities Yes No N/A

 Physical damage

 Leaks

 Buckling

 Damage to inlet/outlet pipes

Distribution System Yes No N/A

 Physical damage

 Leaks

Main breaks

 Pressure loss

 Cross connection concerns

 Interconnections compromised

**Other system damage** (i.e. reservoirs, vehicles, etc.) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Description of Damage**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Estimated Cost to Repair Damage**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Section 8 – Emergency Response Evaluation**

At the conclusion of an emergency event, our Emergency Response Team will assemble and prepare an *Emergency Response Evaluation Report* to evaluate the timeliness and effectiveness of our Emergency Response Plan. Communication, critical decision-making, available resources, local emergency response coordination, and the integration of external resources will be evaluated. Based on our evaluation and any subsequent recommendations, the Emergency Response Plan will be revised as accordingly.

The *Emergency Response Evaluation Report* will address the following:

**Brief description of the emergency situation** (causes, chronology of events, damages and impact):

**Assessment of Operations:**

1. Was the Incident Commander notified timely of the emergency incident?
2. Was the Emergency Response Team assembled in a timely manner?
3. Were the appropriate external notifications made in a timely manner?
4. Were there any difficulties in reaching the appropriate internal (team members)/external contacts?
5. Were the communication resources sufficient?
6. Do additional communication resources need to be acquired?
7. Does the communication plan need to be revised?
8. Was the chain-of-command clear to all individuals involved?
9. Was incoming information disseminated to the appropriate individuals in an efficient manner?
10. Were sufficient in-house resources available for use?
11. Would having additional resources on hand facilitate a quicker response time and/or lessen the impact of the emergency situation?
12. Were outside services (bulk water suppliers, laboratory services, etc.) deployed in an efficient manner and according to the timeframes specified within their respective contracts?
13. Did the Emergency Response Team and other responding staff act in a safe manner, following all safety protocols and procedures?
14. Should staff be provided with additional training to ensure their knowledge of the safety protocols?
15. Does the emergency response plan require revisions?

**Description of recommendations** (actions/procedures that could significantly lessen the impact of the emergency situation):

**Disclaimer**: The ERP template is provided as guidance only and establishes a suggested format to be followed in the preparation of your Emergency Response Plan. Every section of this template may not be applicable to every water system and all potential emergency situations may not be identified. It is the responsibility of the water system to evaluate their particular vulnerabilities and the appropriate responses to them. This template should be modified as necessary to reflect specific conditions of the water system.

**Acknowledgements**: The ERP template was prepared from various standards on the types of information that should be contained in an Emergency Response Plan, including but not limited to, the New Jersey Water Allocation Rules, specifically *N.J.A.C. 7:19-11.1* *et seq*.; the New Jersey Department of Environmental Protection’s *Water Supply Emergency Response Plan – Appendix A,* revised December 2002; the National Water Association’s *Rural and Small Water and Wastewater System Emergency Response Plan Template* dated March 2003, the United States Environmental Protection Agency’s (EPA) *Emergency Response Plan Guidance for Small And Medium Water Systems* dated April 7, 2004; the EPA’s *Response Protocol Toolbox: Planning for and Responding to Drinking Water Contamination Threats and Incidents - Module 1:Water Utilities Planning Guide,* and the New York Rural Water Association’s *Water Supply Emergency Response Plan Template.*

**Appendix A**

**Emergency Response Training**

**National Incident Management System & Incident Command System**

Incident Command System (ICS) training is an important component of compliance with the National Incident Management System (NIMS) and the ability to execute and coordinate the functions of this Emergency Response Plan, integrate with other first responders within an expanding ICS structure and be eligible for federal homeland security/preparedness funding.

On February 28, 2003, Homeland Security Presidential Directive-5 was established – Bush. HSPD-5 directed the Secretary of Homeland Security to develop and administer a National Incident Management System (NIMS). NIMS provides a consistent nationwide template to enable all government, private-sector, and non-governmental organizations to work together during domestic incidents.

August of 2005, Acting Governor Cody signed Executive Order #50 mandating Incident Command Training for certain response and recovery workers to include water utility workers that are “remotely involved in an emergency”. For full text of this Executive Order, refer to <http://www.state.nj.us/infobank/circular/eoc50.htm> .

This Executive Order required the following:

* All first responders to complete, ICS 100.
* All persons with response, command or response policy, to complete IS 700.
* All supervisors to complete, ICS 200.
* All command personnel to complete ICS 300 & 400.

Individuals needing NIMS ICS training would be those who are involved in the critical mission areas surrounding the incident response, such as protecting against the incident, preventing the incident or recovering from the incident.

Examples of those individuals needing NIMS ICS training include (but are not limited to): Personnel directed to coordinate the protection, prevention, response, and recovery for all-hazards incidents.

**NIMS/ICS Training Requirements**

**Decision Tree**

**Question No. 1 Are you**:

 remotely involved with any kind of facility emergency plan or duties or, and/or,

 responding as part of or in support of an emergency operation at or off your facility,

No - **No Training** **Required**

**YES – Proceed to Question no. 2**

**Question No. 2 Are you:**

 responsible for participating in a general emergency or ICS function as part of your responsibilities; and/or,

 responding to an incident outside of your normal work environment; and/or,

 provide support to or operate at an incident, and/or

 Emergency Operations Center support

No – **Introductory Level Training Required (ICS 100)**

**Yes – Proceed to Question No. 3**

**Question No. 3 Are you:**

 expected or required to act in a supervisory function while participating in a general emergency or ICS function; and/or,

 supervising employees who are responding to an incident; and/or,

 supervising employees who provide support to or operate at an incident and/or

 a county or municipal OEM coordinator

No - **Basic Level Training Required (ICS 200 and IS 700)**

**Yes - Proceed to Question No. 4**

**Question No. 4 Are you:**

 expected or required to command or serve in any of the General or Command Staff positions while participating in a general emergency or ICS function at your facility; and/or,

 commanding employees or serving in any of the General or Command Staff positions at an incident outside the facility; and/or,

 required to serve in a unified command structure at an incident,

No – **Intermediate Level Training Required (ICS 300 IS 800)**

Yes – **Advanced Level Training Required(ICS 400)**

IS-700 NIMS AN INTRODUCTION

* This course introduces the National Incident Management System and explains the purpose, principles, key components and benefits of NIMS.
* This course is designed to be given after the ICS 100 introductory program.
* This course takes approximately three hours to complete on-line. It is recommended for all emergency management personnel and key decision makers and supervisors that will be involved in incident management. It can be taken online at: <http://training.fema.gov/EMIWeb/IS>
* Additional information about ICS training can be found at: [www.fema.gov](http://www.fema.gov)
* Information about NIMS can be found at: [www.fema.gov/nims/](http://www.fema.gov/nims/)

IS-800 NATIONAL RESPONSE PLAN, AN INTRODUCTION

* This course introduces participants to the concepts, principles and purpose of the National Response Framework.
* This course reviews the response doctrine established by the National Response Framework and defines roles and responsibilities of entities as specified in the National Response Framework.
* This course identifies actions that support national response, reviews the response organizations used for multiagency coordination and describes how planning relates to national preparedness.
* Additional information about the National Response Framework can be found at [www.fema.gov/nrf](http://www.fema.gov/nrf)
* This course is intended for government executives, private-sector and nongovernmental organization (NGO) leaders, and emergency management practitioners. This includes senior elected and appointed leaders, such as Federal department or agency heads, State Governors, mayors, tribal leaders, and city or county officials – those who have a responsibility to provide for effective response.

Incident Command System (ICS) training is offered at four course levels:

* ICS 100-Introduction to ICS
* ICS 200-Basic ICS
* ICS 300-Intermediate ICS
* ICS 400-Advanced ICS

The 100 and 200 level courses are available in a Web-based independent study format and as classroom delivered courses.

The 300 and 400 level courses are classroom based multi-discipline or multi-jurisdiction courses intended for persons with supervisory responsibilities, such as the incident commander or planning section chief.

On-line Training is available at: <http://nims.nj.gov/ics_training.html>

**APPENDIX B**

**GENERATOR INFORMATION FORM**

**Available electronically here:** <http://www.epa.gov/region1/eco/drinkwater/pdfs/WaterWastewaterSystemGeneratorPreparedness.pdf>

***Instructions – Side 1***

• Get a licensed electrician to help

complete this form.

• Fill out a copy of the form for each

generator location.

• Store copy in multiple safe places (ERP, truck, offsite file).

• Share the form with LEPC, WARN or

state primacy agency.

• Update form periodically.

***Contact Information***

Name:

Title:

Day Phone:

Emerg.Phone:

System Name: PWSS ID:

Street Address, City, and State:

Max Day Demand (MGD\*): Avg. Daily Demand (MGD\*)

*\* Million Gallons per Day*

***Critical Utility Electrical Needs: (copy form as necessary)***

Location (Name/#):

Location (Name/#):

Location (Name/#):

***Generator Needs: (copy form as necessary)***

Location (Name/#):

Existing transfer switch: Yes No ; Existing ‘add-a-phase’ or ‘roto-phase’ unit: Yes No

(These units convert a single phase line to a three-phase line)

Size of electrical main breaker: Amps

System Voltage: 240 volt single phase 240 volt three phase

208 volt three phase 480 volt three phase

Major motors, in starting order, used for facility operations:

(example: 75 HP 2 Quantity 460 Volts 3 Phase)

 HP Quantity Volts Phase

 HP Quantity Volts Phase

 HP Quantity Volts Phase

 HP Quantity Volts Phase

Note: at a minimum, a generator must have capacity to supply maximum starting power

demands and running demands of connected electrical equipment.

Existing concrete pad to locate generator? Yes No Distance of pad to connection point:

System meter kilowatt reading:

Generator Type (from AWWA Water & Wastewater Mutual Aid & Assistance Resource Typing Manual):

Additional comments:

***Instructions – Side 2***

• Get a licensed electrician to help

complete this form.

• Fill out a copy of the form for each

generator location.

• Store copy in multiple safe places (ERP, truck, offsite file).

• Share the form with LEPC, WARN or

state primacy agency.

• Update form periodically.

***Contact Information***

Name:

Title:

Day Phone:

Emerg.Phone:

System Name: PWSS ID:

Street address, City, and State:

Max Day Demand (MGD\*): Avg. Daily Demand (MGD\*)

*\* Million Gallons per Day*

***Existing Generators: (copy form as necessary)***

On-site generator location (name/#):

Is on-site generator portable? Yes No

If facility has an off-site generator ready for use in an emergency, what is the source/location of the

generator? Existing transfer switch: Yes No AND, if yes, is switch manual? or automatic? If automatic, what brand is the switch and how many wires are required to start?

Size of generator: kilo Volt Amperes (kVA) kilowatts (kW)

Configuration: (Wye or Delta): (A Wye configuration is in the shape of a “Y”, and a Delta configuration is in the shape of the Greek letter delta “Δ”, a triangle)

Load cable length: Feet Load cable size: Thousand Circular Mils (MCM)

or American Wire Gauge (AWG)

Ground cable length: Feet Ground cable size: (MCM or AWG)

Generator connection point: Fuel tank size:

Fuel type: diesel natural gas propane gas gasoline other

Fuel available on-site? Yes No If yes, how much? How stored?

Who provides generator maintenance and testing service?

What is the testing cycle and last test date?

Does utility have access to an electrician? Yes No # of power company transformers:

Transformer size(s) painted on front of the unit(s): kVA kVA kVA kVA

Generator Type (from AWWA Water & Wastewater Mutual Aid & Assistance Resource Typing Manual):

System is WARN member and willing to list as an available WARN resource? Yes No

Additional comments: