Public Water System 3510003

Sunnyslope County Water District

Emergency/Disaster Response Plan

SEMS-NIMS

Previous Versions:

September 2003	**May 2005**	**December 2006**	**July 2007**	**September 2009**
June 2011	**March 2012**	**January 2013**	**May 2014**	**April 2015**
January 2016	**January 2018**	**April 2020**		

Current Version:
March 2021

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1. Introduction

Objective

The objective of this plan is to continually provide sufficient potable water, fire protection water, and sanitary sewer services throughout an emergency or disaster. Moreover Sunnyslope County Water District will strive to mitigate any public health risks due to drinking water contamination

or exposure to untreated sewage that could potentially occur during a disaster or other emergency event. To accomplish this, Sunnyslope County Water District proposes the following plan which 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
- Loss of Electrical Power
- Wildfire
- Localized Flooding
- Drinking Water Contamination
- Acts of Sabotage or Vandalism

2. Planning Group Partners

Sunnyslope County Water District has established emergency planning partnerships with other parties who have agreed to help the utility in an emergency situation. The following is a brief list of these agencies and brief description of their emergency capabilities.

- **City of Hollister Utility Department** – Provides mutual aid for drinking water distribution and sewer collections such as equipment, parts, materials, labor, repair experience, local knowledge, etc.
- **City of Hollister Roads Department** – Aid for traffic control, cutting streets, backfilling trenches & repaving after repairs, etc.
- **San Benito County Public Works** – Aid for county roads, traffic control, equipment, street cutting and repaving, etc.
- **San Benito County Water District** – Aid for confined spaces, equipment, parts, labor, pipeline repair experience, local knowledge, etc.
- **CalWARN Program** – Aid from other agencies statewide for equipment, parts, materials, labor, professional expertise, etc.
- **San Benito County Communications & OES** – Coordinates among all agencies during declared emergency and helps to distribute resources and information effectively.
- **Various Private Companies and Suppliers** – A list is maintained of all key suppliers for equipment, fuel, chemicals, laboratories, and special services

3. Water System Information

System Identification Number	PWS 3510003	
System name and address	Sunnyslope County Water District 3570 Airline Highway Hollister CA 95023	
Connections/Population Served	6,600 service connections	23,000 population
Type of Source	5 Groundwater Wells	2 Surface Water Treatment Plant
Type of Treatment Provided	-Wells use 12.5% NaClO for disinfection.	

	-Lessalt uses greensand, GAC, & microfiltration with 12.5% NaClO for disinfection and NaHO for pH adjustment -West Hills uses PAC, Actiflow Coagulation-Flocculation-Sedimentation-Filtration with 12.5% NaClO for disinfection and NaHO for pH adjustment
Number of Storage Tanks	3 Treated Water Tanks totaling 5,000,000 gallons max. capacity

Emergency Water Supply

Average Water Demand	2.3 mgd	
Max Water Demand	5.0 mgd	
Max Water Production	9.7 mgd	
Max Emergency Electrical Generator Water Supply Capacity	SSCWD Supply 6.4 mgd	City of Hollister Supply 0.9 mgd
Days of Emergency Supply	Unlimited at Average Demand	Unlimited at Max Demand

Typical residential water usage in Sunnyslope during the winter is about 200 gpd per connection and about 500 gpd per connection in the summer for an average of 350 gpd per connection. Summer usage can be significantly reduced during crisis situations, so the customer average of 350gpd per connection was used for this evaluation. Emergency supply estimates are as follows:

Outage Period	Number of Connections Impacted	Quantity of water needed
1 hour	6,600 connections	100,000 gal per hour
12 hours	6,600 connections	1.2 MG per 12-hours
1 day	6,600 connections	2.4 MGD
2 days	6,600 connections	4.8 MG per 2 days
1 week	6,600 connections	16.8 MG per week

City of Hollister Interties

The City of Hollister maintains a potable community water system that is capable of supplying water to Sunnyslope County Water District during an emergency.

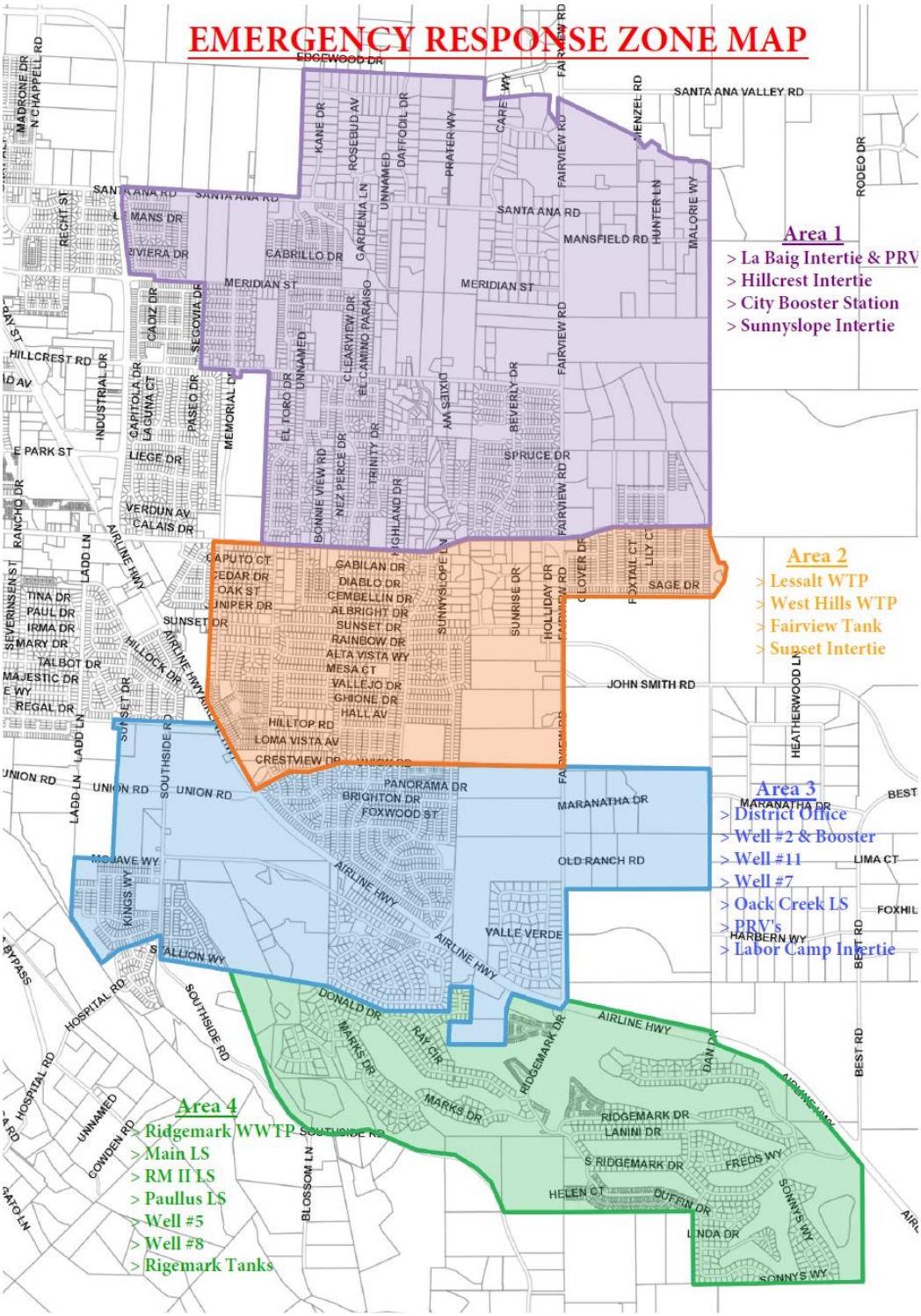
CITY OF HOLLISTER/SUNNYSLOPE COUNTY WATER DISTRICT INTER-TIES			
COH/SSCWD Intertie Location	Description	Flow Direction	(GPM Range) Normal Operation
Santa Ana & La Baig	Pressure Reducing Valve Water meters & totalizer 2” & 6” Mag Meter	Flow to COH ONLY	(0 - 1000 GPM) 250 - 600 GPM

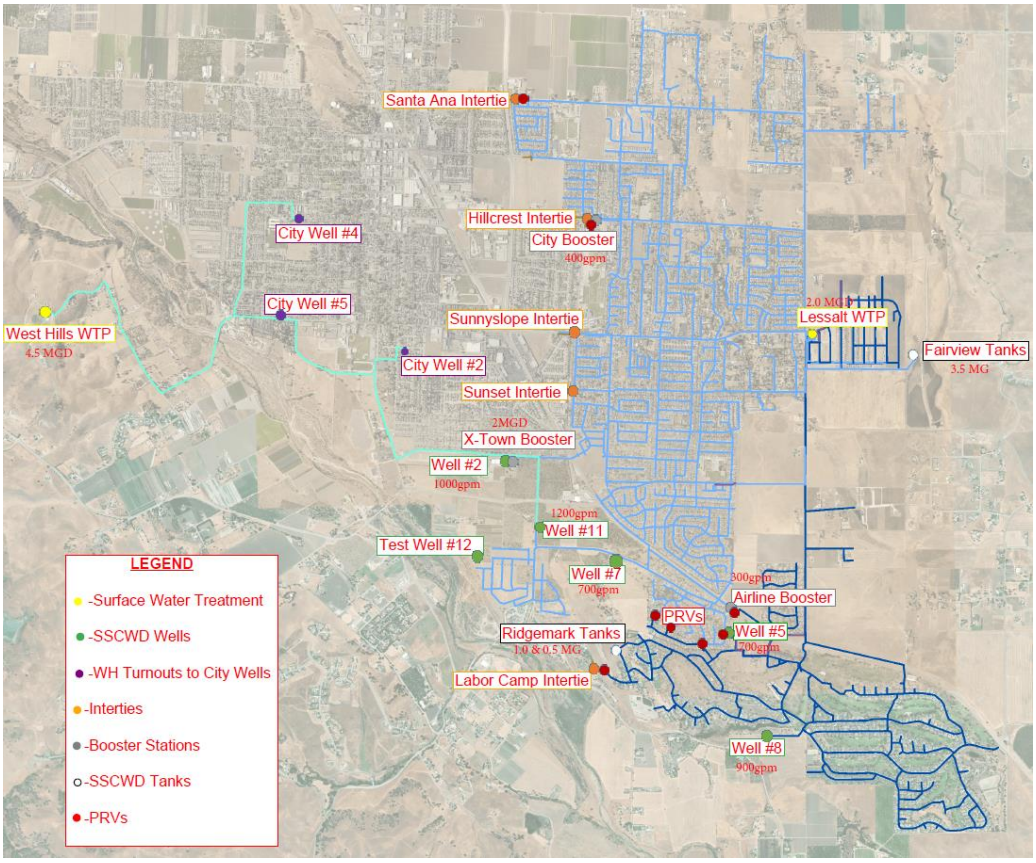
Hillcrest & Memorial Booster Station	2 Booster Pumps, Water meter & totalizer 8" Mag Meter	Bi-Directional & COH low zone can be pumped to SSCWD	(0 - 1000 GPM) 250 - 600 GPM
Sunnyslope & Memorial	Water meter & totalizer 8" Mag Meter	Bi-Directional	(0 - 1000 GPM) 150-250 GPM
Sunset Dr. & Memorial	Water meter & totalizer 8" Mag Meter	Bi-Directional	(0 - 1000 GPM) 150-250 GPM
San Benito County Migrant Center	Pressure Reducing Valve Water meters & totalizer 5/8" & 8" Mag Meter	Flow to COH ONLY	(0 – 5000 GPM) 0-25 GPM

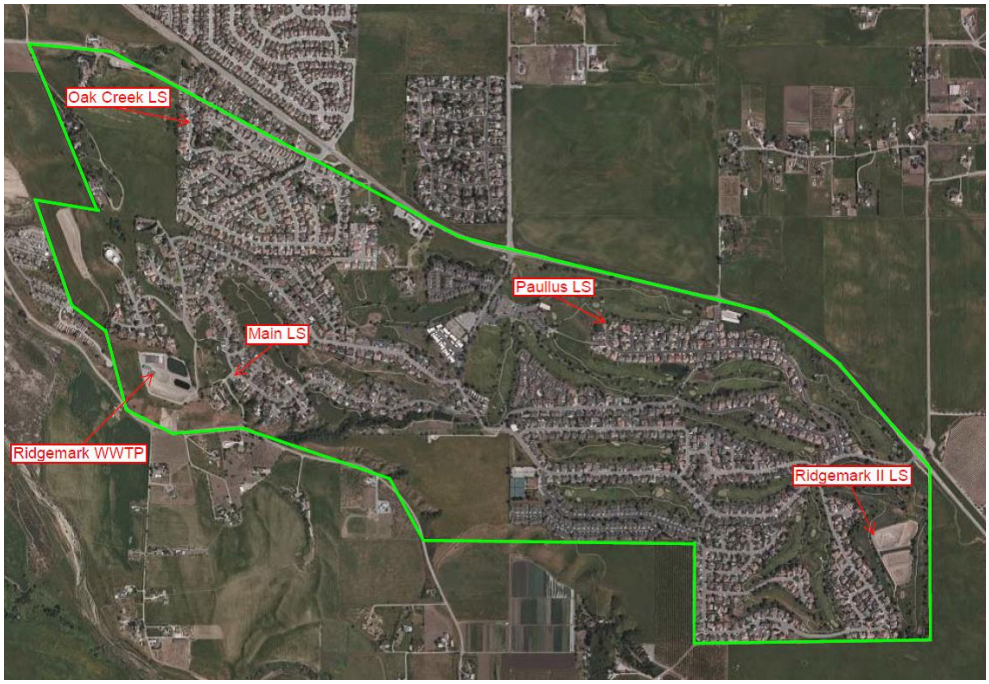
At the Hillcrest, Sunnyslope, and Sunset interties, the SSCWD and COH distribution systems are part of the same Middle Pressure Zone. Thus the exchange of water is as governed by the system demands and water flows freely and is metered in either direction. Under normal conditions (not running Hillcrest booster pump) the City Middle Pressure Zone rides off Sunnyslope's distribution system. Water can be transferred into the Sunnyslope system using the City of Hollister's booster pump station at Hillcrest and Memorial Drive which pumps water from the City's Low Pressure Zone to its Middle Pressure Zone. Water can then flow to Sunnyslope's Middle Pressure Zone system through the Sunset, Sunnyslope and Hillcrest interties.

The Santa Ana Intertie sends water from SSCWD's Middle Pressure Zone to the COH Low Pressure Zone through a pressure reducing CLA Valve. The flow through this intertie is set and monitored via SCADA but reverts to pilot pressures during a power outage. The Migrant Center Intertie provides water from the Sunnyslope Ridgemark Water Pressure Zone though a series of pressure reducing valves to the City of Hollister Cienega Pressure Zone. Transfer at this site typically falls within the 0-300 GPM range depending on seasonal demands.

Emergency Area Maps

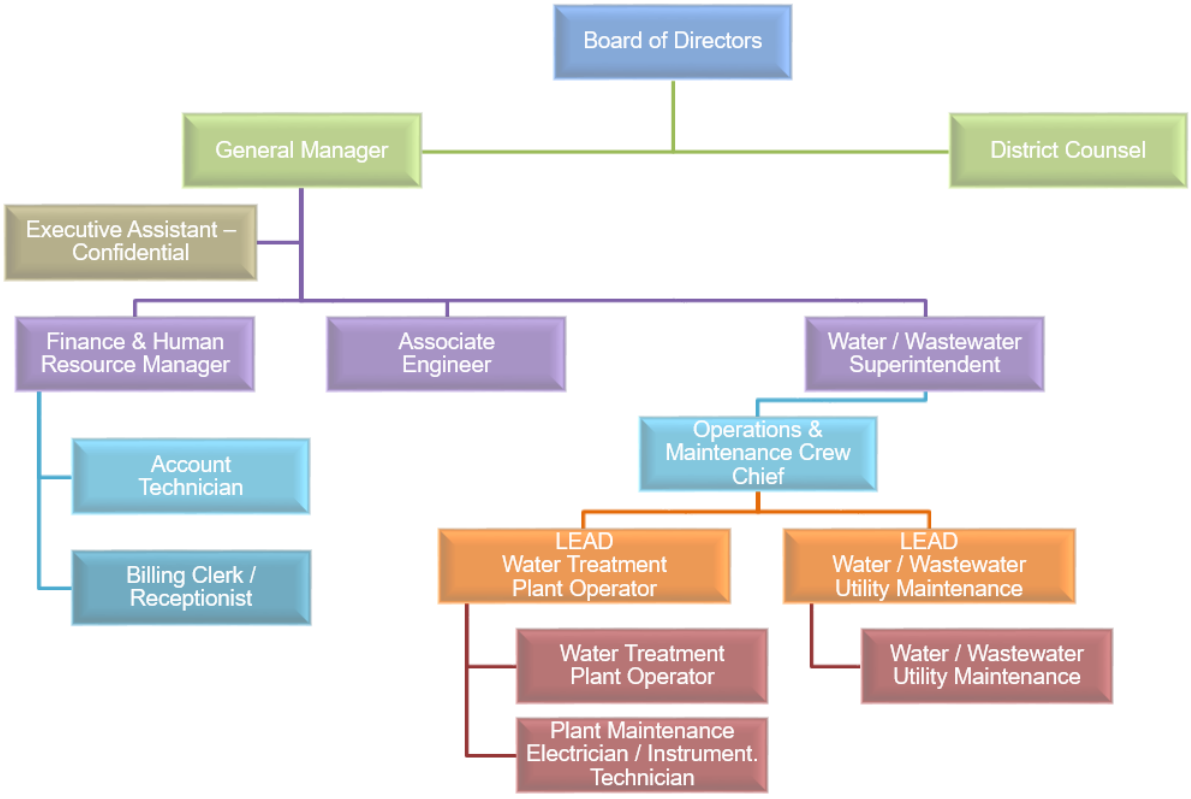



Santa Ana Intertie
City Well #4
Hillcrest Intertie
City Booster
400gpm
City Well #5
West Hills WTP
4.5 MGD
Sunnyslope Intertie
2.0 MGD
Lessalt WTP
Fairview Tanks
3.5 MG
City Well #2
Sunset Intertie
2MGD
X-Town Booster
Well #2
1000gpm
1200gpm
Well #11
Test Well #12
Well #7
700gpm
300gpm
Airline Booster
PRVs
Well #5
1700gpm
Ridgemark Tanks
1.0 & 0.5 MG
Labor Camp Intertie
Well #8
900gpm
LEGEND
-Surface Water Treatment
-SSCWD Wells
-WH Turnouts to City Wells
-Interties
-Booster Stations
-SSCWD Tanks
-PRVs


Oak Creek LS
Paullus LS
Main LS
Ridgemark WWTP
Ridgemark II LS

Designated Responsible Personnel

The General Manager is the Designated Responsible Person for all duties concerning Sunnyslope County Water District. They may and are encouraged to delegate these responsibilities to other District personnel but are ultimately responsible for any action. The Organizational Chart below identifies the general structure and chain of responsibility throughout District.



The names and contact information for all District Personnel including their position are found in Section “SSCWD Employee Phone List” of the Emergency Response Plan / Operations & Mainenance Procedures Binder.

Inventory of Resources

SSCWD maintains a robust inventory of equipment and resources that are used for normal operations and also available for emergencies. These include water and sewer system maps, emergency equipment, tools, vehicles, repair parts and other key components for addressing various issues. Most of this inventory is located at the Sunnyslope County Water District Office at 3570 Airline Highway. An annual inspection and inventory of all SSCWD supplies and equipment is conducted to ensure that sufficient parts and materials are available on hand.

General equipment and resources held in inventory by the District include but are not limited to:

- Stationary & mobile electrical generators (5kw to 250kw)
- Backhoe
- Vactor truck
- High pressure hydro flushing equipment
- Utility trucks equipped with full tool set (13)
- Non-utility vehicles (3)
- Tractor with bucket
- Fork Lift
- Valve turner & vactor trailer
- Fuel trailer
- Dump trailers (2)
- Box Truck with leak repair equipment and supplies
- Skid Steer
- Welder and cutting torch
- Air compressor
- Two way radio communications
- Shop vacuums
- Spare sewer lift station pumps
- Emergency spill kits (11)
- PVC pipe & poly tubing
- Brass saddles, fittings, valves, & various parts
- Repair clamps, couplings, & fittings
- Steel plates
- Traffic control cones, signs, & equipment
- Fire hydrants & buries
- Injection pumps, parts, & fittings

Sunnyslope County Water District has established procedures for regular equipment maintenance to ensure that everything is fully operational when called upon. If any additional equipment, parts, materials, or expertise is required, SSCWD may call upon its planning group and mutual aid partners as described in Section 2.

4. Standardized Emergency Management System (SEMS/NIMS)

The Standardized Emergency Management System/National Incident Management System (SEMS/NIMS) is the system required by Government Code §8607 (a) for managing response to multi-agency and multi-jurisdiction emergencies in California. The system was created for several purposes:

First, it allows rapid and effective coordination at the field level using the Incident Command System (ICS) to manage multi-agency response to an incident.

Secondly, SEMS/NIMS create a common management structure at all levels of response, which allows entities to work with common terminology, staffing organizations, and facilities for more efficient interagency coordination.

Thirdly, it creates an ordering process for requesting resources from the field through local government, to the County (Operational Area), to the state, and eventually to the federal government. It also allows each level of organization to track requests and resources that are dispatched to the incident or that are necessary for support.

Fourthly, local public agencies (cities, counties, special districts) must use SEMS/NIMS to be eligible for State funding of certain response-related personnel costs resulting from a disaster. State agencies are required by the law to utilize SEMS/NIMS during emergencies.

NOTE: Depending on the circumstances of the incident, when a request is made by the water system to local first response agencies, such as Fire or Law Enforcement, ICS will be implemented by these first response agencies to manage the resources at the site. Water system personnel that will interface with these response agency personnel, in the field, should understand their role in the ICS structure. Water systems can and will provide tactical and precautionary measures through their Emergency Operations Center or the Water Utility Emergency Response Manager (WUERM). It will be important to coordinate these activities in the field (Incident) through an Agency Representative or Technical Specialist in the ICS structure.

Water System Personnel may function in the ICS structure (Field Level) as an Agency Representative or Technical Specialist.

Five Principle Functions of SEMS/NIMS

MANAGEMENT

In a Water System Emergency Operations Center (EOC), the EOC Director has overall responsibility for all emergency functions. This person may initially be designated as the Water Utility Emergency Response Manager (WUERM) prior to the activation of an EOC. The EOC Director may retain and/or delegate authority for functions listed below.

In the field, under ICS, an Incident Commander or Unified Command is established depending on statutory authorities for the Incident. The Incident Commander's responsibility is the overall management of the incident.

OPERATIONS

The Operations Section is responsible for the management of all operations directly applicable to the primary mission established for the response. The Operations Section Chief activates and supervises organization elements in accordance with the Incident Action Plan and directs its execution.

For water utilities, they coordinate emergency response activities at the water utility EOC level and implement the priorities established by management or the Incident Command. Operation Section staff include field coordinators, as necessary, linked to water utility personnel at other fixed facilities or assigned to incidents within the water utility. The field coordinator should receive and pass information up the chain of command, as well as, receive and coordinate requests for services and support.

PLANNING/INTELLIGENCE

The Planning/Intelligence Section oversees the collection, evaluation, verification, and display of current information related to the emergency. This section is also responsible for preparing action plans and maintaining documentation related to the emergency. The information collected is needed to:

1) Understand the current situation

2) Predict potential and probable courses of the incident events

3) Prepare alternative strategies and control operations for the incident.

LOGISTICS

The Logistics Section provides facilities, services, and materials in support of the Incident. They oversee the acquisition, storing, status, and distribution of essential resources and support services needed to manage the emergency. Logistics provides services to all field units in terms of obtaining and meeting their personnel, materials and equipment needs including food, shelter, restrooms, PPE, safety gear, transportation, communication, etc.

FINANCE/ADMINISTRATION

The Finance/Administration Section is responsible for all financial, administrative and cost analysis aspects of the incident. Finance/Administration prepares vendor contracts, maintains records of expenditures for personnel and equipment, and maintains records and processes claims. It also provides preliminary estimates of damage costs and losses.

GENERAL STAFF

Each function listed above should have a delegated Chief to manage the Section. Depending on the nature and scope of the emergency, each Section can have several personnel branches, divisions, groups, and units or multiple Sections could be overseen by one individual.

COMMAND STAFF

The EOC and Incident Commander directly supervise all these Sections. Additionally they serve as the Public Information Officer, Liaison to other agencies and Safety Officer.

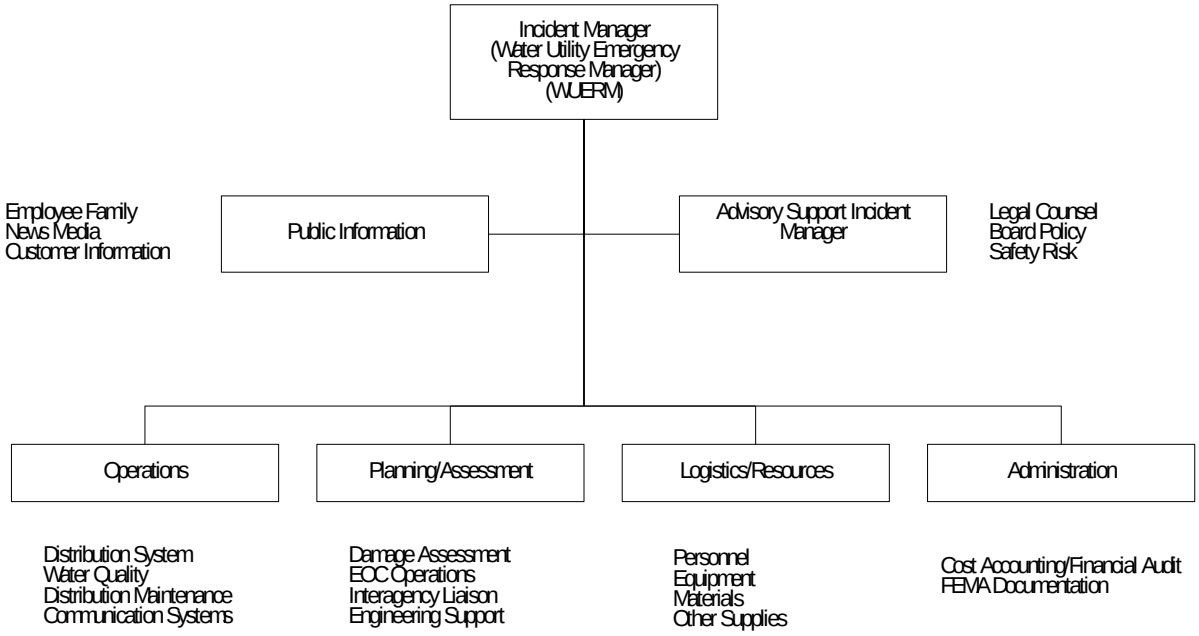
Water Utility Emergency Operations Center

Depending on the Magnitude of the Incident, Water Utilities may have to establish an Emergency Operations Center (EOC) to manage its resources and coordinate with outside entities. An EOC is a physical location from which support for centralized emergency management can be performed. The essential functions necessary in the Water Utility EOC are described below:

- Establish an EOC Director to manage the Operations, Planning/Intelligence, Logistics, Finance/Administration Sections, and related sub-functions
- Set Priorities and develop Action Plans
- Coordinate and support all field level incident activities within the utility service area.
- Gather, Process, and Report information within the utility service area and to other levels of SEMS/NIMS emergency response
- Coordination with local government, operational areas, or regional EOCs
- Requesting Resources from higher SEMS/NIMS levels

Note: In general, at any level of activation, the Water Utility Emergency Response Manager (WUERM) should be aware of the following incident management principles:

- Establish objectives and priorities for the incident
- Establish an Incident Action Plan (written or verbal)
- Awareness of his or her responsibility for the 5 primary functions of SEMS/NIMS (Management, Operations, Planning, Logistics and Finance/Administration)
- Ensure an effective span of control (only supervise 5-7 staff directly on an incident)
- Delegate authority and activate organizational elements within an Incident Command Structure only as necessary
- Provide for personnel accountability and a safe environment for staff
- Ensure effective communications



Section Leader Assignments

SECTION	PRIMARY	ALTERNATE
Incident Manager	General Manager or Water Utility Emergency Response Manager (WUERM)	Chief Engineer
Operations	Water Quality/District Superintendent or WUERM	Field Main. Superintendent
Planning/Asssessment	Head of Engineering Services	Principal Engineer
Logistics/Resources	Asst. Field Maintenance Superintendent	Field Supervisor
Administration	Admin. Manager Accounting	Personnel Administrator Human Resources
COMMAND STAFF	PRIMARY	ALTERNATE
Public Information	Public Education Coordinator	Customer Service Admin.
Advisory Support	Safety Coordinator	Assistant Safety Coordinator

Name and title	Responsibilities during an emergency

Name and title		Responsibilities during an emergency
Water Utility Emergency Response Manager (WUERM) **Drew A. Lander**		♦ **Overall management and decision making for the water/wastewater system.** ♦ **Lead for managing the emergency and contacting the regulatory agencies.** ♦ **Contacts & communicates with the public and news media** ♦ **All communication to external parties must go through him** ♦ **Determines the quality of the water being served meets all drinking water and public health requirements.**
Associate Engineer **Rob Hillebrecht**		♦ **Performs inspections, analysis, testing of the system and relaying critical information to the WUERM.** ♦ **Assess facilities and provides recommendations to the WUERM.**
Water Superintendent **Jose Rodriguez** **Water/Wastewater Crew Chief** **Dee J. Burbank** **Lead Treatment Operator** **Manuel Chavez Jr.**		♦ **In charge of running water/wastewater treatment plants** ♦ **Performs inspections, maintenance, sampling of the WTP and relaying critical information to the WUERM.** ♦ **Assess WTP facilities and treatment to provide recommendations to the WUERM.** ♦ **In charge of collecting samples, having samples analyzed by certified labs, receiving the results.**
Office Administrator **Travis Foster** **Kelly Brill** **Anabel Zavala** **Carol Porteur** **Melissa Bernal**		♦ **Responsible for administrative & financial functions in the office.** ♦ **Cost accounting and tracking during emergencies.** ♦ **Oversee customer phone calls and maintains a log of complaints and calls.** ♦ **In an emergency, could provide a standard carefully pre-scripted message for customers who call with general questions.** ♦ **In an emergency, coordinate food services for extended operation.**
Maintenance Operators **David Padilla** **Kevin Castro** **Abel Alvarez** **Bazilio Hernandez** **Michael Vargas-Garcia** **Luis Vasquez** **Adan Cervantes** **Diego Perez Bribiesca**	**Treatment Plant Operators** **Manuel Chavez Jr.** **Scott Watson** **Troy Quick** **Ernie Eclarin** **Billy Boltz**	♦ **Operating the water/wastewater system.** ♦ **Delivers water quality notices or door hangers to customers** ♦ **Mark out USA Locates of water/wastewater facilities.** ♦ **Conducts on-site inspections of all District facilities.** ♦ **Respond to emergency call-outs** ♦ **Conduct system repairs as required** ♦ **Daily maintenance of all District equipment & facilities.**
Public Information Officer (PIO) **Drew A. Lander**		♦ **Coordinate with all the other agencies PIOs.** ♦ **Report and work with the joint information center (JIC) if more than one agency is involved.**

Drinking Water Field Operations Branch - Chain of Command

The primary contact for the water system during any emergency is their General Manager. Water Systems should contact their General Manager immediately in the event of any emergency. From the General Manager, authority moves up the line to the Monterey Regional DDW Engineer, Northern California DDW Field Operations Branch Chief, DDW Assistant Chief, to finally the Statewide DDW Chief.

Emergency Operations Center

The Sunnyslope County Water District office (3570 Airline Highway) has been designated as the communication network Emergency Operations Center (EOC). The designated backup Emergency Operation Center is the West Hills Water Treatment Plant. District vehicles contain copies of the SSCWD Emergency Response Plan and Operation & Maintenance Procedures Binder. Emergency contact information for all staff, partner agencies, regulators, and equipment suppliers is located in section "SSCWD Employee Phone List" of this manual. Radio will be the primary mode of communication between Sunnyslope staff in an emergency. Motorola Radios are installed in each District vehicle for such communication. SSCWD has made arrangements to use radios to contact police, fire and other emergency response personnel should telephone communication be lost.

Personnel Accountability

The Sunnyslope County Water District Emergency Operations Center (EOC) is designated as the personnel assembly area. During catastrophic emergency situations outside of working hours all personnel should first respond to personal and family emergencies, then must report to the Emergency Operations Center. During working hours, personnel must immediately communicate with the Emergency Operations Center to report their status and receive instructions. If an employee fails to report their status, an investigation into the location and safety of that employee will be initiated.

Family members are urged to contact the EOC for personnel updates and assistance.

Response Procedures

Personnel will be assigned to one of the four Emergency Response Zones shown in the SSCWD Area Map section. As quickly as possible, they shall go to each site in their zone to assess any damage to water and wastewater system facilities. All findings (including findings of No Damage) shall be immediately communicated to the EOC. The EOC shall then provide logistics for any emergency repairs, monitor progress of those repairs and restoration efforts, and document damage and repairs. It shall also communicate with health officials and water users according to the "Emergency Notification Plan" on file with the regulatory agency (i.e., Division of Drinking Water (DDW)).

Other Agency Coordination

Coordination procedures with other governmental agencies for health and safety protection, technical/legal/financial assistance, and public notification are continually being developed and updated through regulation and experience. These will be added as necessary to this plan.

During an emergency, it is important to contact and notify all the appropriate agencies and stakeholders that will be affected by the emergency. Some agencies will need to be notified immediately while others may be needed later in the incident, depending on the event. SSCWD maintains a list of agencies and stakeholders contacts. Since this list has many contact names and phone numbers, this information should be reviewed annually to ensure that current information is provided.

The initial notification response to any emergency should always be to call "911" for the needed first responder and then to the Division of Drinking Water (DDW) and/or Regional Water Quality Control Board (RWQCB). DDW is the Drinking Water Primacy Agency in California and has regulatory jurisdiction over all public water systems in the state.

Contact to the DDW should be to their Monterey District Engineer. If the water system is unable to contact the District Engineer (or one of their staff), the water system should use the California Office of Emergency Services (OES) Warning Center Phone Number: 1-800-852-7550, which is a 24/7 phone number. A second phone number for the OES Warning Center is 916-845-8911. A duty officer will answer the CA OES Warning Center phone call and refer to statewide emergency phone numbers. In order to assist the duty officer, it will expedite response if you request the Division of Drinking Water (DDW) duty officer. The DDW duty officer will then call management staff in the Drinking Water Program to respond to the emergency.

Depending on the magnitude of the event, the following state agencies may also need to be contacted:

- Office of Emergency Services (OES) Warning Control Center.
- Department of Water Resources.
- Department of Fish and Game.
- Regional Water Quality Control Board.
- Department of Toxic Substances Control.
- Federal Bureau of Investigation (FBI)
- USEPA
- Local County Health Department
- County Health Department
- County Environmental Health Departments
- Local Agencies/Facilities
- County and State Offices of Emergency Services
- Hospital and Critical Care Facilities
- Water District Customers

5. Initial Notifications

First Responders

911 - If the situation is an emergency that needs response from local fire, law enforcement, medical or hazardous materials team (HAZMAT), immediately call 911 and describe the situation to the dispatcher. The appropriate first responders will then be dispatched to the site.

Water system staff should be aware of where and how they are calling 911. If the water system staff call "911" from a cell phone, then the call is routed to the nearest California Highway Patrol Office, which may be in another city or county, and not in the immediate local 911 area. Typically, a direct phone number for the local 911 can be provided to the water system-contact your local first responders to get this phone number for cell phones.

Local Police and Sheriffs

Water systems should establish an ongoing relationship with the local police and sheriff offices that serve their service area. It is good practice to get them familiar with water system facilities. If they are called out to an incident, they will then be familiar with some basic aspects of the water system.

Fire and Hazmat

If the emergency incident involves an unknown substance or possible contamination of the water system, the first responders will more likely be the local fire department and/or HAZMAT team. Most Hazmat teams are part of the local fire department, but some may be special teams under county or city jurisdiction. Like law enforcement agencies, water systems should know all the fire departments and/or HAZMAT teams that serve their service area and maintain contacts with those agencies. Contact your local county Office of Emergency Services to obtain the local HAZMAT teams that have jurisdiction in your area.

Drinking Water Primacy Agency

The Division of Drinking Water has regulatory jurisdiction for public water systems and should be one of the first agencies to be contacted in any emergency events. Contact should be from the General Manager to the Monterey District Engineer. In most emergency events, it is not appropriate to only leave a message on the District Engineers voicemail. If the water system is not able to verbally contact the Monterey District Engineer or their staff, they should call the State Warning Center 24/7 phone number as described above.

The District Engineer will be able to assist the water system in:

- Inspections of water treatment plants, storage facilities, watersheds (chemical contamination, sewage spills, erosion, and drainage diversions).
- Water Quality Sampling.
- Consulting with water system staff/operators.
- Providing technical assistance.
- Documenting the disaster's effect on the water system through photographs and reports.
- Keeping local officials advised of the current drinking water situation.
- Review plans and specifications for reconstruction projects, and issue amended permits as needed.
- Laboratory Sampling Analysis

Depending the magnitude of the event, the following state agencies should also be contacted:

- Office of Emergency Services (OES) Warning Control Center.
- Department of Water Resources.
- Department of Fish and Game.
- Regional Water Quality Control Board.
- Department of Toxic Substances Control.

Federal Agencies

Federal Bureau of Investigation (FBI) should be contacted as soon as possible if the event is a known terrorist incident or a direct written or phone threat against the water system was received. There are four regional offices that have Key Asset Coordinators/Special Agents that should be contacted. The water system should report an emergency by calling the 24/7 phone numbers, which are listed below for each of the four regional offices in California. A link to the regional offices is also provided to allow water systems to check what region they should report an event.

San Francisco - (415) 553-7400 http://sanfrancisco.fbi.gov/

Los Angeles - (310) 477-6565 http://losangeles.fbi.gov/

Sacramento - (916) 481-9110 http://sacramento.fbi.gov/

San Diego - (858) 565-1255 http://sandiego.fbi.gov/

USEPA

The US Environmental Protection Agency Drinking Water Program is not a direct response agency. US EPA, through its "Superfund Response Program" has emergency response resources for incidents related to environmental chemical releases. These resources are not "first response" resources and should be requested through the SEMS/NIMS process.

County Health Department

The County Public Health Officer is responsible for all public health issues within their county. They should be notified of any event that could affect public health within their county. In the event of an emergency that will require financial and technical assistance through the CA Mutual Aide System, the County Public Health Officer will be one of the officials that can declare a "State of Emergency" and request assistance from the Regional and State OES. The County Public Health Officer also will have access to disease surveillance data within the county. If they cannot be reached, contact the Monterey DDW District Engineer and request they attempt to contact the County Public Health Officer.

County Environmental Health Departments

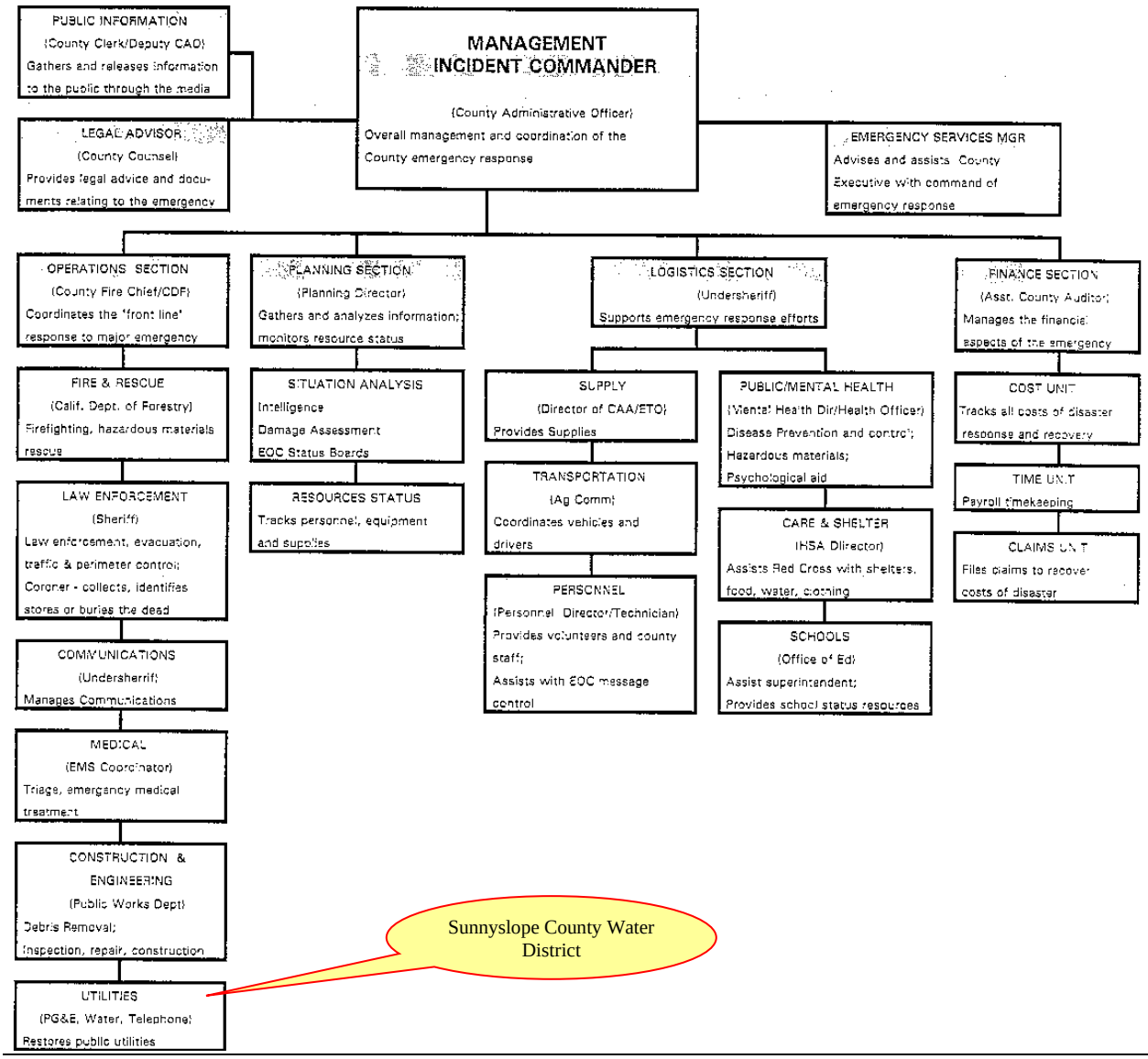
Many County Environmental Health Departments have been delegated primacy for the small water systems serving less than 200 service connections within the county. The Environmental Health Departments have contacts with the Department of Public Health Services as well as many county HAZMAT teams.

County and State Offices of Emergency Services

The County and State Offices of Emergency Services (OES) provide support and coordination of resources during an emergency. Water systems should work with their County OES to establish requesting protocols for State OES resources utilizing SEMS/NIMS. If additional or specialized

resources are needed during an emergency, OES should be able to dispatch those resources to the emergency.

San Benito County
Operational Area Emergency Organization



Hospital and Critical Care Facilities

It is important to know location and contact information for all the critical care facilities and hospitals in your service area. An emergency or contamination event in the water system can affect the operations of these facilities.

Customers

It is important that a water system be able to communicate with their customers. All means of communication need to be explored to effectively communicate with customers. The Water Quality Emergency Notification Plan (WQENP), as required under Section 116460, California Health and Safety Code, is a significant part of a water system plan to communicate with their customers. This is found in the "SSCWD Employee Phone List" section of the Emergency Response Plan and Operations & Maintenance Procedures Binder.

6. Response Procedures

Personnel will, as quickly as possible, determine the status of other employees, assess damage to water and wastewater 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., Division of Drinking Water (DDW) or Local Primacy Agency (LPA)), and document damage and repairs.

7. Public Notice Procedures

Public notice procedures should be developed before the disaster and not during the event as they are a significant part of communicating with customers. Standard public notifications for a water outage/low pressure problems, Boil Water Order (BWO), Unsafe Water Alert (UWA) or Do Not Drink Notices have been developed by DDW for use during an emergency. Each utility will need to modify the standard forms with specific contact information and guidance to customers depending on the nature of the emergency event. In addition, water systems need to have copies of public notices in the appropriate languages used in their service areas.

A BWO, UWA or Do Not Drink Notice can be issued by one, or a combination of the following agencies:

- DDW – Drinking Water Program (Designated personnel-District Engineer, Regional Engineer or Branch Chief).
- Local County Health Department (Designated personnel-County Health Officer or Director of Environmental Health Department for small water systems under county jurisdiction).
- Affected Water System (Designated personnel-responsible person in charge of the affected water system, i.e., Director of Water Quality, Manager, Director of Water Department, Director of Public Works, Owner, etc. The water systems ERP should identify the designated personnel in their ERP).

All public notifications (BWO, UWA or Do Not Drink Notices) should be coordinated with the DDW District Engineer, County Environmental Health Department and the County Health Officer prior to issuing a public notice. However, any one of the three agencies should act immediately to issue a BWO or UWA, if delays will jeopardize public health and safety.

The DDW District Engineer or the water system must notify the County Health Department and the County Health Officer prior to or immediately after issuing a public notice. Notice must be given to a person; a message left on voicemail is not sufficient. Coordination of this notification should be identified in the ERP. Whenever a BWO/UWA has been issued, the DDW also needs to notify the CDPH Food and Drug and CDPH Licensing & Certification Service Agencies. The DDW District Engineer will notify these other two CDPH agencies of the BWO/UWA issued.

The standard public notices are provided in the "Public Notification" section of the Emergency Response Plan and Operations & Procedures binder.

Consumer Alert during Water Outages or Periods of Low Pressure

A consumer alert may be issued to the public if a water system is experiencing power outages, water outages, or significant low pressure. The notice provides consumers information on conserving water and how to treat the water with household bleach if the water quality is questionable.

Boil Water Order (BWO)

A BWO should be issued when minimum bacteriological water quality standards cannot be reasonably assured. To assure public health protection a BWO should be issued as soon as it is concluded by the designated personnel that any portion of the water supply is or may be biologically unsafe. Examples of these situations include:

1. Biological contamination of water supply system, including but not limited to:
    - Positive total or fecal coliform bacteriological samples;
    - Prolonged water outages in areas of ruptured sewer and/or water mains;
    - Failed septic tank systems in close proximity to ruptured water mains;
    - Ruptured water treatment, storage, and/or distribution facilities in areas of known sewage spills
    - Known biological contamination;
    - Cross-connection contamination problems;
    - Illness attributed to water supply.
2. Unusual system characteristics, including but not limited to:
    - Prolonged loss of pressure;
    - Sudden loss of chlorine residual;
    - Severe discoloration and odor;
    - Inability to implement emergency chlorination.
3. Implemented due to treatment inadequacies.
    - Insufficient log removal of bacteria, viruses, or other contaminants
    - Exceedance of turbidity limits
    - Treatment process failures or violations

Unsafe Water Alert (UWA)/"Do Not Drink"

In the event a water quality emergency due to known or suspected chemical (non-bacteriological) contamination to a water system a UWA or "Do Not Drink" should be issued. Water should not be used for drinking and cooking, but may be used for sanitation purposes. Examples of these situations include:

1. Known or suspected widespread chemical or hazardous contamination in water supply distribution, including but not limited to:
    - Ruptured water distribution system (storage tanks, mains) in area of known chemical spill coupled with loss of pressure;
    - Severe odor and discoloration;
    - Loss of chlorine residual;
    - Inability of existing water treatment process to neutralize chemical contaminants prior to entering the distribution system.
2. Threatened or suspected acts of sabotage confirmed by analytical results, including but not limited suspected contamination triggered by acts of sabotage or vandalism.
3. Emergency use of an unapproved source to provide a supplemental water supply.

Unsafe Water Alert (UWA)/"Do Not Use"

In the event a known or suspected contamination event to a water system, where the contaminant may be chemical, biological or radiological a UWA or "Do Not Use" should be issued. Water should not be used for drinking, cooking, or sanitation purposes. Examples of these situations include:

1. Known or suspected widespread chemical or hazardous contamination in water supply distribution, including but not limited to
    - Terrorist contamination event.

The public information officer for a water system needs to be assigned before an emergency occurs. The water system public information officer (PIO) will need to coordinate with all the other agencies PIOs. If more than one agency is involved in an emergency, a joint information center (JIC) will probably be established. If a BWO or UWA is issued, the water system should notify the PIOs in the EOC immediately.

Media Notification

Dealing with and notifying the media is one of the most significant communication tasks. Any dealing with the media during an emergency should come from one unified source-typically from the EOC. If more than one source communicates with the media, there will be conflicting information that will give the appearance all the agencies involved in the emergency do not know what they are doing. The media is a good way to communicate with water system customers. Boil Water Orders, Unsafe Water Alerts, and other public notices can be distributed through the media. Again, this is only effective if the information is coordinated through one source (the EOC) and one message is delivered to the public.

Cancellation of Public Notification

Once a BWO/UWA is issued, the only agency that can rescind the public notice is the drinking water primacy agency. DDW will not lift the BWO until two rounds, collected one day apart, of coliform bacteria samples have been analyzed and the results are negative. The two sets of sample results should be faxed or emailed to the DDW District Office for final approval before rescinding the BWO. Special chemical sampling will be required to rescind an UWA so contact the DDW District Office to determine required sampling.

8. Water Quality Sampling

NOTE: Laboratory protocols and procedures identified are still under development by Federal and State Agencies. This section will continue to evolve and updates will be provided as necessary.

During an emergency, there are several types of water quality sampling that may need to be analyzed depending on the actual event. If it is natural disaster, flood or power outage, sampling will probably only include bacteriological samples, turbidity and chlorine residual samples. However, if the event is a terrorist act or contamination event, the sampling will include a full scan of Weapons of Mass Destruction (WMD) chemical, radiological and microbiological (unless the actual contaminant used is known).

Laboratory Resources

In general there are four different types or ownership of laboratory facilities in California that can analyze drinking water samples, which are listed below:

1. Commercial/private laboratories
2. County Public Health Laboratories
3. State Department of Health Services Laboratories
4. Research Facility/Specialty Laboratories

In general, laboratories are grouped into two broad categories – chemical or biological. Chemical laboratories include: general environmental chemistry laboratories, radiological laboratories, and specialty laboratories that may be able to handle and analyze exotic contaminants, such as chemical weapons and radionuclides. Biological laboratories include: environmental microbiology laboratories and the Laboratory Response Network (LRN) that typically analyze clinical samples for pathogens and select biotoxins.

CDPH Laboratory

The CDPH Sanitation and Radiation Laboratories Branch (SRLB) is organized within the Division of Drinking Water and Environmental Management (DDWEM). SRLB is the State's primary drinking water quality testing laboratory and is the only State laboratory capable of measuring environmental radiation. Its primary mission is to provide analytical services, reference measurements and technical support pertaining to the State's Drinking Water and Radiologic Health Programs.

SRLB has two laboratories. The Southern California Section is located in Los Angeles and performs microbiological, inorganic and organic testing in various water matrices. The Northern California Section, located in Richmond, carries out inorganic and organic analyses in water, and radiochemical testing in various environmental matrices in addition to water. The SRLB in conjunction with the CDPH Microbial Disease Laboratory (MDL) does microbiological analyses including biotoxins.

California Mutual Aid Laboratory Network (CAMAL Net)

The CDPH SRLB, in conjunction with the water utilities, USEPA Region IX laboratory in Richmond, Lawerence Livermore National Laboratory, and the California Department of Water Resources, have formed a laboratory network, CAMAL Net, to address laboratory capacity issues associated with possible drinking water related contamination events. CAMAL Net establishes a triage system to process samples when water systems or commercial laboratory methods are not available or the water system lacks capacity within their own lab. The CAMAL Net system will not handle any samples where field screening indicates that the sample may contain a CDC listed WMD agent. The list of WMD agents can be found on the Centers for Disease Control and Prevention webpage at http://www.bt.cdc.gov/. Any request for analysis through the CAMAL Net system needs to be approved by the DDW District Engineer in your jurisdiction prior to collection of water quality samples to be processed.

Chemical Analysis Classification

The California Department of Public Health Services along with its stakeholders and federal partners are in the process of developing an algorithm to assist California water systems, public health agencies, law enforcement, and first responders with the identification of possible chemical agents in drinking water contamination events. A draft version has been developed and it is anticipated that a final version will be released in the near future. The final version will become an appendix to this document.

Biological Analysis Classification

The LRN for Bioterrorism has ranked laboratories (Level A, B, C or D) based on the type of safety procedures they practice.

- Level A Lab uses a Class II biosafety (BSL) cabinet
- Level B Lab is a BSL-2 facility + BSL-3 safety practices
- Level C Lab is a BSL-3 facility
- Level D Lab is a BSL-4 facility

- Level A Labs are used to rule out and forward organisms.
- Level B Labs are used for limited confirmation and transport.
- Level C Labs are used for molecular assays and reference capacity.
- Level D Labs are used for the highest level of characterization.

Currently, in California there are: 28 Level A labs, 10 Level B labs, 2 Level C labs. The two Level C laboratories are the LA County Public Health Laboratory, Los Angeles, CA and the CDPH MDL in Richmond, CA. Lawrence Livermore National Laboratory is also a Level C laboratory, but access to them is restricted. The only Level D laboratories available in the LRN

are the national laboratories, such as those at the Center for Disease Control and Prevention (CDC) and the Department of Defense. These laboratories test and characterize samples that pose challenges beyond the capabilities of the Level A, B, and C reference labs, and provide support for other LRN members during a serious outbreak or terrorist event. The most dangerous or perplexing pathogens are handled only at the Bio-Safety Level 4 laboratories at CDC and the U.S. Army Medical Research Institute of Infectious Diseases (USAMRIID).

Natural Disaster

During a natural disaster, flood, earthquake, fire etc., sample collection and analysis will be available to the water system by their normal laboratory resources. Sampling will primarily consist of regulatory bacteriological samples and turbidity to show that the system has been flushed out. The water system may also be collecting chlorine residual samples throughout the system with a field chlorine test kit.

Terrorist Event/Contamination Event

Once a threat warning has occurred and the utility has deemed the threat confirmed, it will be necessary to collect water quality samples. The decisions made from the time of the threat warning to the time the threat is confirmed is specific to each individual event. This "credibility stage" as referred to in the EPA Response Toolbox may take the utility between 2 – 8 hours and should involve consultation with local first responders, DDW (Drinking Water Primacy Agency), local Public Health Department and regional FBI office.

Assuming the threat is confirmed and credible enough to warrant water quality sampling, several state and federal agencies are involved to collect samples, transport the samples to appropriate laboratory and analyze the samples. The water system's first step in this process is to contact the DDW-District Engineer so they can notify the CDPH-SRLB of the incoming samples. The following steps are described in more detail below:

- Emergency Water Quality Sampling Kit (EWQSK)
- Sample Collection
- Laboratory Required for Analysis
- Sample Transport
- Sample Analysis

Emergency Water Quality Sampling Kit

This kit contains sample bottles needed for chemical, radiological and microbiological analysis (that could be split into 3 complete sample sets). The original sample kit was developed by Metropolitan Water Department to be used during a terrorist or contamination event. EPA reviewed the sample kit and provided a list of the sample bottles in the EPA Toolbox. The California Mutual Aid Laboratory Network (CAMAL Net) has also reviewed this kit and made some minor changes that will allow water quality samples to be collected under all conditions. The CAMAL Net version of the sample kit has been finalized for deployment. This kit will continue to evolve as the US EPA develops sampling protocols for these new constituents in drinking water. The estimated cost of one kit is approximately $200. The EWQSK should remain sealed before the sample is collected. Since some of the sample bottles contain reagents that expire, the bottles in each kit should be replaced annually.

DDW will purchase the supplies to create enough EWQSK to supply 2-3 in each DWP District Office. If water systems do not want to purchase and maintain their own kits, then the DWP will provide one of these kits in the event of an emergency. Requests for these kits should be made to the District Engineer when the water system reports the incident. Travel time from the District Office to the water system should be incorporated in the water system's emergency response plan.

Sample Collection

Several types of samples may need to be collected depending on the event. The FBI will collect samples for the crime scene investigation. The water system needs to collect samples for public health to determine if the water is safe for consumption using the EWQSK for public health. The Department does not recommend that water system staff collect samples for the EWQSK due to liability issues. Several responding agencies are available for EWQSK sample collection – local HAZMAT, FBI, California National Guard Civilian Support Team (CST) or USEPA. Each agency has the proper personal protection material to minimize exposure to any possible agent. In addition, each agency has field screening kits that will provide a preliminary screen for several WMD agents that will help identify the required laboratory resources needed.

Laboratory

Depending on the results of the field screening and actual event, the required laboratories need to be notified and prepared to accept the samples. If an EWQSK (supplied by water system or CA DDW) is used, the CAMAL Net and the LRN need to be notified and involved in the process for laboratory selection. The first step in this process is for the District Engineer working with the water system to contact SRL.

Sample Transport

Depending on the responding agencies, field screening, the ICS will decide how the samples will be transported to the appropriate lab. Since the samples may be used for the crime investigation, proper chain-of-custody must be maintained. The possible agencies and field screening, depending on the event, are: local HAZMAT, CHP, FBI, CST, or US EPA.

Sample Analysis

Once the samples are delivered to the appropriate laboratory, they may be split for analysis to different laboratories. The transport and laboratory testing protocols will be handled by the CDPH SRLB laboratory. Sample results will be shared through the ICS. Please note that sample analysis may take days to weeks to complete depending on the complexity of analysis.

9. Restoration and Recovery

The CA OES "Emergency Planning Guidance, Public and Private Water Utilities", Section 12 is a good reference for restoration and recovery. The following excerpt was taken from the "Emergency Planning Guidance for Public and Private Utilities", March 1999. The entire document can be found on the Governor's Office of Emergency Services Website at: http://www.oes.ca.gov/

The recovery process begins during the response phase. It is important to start damage inspections, reporting, and recordkeeping as soon as the plan is activated. The items below may assist the water utility in recovery activities.

Initial Recovery Activities

- Designate a disaster recovery coordinator (may or may not be EOC director) and notify all appropriate regulatory agencies.
- Complete detailed evaluations of all affected water utility facilities and determine priorities for permanent repair, reconstruction, or replacement at existing or new locations.
- Begin repair activities design and make bids for contractor services.
- Make necessary repairs to the system and untag repaired facilities and equipment.
- Restore all telecommunications, data processing, and similar services to full operation.
- Complete assessment of losses and costs for repair and replacement, determine approximate reimbursements from insurance and other sources of financial assistance, and determine how residual costs will be financed by the water utility.
- Define needs for additional staff, initiate recruitment process, and adopt temporary emergency employment policies as necessary.
- Execute agreements with vendors to meet service and supply needs.
- Reevaluate need for maintaining the emergency management organization; consider returning to the normal organizational structure, roles, and responsibilities when feasible.
- Collect cost accounting information gathered during the emergency and prepare request for Emergency Disaster Funds (follow FEMA and State OES requirements).
- Debrief staff to enhance response and recovery efforts in the future by identifying lessons learned, developing action plans and follow-up mechanisms, and providing employee assistance programs if needed.
- Prepare After-Action Reports as required. Complete reports within six months of the event (90 days for public utilities which are part of a city or county government.).
- Identify recommendations
- Initiate permanent reconstruction of damaged water utility facilities and systems.
- Restore water utility operations and services to full pre-event levels.
- Continue to maintain liaison as needed with external agencies.

Long Term Recovery Activities

Assistance Programs - The State of California Office of Emergency Services administers several programs designed to assist victims of a disaster. They include Public Assistance, Individual Assistance, and Hazard Mitigation Public Assistance (PA) administers state disaster relief programs under the Natural Disaster Assistance Act, and federal disaster assistance programs under various federal laws and regulations, including the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288 as amended), the Code of Federal Regulations (CFR), and the State Administrative Manual. These regulations designate the State of California as "grantee" for all federal public assistance funding available to agencies of state government, local governments, and certain private non-profit organizations that provide essential services of

a governmental nature to the general public, including water utilities. As grantee, the state is responsible for the processing of sub-grants to public assistance applicants in accordance with 44 CFR, parts 13, 14, and 206, and its own policies procedures. PA works closely with the Federal Emergency Management Agency to process Damage Survey Reports. It dispatches inspection teams and conducts applicant briefings. This unit is led by OES, with support drawn from other state agencies. Under the Public Assistance Program, public and private non-profit water utilities may be eligible for public assistance to reimburse the work and associated costs of responding to and recovering from a disaster if the costs:

- Are a direct result of the declared event and not a pre-disaster condition or result of some other event;
- Are located within the area designated by FEMA as eligible for assistance;
- Are the legal responsibility of the eligible applicant; and
- Are not eligible for assistance under another federal program (this applies to permanent restoration work only).

Hazard Mitigation - Following a presidential disaster declaration, the Hazard Mitigation Grant Program is activated. The program's purpose is to fund projects which are cost-effective and which substantially reduce the risk of future damage, hardship, loss, or suffering from a major natural disaster. Virtually all types of hazard mitigation projects are eligible provided they benefit the declared disaster area and meet basic project eligibility requirements. Types of eligible projects will be identified from those mitigation measures identified in the State Hazard Mitigation Plan, hazard mitigation team reports, and issues unique to the disaster event. The priorities of funding will be established and the program administered by OES.

Expenditure Documentation - One of the critical aspects of any major emergency or disaster is collecting information on the costs related to response and recovery. The ability of the utility to recover costs or receive disaster assistance from the state and federal governments is predicated on its eligibility and ability to document its costs.

10. Emergency Response Training

Training provides the means for staff involved in a response to acquire the skills necessary for them to fulfill their role during an emergency. Not only is training on the water utility's emergency response plan critical for effective implementation, individual training to perform certain functions expected in the plan is just as important. It is important for Water Utility management to create a training policy that emphasizes plan implementation, emergency management, and employee health and safety. The training policy can be an independent policy or part of an overall emergency preparedness policy for the utility. Individual roles established in the emergency response plan should dictate the type and level of training that is necessary.

Exercises and Drills

As a part of Sunnyslope County Water District's overall emergency preparedness periodic review of SSCWD Emergency Response Plan & Operations and Maintenance Procedures Manual which includes routine training drills, cross trained personnel, routine emergency equipment maintenance operation and testing. All key players are included in the exercises so everyone is familiar with emergency policies and procedures.

11. 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.)
   - Isolate leak. Turn power or flow off, if necessary, to control leak.
   - 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.
   - Do bacteriological sampling until 3 good consecutive samples are confirmed.
   - Reestablish normal service.

b. Low pressure (result of earthquake, fire, storm)
   - Increase production, if possible, to maximize system output.
   - Increase disinfection residual as precaution to potential contamination.

c. Power outage
   - Place emergency generator online to provide minimum water pressure to system.
   - Increase disinfectant residual as precaution to potential contamination.

d. Contamination
   - Identify location and source of contamination.
   - If contamination is from system source, isolate or treat source.
   - If contamination is an act of sabotage, take appropriate action based on nature of contamination. Immediately contact local law enforcement and your regulatory agency (CDPH 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)
   - Immediately contact local law enforcement and regulatory agency for consultation.

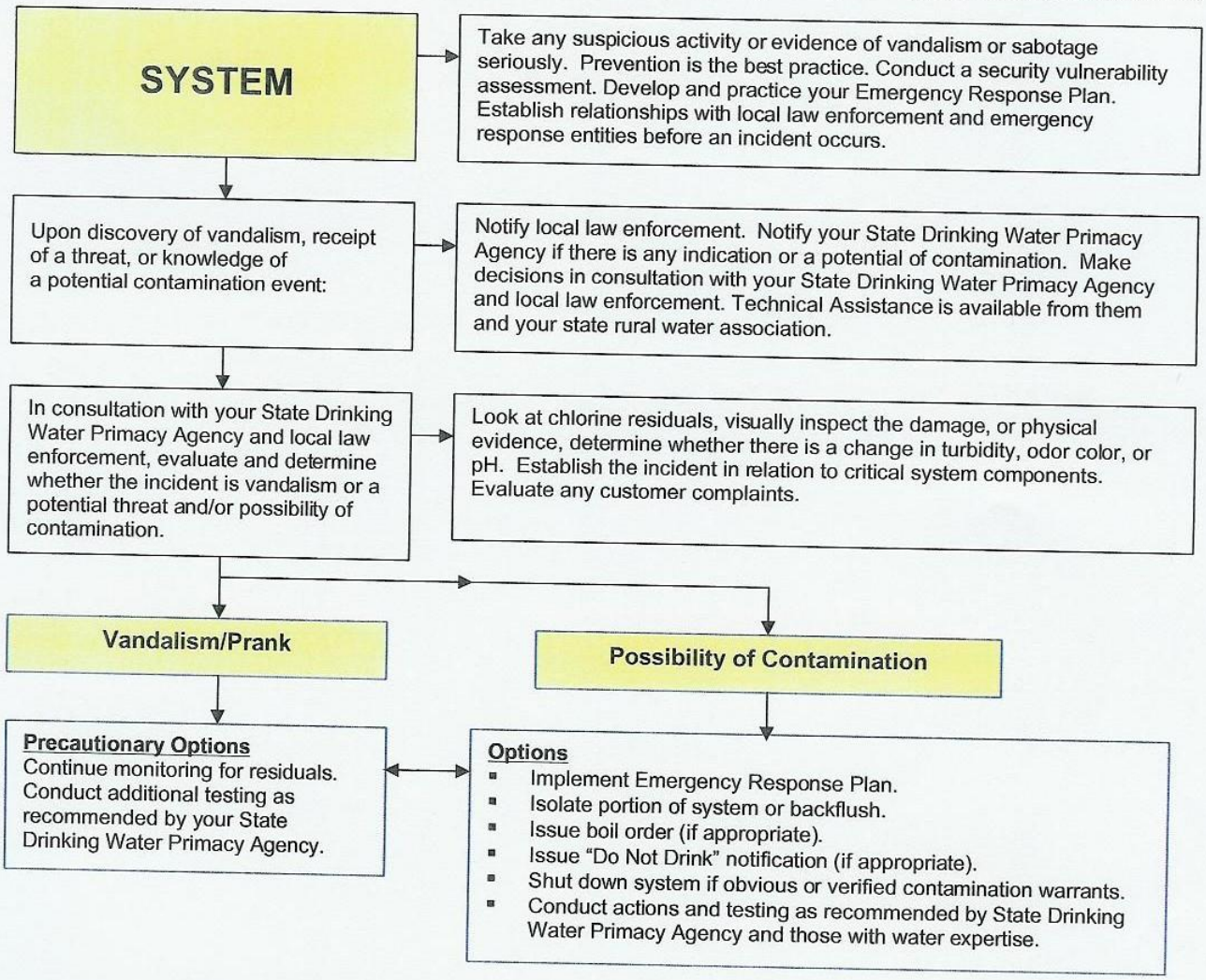
All significant water outages (widespread and lasting more than eight hours) or disinfection failure will be reported to the Division of Drinking Water (DDW) District Office or Local Primacy Agency (LPA) by telephone or equally rapid means. All emergencies will be documented along with action taken,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

- For Additional Information see the corresponding sections within Sunnyslope County Water District Emergency Response Plan and Operation and Maintenance Procedures Manual.

- For further Emergency Resources See County of San Benito Emergency Operations Plan Resources Section.

A Utility Guide for Security Decision Making

These guidelines are designed to assist utilities in determining the level of secuity concern if a break-in or threat occurs at the water system and to assist the utility in appropriate decision making and response actions. These various steps and actions can be adjusted to meet the needs of specific situations and to comply with individual state requirements. Specific actions should be undertaken in consultation with your State Drinking Water Primacy Agency. Technical assistance is available from your state drinking water primacy agency and state rural water association for prevention initiatives such as vulnerability assessments, emergency response planning, and security enhancements.



- Do not disturb evidence. Document what you see. Keep notes and take photos as you go.
- Collect samples for future analysis and store them appropriately.
- Alert other officials as appropriate and keep the public informed (designate one spokesperson).
- Use the expertise in public drinking water supplies and public health in the decision making process.
- Preventive measures are the best practice to prevent such an incident.
- Prior communication with local law enforcement authorities and local emergency response entities prevents confusion and defines who has responsibility for what, when an incident occurs.