**Drinking Water Sector**

**Emergency Response Plan Template**

**Community Water Systems**

This template is intended to assist in the development of an Emergency Response Plan (ERP) tailored to individual water systems. It is suitable for any water system and can be modified to fit each system’s specific needs. For large water systems, additional sections should be added, as necessary, to address various complexities. Smaller systems, however, may find that certain sections are not applicable. In making such decisions, special attention should be paid to ensure that regulatory obligations for content are met (N.J.A.C. 7:19-11.2). Additionally, this document has been revised to incorporate requirements created under America’s Water Infrastructure of 2018 (AWIA), which has some overlapping, but not identical requirements.

An ERP may not be a single document. Depending on the size and complexity of the system, as well as the management structure, an ERP may contain references to various existing documents (e.g. communication protocols, individual Emergency Action Plans, check lists, additions to existing operations manuals, appendices, etc.). In this case, an overview document, as well as specific locational information for the referenced documents, is recommended.

It is important to note that an ERP is a “living” document that requires regular updates. Additionally, it should be flexible and easily understood, while supplying sufficient detail to ensure that personnel can implement necessary emergency procedures without question or delay ensuring continuity of operations.

**Disclaimer**: This Emergency Response Plan (ERP) template is provided as guidance only and establishes a suggested format to be followed in the preparation of an 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 the specific conditions of the water system.

**Acknowledgements**: This ERP template was prepared from various standards on the content of ERPs, including but not limited to: the New Jersey Water Allocation Rules, specifically N.J.A.C. 7:19-11.1 et seq.; 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; New York Rural Water Association’s Water Supply Emergency Response Plan Template; and the Massachusetts Department of Environmental Protection, Drinking Water Program Emergency Response Planning Guide for Public Drinking Water Systems, EPA Emergency Response Plan Template and Instructions for AWIA of 2018.

New Jersey Department of Environmental Protection

Division of Water Supply & Geoscience

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Version: March\_2021

<http://www.nj.gov/dep/watersupply/emergency.html>

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

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

**Public Water System Name:**

**Public Water System ID (PWSID) No:**

**Physical Address:**

**City:**

**State:**

**Zip Code:**

**General Phone Number:**

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

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

**Licensed Operator** (signature & License Number):

**Date Completed:**

**Date Revised:**

## Plan Distribution

Copies of the emergency response plan have been distributed to all water supply personnel and other officials as indicated below.

|  |  |  |
| --- | --- | --- |
| **Recipient/Title** | **Distributed By** | **Date** |
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### **Section 1 – Emergency Response Personnel/Communications**

### **Chain of Command**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name/Title** | **Responsibilities During Emergencies** | **Contact Numbers** | **ICS Certifications** |
|  |  |  |  |
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### **Section 1 – Emergency Response Personnel/Communications**

### **Incident Command System (ICS) Roles**

The National Incident Management System (NIMS) is a systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work together seamlessly and manage incidents involving all threats and hazards—regardless of cause, size, location, or complexity—in order to reduce loss of life, property and harm to the environment. A primary component of NIMS is the Incident Command System (ICS) which is a fundamental element of incident management. The use of ICS provides standardization through consistent terminology and established organizational structures.

As per Executive Order #50 (Acting Governor Richard J. Codey) principles of NIMS/ICS will be used for all emergency incidents. Public works, and other skilled support personnel, such as equipment operators, who provide immediate support services during prevention, response, and recovery operations shall receive ICS and NIMS training. (See Appendix A for further information.)

As per ICS, the Command and Management roles are as follow:

**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.

**ICS Staff Roles**

**Logistics Section Chief**

Name:

Position:

Phone #:

Cell #:

**Planning Section Chief**

Name:

Position:

Phone #:

Cell #:

**Operations Section Chief**

Name:

Position:

Phone #:

Cell #:

**Public Relations Officer**

Name:

Position:

Phone #:

Cell #:

**Finance/Administration Section Chief**

Name:

Position:

Phone #:

Cell #:

**Water System Incident Commander**

Name:

Position:

Phone #:

Cell #:

**Other** (i.e. Safety Officer)

Name:

Position:

Phone #:

Cell #:

**(Available 24/7)**

**Additional Emergency Response Personnel:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name/Title** | **Role** | **Contact Information** | **Alternate Contact Info.** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Section 1 – Emergency Response Personnel/Communications**

1. External Contact Information

**Other agencies to be contacted in the event of an emergency:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency** | **Contact/Title** | **Contact Information** | **Notification Criteria** |
| Local Police |  |  | Must be contacted in the event of a suspected or actual malevolent act. |
| Local Fire |  |  |  |
| Health Department |  |  |  |
| Local Emergency Management |  |  |  |
| NJDEP  -Bureau of Water System Engineering  - Division of Water Supply & Geoscience Emergency Response Coordinator  -Hotline, 24/7 |  | (609) 292-2957  [wsemergency@dep.nj.gov](mailto:wsemergency@dep.nj.gov)  (877) 927-6337 | 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. |
| NJ 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 |
| Local FBI Office |  |  | Must be contacted in the event of a suspected or actual malevolent act |
| County OEM |  |  |  |
| New Jersey Cybersecurity and Communications Integration Cell (NJCCIC) |  | 1-866-4-SAFE-NJ | Must be contacted in the event of a cybersecurity attack |
| Mayor, Municipal Clerk, or an Authorized Designee of each affected municipality |  |  | Must be contacted in the event of a Tier 1 PN no later than 1 hour after the system becomes aware. Must be given by both telephone and electronic mail. |
|  |  |  |  |
|  |  |  |  |

**Assistance Partners:**

|  |  |  |
| --- | --- | --- |
|  | **Contact/Title** | **Contact Information** |
| **Mutual Aid Agreements** |  |  |
| **NJWARN** |  |  |
| **Memorandums of Agreement** |  |  |
|  |  |  |
|  |  |  |

**Laboratories:**

|  |  |  |
| --- | --- | --- |
| **Lab** | **Contact/Title** | **Contact Information** |
| Compliance |  |  |
| Emergency |  |  |
|  |  |  |
| **24/7 Lab contact:** |  |  |
|  |  |  |

**Other External Contacts**

The following will be contacted directly in the event of an emergency that may impact them:

**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/Wastewater Company |  |  |  |  |
| Telephone Company |  |  |  |  |
| One-Call |  |  |  |  |
| Other |  |  |  |  |

**Media:**

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

### **Section 1 – Emergency Response Personnel/Communications**

1. Communications Plan

This Section describes our Communication Plan which accounts for operating procedures and decision points to address:

1. Internal/external communication plans (i.e. who is responsible for notifying ER Team, outside agencies, etc. and what information is to be relayed)
2. Modes of communication to the public and how are they implemented (e.g. Reverse 911 via local PD)
3. Contingency measures for loss of communications (a switch to 2-way radios, meet at a certain location, etc.)

|  |
| --- |
|  |

### **Section 1 – Emergency Response Personnel/Communications**

1. Communications Equipment Inventory

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Type** | **Assigned to** | **Location** | **Number/Frequency/Channel** |
|  |  |  |  |
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### **Section 1 – Emergency Response Personnel/Communications**

1. **Personnel Protection**

This section provides direction for **water system personnel** regarding the safe response to an emergency and covers Evacuation Procedures, Assembly Areas/Staff Accountability, Shelter Locations, and First Aid Equipment.

**Water System Evacuation Procedures**

|  |
| --- |
|  |

**Assembly Areas/Staff Accountability**

|  |
| --- |
|  |

**Alternate Work & Shelter Locations for Employees**

|  |
| --- |
|  |

**Section 1 – Emergency Response Personnel/Communications**

1. Staff Training/Drills

**Required Training:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Frequency** | **Course Location** | **Course Description** | **Attendees** | **Date Held** |
| EXAMPLE Annual | In house | ERP Overview | Emergency response team, operators, etc… | 4/1/2016  4/1/2017 |
| EXAMPLE  AS necessary | Online/outside | ICS 100 / NIMS 700 | New employees |  |
|  |  |  |  |  |
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**Scheduled Drills:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Frequency** | **Description** | **Attendees** | **Date Held** |
| EXAMPLE Annual | Distribution Contamination Tabletop | Emergency response personnel, County OEM, Local PD, DEP | 6/15/17 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

| **Type** | **Location** |
| --- | --- |
| *Toxic material detection and testing supplies* |  |
| *Emergency food and water supplies* |  |
| *Emergency PPE (note what PPE are present at each location)* |  |
| *Other equipment (note what is present at each location)* |  |

**Safety Materials:**

**Section 2 - System Description**

1. **System Overview**

**Population Served:**

**Each Municipality Served:**

**Each County Served:**

**Owned by/Managed by:**

(Description of system, noting source types, if bulk purchase only, various pressure gradients, etc.)

**Section 2 – System Description**

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 restricted access protocols.

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

|  |
| --- |
| EXAMPLE:  Facilities: Key cards are required for all access to buildings, etc…  Maps: Vital Records (describe) are located in Director’s office locked file with copies backed up on secure drive.  Restricted areas (chemical rooms, electrical closets, etc.) may only be accessed by….  Tours must be arranged via…. |

Section 2 - System Description

1. Primary Components

In this section, systems should list all the components that are necessary to maintain effective operation. The Department considers effective operation as a system’s ability to meet average daily demand while providing sufficient volume and pressure for fire protection, where applicable, while meeting drinking water quality standards.

Wells

|  |  |  |  |
| --- | --- | --- | --- |
| **Well (name)** | **Depth/location** | **Available Yield** | **Treatment Requirements/associated Treatment Plant** |
|  |  |  |  |
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|  |  |  |  |
|  |  |  |  |

**Intakes**

|  |  |  |  |
| --- | --- | --- | --- |
| **Intake (name)** | **Location** | **Available Yield** | **Treatment Requirements/associated Treatment Plant** |
|  |  |  |  |
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|  |  |  |  |
|  |  |  |  |

**Treatment plants**

|  |  |  |  |
| --- | --- | --- | --- |
| **Treatment Plant (name)** | **Location** | **Available Yield** | **Treatment Train** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Storage & Distribution system - Tanks, primary mains and pumping stations**

|  |  |  |
| --- | --- | --- |
| **Location** | **Area Served** | **Comments** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Industry Chemical Handling Facilities**

|  |  |  |  |
| --- | --- | --- | --- |
| **Facility Name** | **Location** | **Distance** | **Chemical and Exposure Pathway** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Chemical Storage Tanks**

|  |  |  |  |
| --- | --- | --- | --- |
| **Facility Name** | **Location** | **Distance** | **Chemical and Exposure Pathway** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
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**Other Key Facilities**

|  |  |  |
| --- | --- | --- |
| **Location** | **Function** | **Comments** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Section 2 - System Description

1. **Available Water Supply Interconnections**

**Purchases:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provider Name**  **(PWSID #) and Contact Info** | **Location(s)** | Main Size and capacity | Contract Type and Limitations | Service Area / Availability / Response Time |
| EXAMPLE  Uptown water (NJ0012123) | Corner of Main St. & Rt 2 | 8” | Daily X gallons, may increase to XX gallons for emergencies; (contract attached as Appendix X) | Serves lower city zone, can also serve parts of upper zone in emergencies |
|  |  |  |  |  |
|  |  |  |  |  |
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**Sales:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provider Name**  **(PWSID #) and Contact Info** | **Location(s)** | Main Size and capacity | Contract Type and Limitations | Service Area / Availability / Response Time |
| EXAMPLE  Uptown water (NJ0012123) | Corner of Main St. & Rt 2 | 8” | Daily X gallons, may increase to XX gallons for emergencies (contract attached as Appendix X) | One of 2 interconnections, Permanent supply, can provide entire demand via 2nd one if compromised. |
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**Emergency Interconnection Agreements\***

\*Attach copies of all emergency interconnection **written agreements** required pursuant to the Water Supply Management Act Rules under N.J.A.C. 7:19-6.8 and 7:19-6.9.

* All applicable purveyors must maintain written and legal contractual agreements.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provider Name**  **(PWSID #) and Contact Info** | **Location(s)** | Main Size and capacity | Contract Type and Limitations | Service Area / Availability / Response Time |
| EXAMPLE  Uptown water (NJ0012123) | Corner of Main St. & Rt 2 | 8” | Daily X gallons, may increase to XX gallons for emergencies; (contract attached as Appendix X) | Serves lower city zone, can also serve parts of upper zone in emergencies |
|  |  |  |  |  |
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|  |  |  |  |  |
|  |  |  |  |  |

Section 2 - System Description

1. **Seasonal Sources/Backup Sources/Unapproved Sources\***

\*May be used in extreme emergency situations with temporary approvals

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

Section 2 - System Description

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

The following companies have been contracted to supply tanker service and/or bottled water in an emergency:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Company Name | Phone Number | Contract Number | Available Quantity | Additional Details  *(How delivered/lead time)* |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Section 3 - Water System Contingencies & Priorities**

1. **Water Usage**

This section establishes water usage within our service area and assigns the prioritization and best use of our water system resources during an emergency to maintain effective operation\*. 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.

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

### % purchased: \_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |
| --- | --- | --- | --- |
| **Demand (MGD)** | **2018** | **2019** | **2020** |
| Average Daily |  |  |  |
| Maximum Daily |  |  |  |
| Peak Daily |  |  |  |

### **\***The Department considers effective operation as a system’s ability to meet average daily demand while providing sufficient volume and pressure for fire protection, where applicable, while meeting drinking water quality standards.

**Prioritization**

|  |  |  |  |
| --- | --- | --- | --- |
| **Use Category** | **Priority**  **(High, Medium, Low)** | **Daily Water Demand (MGD)** | **Method of Sustaining Use / Emergency Contingencies Beyond Standard Response** |
| Fire Protection |  |  |  |
| Sanitary |  |  |  |
| Industrial/Commercial |  |  |  |
| Potable (cooking, drinking, hygiene) |  |  |  |
| Sensitive Populations |  |  |  |
| EXAMPLE Hospitals | HIGH | .06 MGD | Direct supply by tankers if necessary |
|  |  |  |  |
|  |  |  |  |
| Other (i.e. Bulk Sales) |  |  |  |

**Section 3 - Water System Contingencies & Priorities**

1. **Primary Component Emergency Provisions**

This section details contingencies for sustaining primary components:

|  |  |
| --- | --- |
| **Primary Component** | **Emergency Contingency Procedures** |
| Treatment |  |
| Pumping |  |
| Distribution |  |
| EXAMPLE:  Treatment | Reduce treatment train to chlorination only to conserve auxiliary power.  Switch to secondary treatment plant if necessary. |

**Section 3 – Water System Contingencies & Prioritization**

1. **Water Restrictions**

This section establishes the adopted water use restrictions to be implemented by our system during a non-drought water emergency. Phased water use restrictions at a minimum should model the Water Use Restrictions set forth in the Water Allocation rules, specifically N.J.A.C. 7:19-13.3 - 6.

|  |
| --- |
| **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 3 – Water System Contingencies & Prioritization**

1. **Ordinances**

Local Ordinances that address Water Use Restrictions:

|  |
| --- |
|  |

**Section 4 – Resource Inventory**

1. **Physical Plant Resources**

This section is intended to serve as a quick reference of the inventory of available resources (e.g. generators, equipment, and supplies) either maintained on-site or readily available off-site (i.e. neighboring water system). This section also provides contact information for vendors who provide emergency services and/or parts, equipment, chemicals.

Auxiliary Power Sources

The auxiliary power capabilities listed below provide adequate auxiliary power to sustain primary components (identified in Section 2) to ensure satisfactory treatment and delivery of potable water as noted in NJDEP’s Auxiliary Power Guidance and Best Practices Document.

FIXED Auxiliary Power Sources

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Location** | **Powers: (***facility and/or equipment***)** | **Details**  *(Type/Capacity/Fuel & Rate of Consumption)* | **Specific Instructions** *(Location of manual/exercise schedule/etc.)* | **Inventoried?** (EGI) |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

PORTABLE Auxiliary Power Sources

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Location** | **Capable of Powering: (***facility and/or equipment***)** | **Details**  *(Type/Capacity/Fuel & Rate of Consumption)* | **Specific Instructions** *(Location of manual/exercise schedule/etc.)* | **Inventoried?** (EGI) |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

\* Auxiliary power sources should be inventoried to determine voltage, phase configuration, horsepower/amperage and other requirements. Use of EPA’s Generator Assessment Form (or a similar form) is encouraged (See Appendix B).

Auxiliary Fuel Storage

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

#### **Pumping Equipment /Spare Pump Parts**

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

**Distribution Components**

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

Chemicals Supplies

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

Spare Parts

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

**Section 4 – Resource Inventory**

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Organization** | **Company Name/Contact/**  **Contract Information** | **Phone (day)** | **Phone (24/7)** |
| Electrician |  |  |  |
| Plumber |  |  |  |
| Pump Installer |  |  |  |
| 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 Fuel Supplier(s)  Alternate Fuel Supply |  |  |  |

**Section 4 – Resource Inventory**

1. **Documentation/Guidance**

This section lists documents that establish the daily operational protocols, including routine operation and management procedures, and operational monitoring requirements. In the event of an emergency, any person so designated should be able to implement the necessary procedures to ensure continuity of operations.

|  |  |
| --- | --- |
| **Item** | **Location** |
| EXAMPLE: Generator start up manuals | * Treatment Plant main office, File #2 * Administration Building, 2nd floor, Directors office, Docs. cabinet |
| Daily Operator Reports |  |
| Technical Manuals |  |
| Business Continuity Plan (Essential Functions/Resources) |  |
| Lockout-Tagout Manual |  |
| *Other* |  |
|  |  |

**Section 4 – Resource Inventory**

1. **Water Use Advisories/Public Notices**

Templates for Water Use Advisories: (Include here or reference where they may be found)

|  |
| --- |
|  |

Distribution Methods: (Protocols for Email, newspaper, door to door, etc.)

|  |
| --- |
|  |

Section 5 – Emergency Situations

1. **Vulnerability/Risk Assessment**

The following emergency incidents that are applicable should be addressed. Please indicate those that are applicable:

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 (capacity of manual operations)
9. [ ] Internal Chemical Accidents
10. [ ] External Chemical Accidents (truck, rail, or cargo, spill or accident)
11. [ ] Explosion Affecting System Infrastructure
12. [ ] Job Actions (e.g. strikes, walkouts, etc.)
13. [ ] Insider Threat (e.g. disgruntled employee, contractor, etc.)
14. [ ] Terrorist Threat (e.g. intentional sabotage/contamination, cyber-attacks)
15. [ ] Harmful Algal Blooms **(mandatory for systems with any surface water source)**

Impacts from the above listed incidents should be addressed regarding each of the following applicable components. Please indicate those that are applicable:

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

The following tools may be used when preparing Emergency Action Plans (EAPs, Section 5-c.):

**Vulnerability/Risk Assessment Tools**

A vulnerability assessment is the first necessary step in emergency planning. As per N.J.A.C. 7:19-11.2, and America’s Water Infrastructure Act of 2018 (sec. 2013) community water systems are required to conduct a Vulnerability Assessments, and Risk and Resiliency Assessments (VA & RA, respectively). As the VA/RA reports are considered highly confidential, the actual reports need not be included here, but the results must be addressed in the Emergency Action Plans in Section 5-c.

Vulnerability/Risk Assessments conducted:

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Method utilized**  **(e.g. VSAT, PARRE or WHEAT)** | **Location of full report** | **Comments** |
| EXAMPLE:  4/1/2020 | WHEAT | Director’s office, locked cabinet | Included new storage tank |
|  |  |  |  |
|  |  |  |  |

**Threat Response/Consequence Management Tools**

When planning the appropriate response to threat incidents, as opposed to incidents caused by weather or accidents, there are additional factors to be considered. The main part of the response may fit an existing EAP, such as “power outage” but due to the criminal nature of the cause additional steps may be necessary. 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.

This section lists resources used for establishing field and/or crisis protocols for performing threat evaluation, site characterization, and response actions.

EXAMPLE RESOURCES:

* *Response Protocol Toolbox: Planning for and Responding to Drinking Water Contamination Threats and Incidents – Response Guidelines,* Interim Final (EPA, August 2004)
  + *Threat Evaluation Worksheet*
  + *Security Incident Report Form*
  + *Phone Threat Report Form*
  + *Public Health Response Action Worksheet*
* A Water Security Handbook: Planning for and Responding to Drinking Water Contamination Threats and Incidents (EPA Publication No. 817-B-06-001 [www.epa.gov/watersecurity](http://www.epa.gov/watersecurity) April, 2006)

In the event of a threat, either credible or not, these steps will be taken in addition to the protocol in the appropriate EAP:

|  |
| --- |
| EXAMPLE:   * Immediate notification to Local PD. DEP Hotline notification indicating the need for immediate consultation, Notification to the OHSP Suspicious Activity call center (866-472-3365) * Access restricted to all personnel unless immediate need for repairs. * Etc. |

**Section 5 – Emergency Situations**

1. **Emergency Water Sampling Plan**

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

|  |
| --- |
| EXAMPLE: Sample collection kits are available in the main office for the following contaminants:.  Emergency 24/7 laboratory services are available through: |

**Section 5 – Emergency Situations**

1. **Emergency Action Plans**

An Emergency Action Plan (EAP) addresses that potential impacts identified in a vulnerability assessment by establishing contingencies to maintain and/or return swiftly to effective operations despite impacts. An EAP should be developed for **EACH** emergency situation considered in the vulnerability/risk assessment, and to address their potential impact on the system components (see Section 5c above). Each EAP should include/address: Assessments, Communications, Notifications, and Alternative Contingency Measures.

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 and available here: <http://www.nj.gov/dep/watersupply/pdf/checklist_hurricane.pdf> )
* 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 mayors and municipal clerks of all Tier 1 Public Notice events within 1 hour of becoming aware, and again as the status changes.
* Inform consumers of the emergency situation as soon as possible, and again as the status changes.

**Emergency situation: EXAMPLE: Power Outages**

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

|  |
| --- |
| * **Assessment**: Power outages may occur for various reasons including large scale storms, accidents, power system failures, etc. On site generators are in place to run all primary components and will switch on automatically. Fuel reserves are maintained to run generators for 24 hours. Water system is deemed a priority restoration customer. * **Immediate Actions**: Assess expected length of time outage is expected to last. If beyond 24 hours contact vendors to arrange for fuel delivery. * **Notifications:** Power company – alert them of outage.   Customers – distribute water conservation notices and/or advisories as necessary via:  DEP –if there is a potential for loss of service   * **Follow up:** Once power is restored evaluate fuel consumption and remaining levels. Service generator as necessary. * **Review**: Review actions taken and determine if any changes need to be made to protocols and plans. |

**Emergency situation: \_\_\_\_\_\_\_\_\_\_\_\_\_**

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

|  |
| --- |
| **Action Plan:**   * **Assessment:** * **Immediate Actions**: * **Notifications:** * **Follow up:** * **Review:** |

**Emergency situation: \_\_\_\_\_\_\_\_\_\_\_\_\_**

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

|  |
| --- |
| **Action Plan:**   * **Assessment:** * **Immediate Actions**: * **Notifications:** * **Follow up:** * **Review:** |

Continue to add EAPs as necessary

**Section 5 – Emergency Situations**

1. **Preliminary Damage Assessment**

This Preliminary Damage Assessment Report will be used after an emergency to quickly assess the extent of the damage and the need for repair, replacement or abandoning of facilities. Note: For 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>

Wells Yes No N/A

Physical damage o o o

Pump or motor failure o o o

Power source operating properly o o o

Test for water quality contamination o o o

Treatment Facilities Yes No N/A

Physical damage o o o

Equipment operating properly o o o

Power source operating properly o o o

Chemical spills or release o o o

Water Storage Facilities Yes No N/A

Physical damage o o o

Leaks o o o

Buckling o o o

Damage to inlet/outlet pipes o o o

Distribution System Yes No N/A

Physical damage o o o

Leaks o o o

Main breaks o o o

Pressure loss o o o

Cross connection concerns o o o

Interconnections compromised o o o

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

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

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

**Estimated Time to Repair and Restoration of Service:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Section 6 – Mitigation Actions**

List any mitigation procedures or projects implemented at your utility, such as raising facilities and controls or constructing berms to protect against flood damage.

| Type | Location | Comments |
| --- | --- | --- |
| *Water intake relocation* | *Intake 1* | *This intake was moved further offshore and deeper to better avoid surface spills and low river levels during drought* |
| *Watertight doors* | *Treatment plant* | *These doors were installed to help ensure floodwaters cannot enter the treatment building and damage control systems* |
| *Earthquake* | *All facilities* | *Anchored equipment (e.g., computers, bookshelves) as well as laboratory equipment and chemical and fuel tanks* |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Section 7 – Detection Strategies**

This section contains strategies that can be used to aid in the detection of malevolent acts or natural hazards that threaten the security or resilience of the system.

List the detection strategies and methods your utility uses to aid in the detection of malevolent acts or natural hazards. Also list the corresponding procedure to be used if the threat is detected.

| **Detection Strategies** | | |
| --- | --- | --- |
| **Threat** | **Detection Method** | **Procedure** |
| *Unauthorized entry* | * *Alarm from intrusion detection system* | *Call 911* |
| *Source water contamination* | * *National Response Center notifications* * *Notification from 911 for releases resulting from transportation accidents* | *Source Water Contamination Incident Response Plan* |
| *Distribution system contamination* | * *Customer complaint surveillance* * *Public health surveillance* | *Distribution System Contamination Response Procedure* |
| *Cyber intrusion* | * *Automated IT and operation technology (OT) system intrusion detection monitoring* * *Notification from utility staff* | *Cyber Incident Action Checklist* |
| *Hazardous chemical release* | * *Chlorine gas in air monitors* | *Call fire department* |
| *Hurricane* | * *Weather Service alerts* | *Hurricane Incident Action Checklist* |
| *Flood* | * *Notification from Army Corp* | *Flood Incident Action Checklist* |
| *Power outage* | * *Notification from energy provider* * *Alarm from line power sensor* | *Generator Start-up Checklist* |
| Other |  |  |
| Other |  |  |

**Section 8 – Emergency Response Evaluation**

At the conclusion of an emergency event, the Emergency Response Team should meet and prepare an *Emergency Response Evaluation Report* to evaluate the timeliness and effectiveness of the Emergency Response Plan. Communication, critical decision-making, available resources, local emergency response coordination, and the integration of external resources should be evaluated. The Emergency Response Plan should be revised as accordingly.

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

**Brief description of the emergency situation** (including 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 or are additional communication resources need to be acquired?
6. Does the communication plan need to be revised?
7. Was the chain-of-command clear to all individuals involved?
8. Was incoming information disseminated to the appropriate individuals in an efficient manner?
9. Were sufficient in-house resources available for use? If not, what additional resources are necessary to facilitate a quicker response time and/or lessen the impact of the emergency situation?
10. Were outside services (e.g. bulk water suppliers, laboratory services, etc.) deployed in an efficient manner and according to the timeframes specified within their respective contracts?
11. Did the Emergency Response Team and other responding staff act in a safe manner, following all safety protocols and procedures?
12. Should staff be provided with additional training to ensure their knowledge of the safety protocols?
13. Does the emergency response plan require revisions?

**Description of recommendations**:

**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: