

Emergency Response Plans



More than a phone tree
Less than an encyclopedia
Doing it just right



Background

- For systems over 3,300 population (1,000 connections) an Emergency Response Plan (ERP) is required
- All systems over 3,300 must send a certification to EPA that they have updated their ERP to include the results of their Security Vulnerability Assessment by December 31, 2004
- All Public Water Systems (PWS) must have an Emergency Notification Plan (ENP)



2002 Bioterrorism Act

- Requires systems to complete or update an ERP that incorporates the VA:
 - Plans, procedures, and identification of equipment that can be used in the event of an attack
 - Actions, procedures, and identification of equipment that can significantly lessen the impact of an attack to protect public health and a safe supply of drinking water
- Coordinate with the local emergency planning committee (LEPC)



ERP Objectives

- Supply safe and adequate drinking water
- Minimize confusion
- Assign responsibilities
- Respond quickly in accordance with your protocols
- Restore system to normal operation



ERP Planning Process

- Include all partners who will help in emergency
- Use Security Vulnerability Assessment to develop potential scenarios to respond against



ERP Content

- Water system information
- Identify alternate sources of water
- Chain of command
 - Who is in charge and who reports to whom
 - Water system staff
 - First responders
 - Others
 - Name and contact information for each party



ERP Content (continued)

- Communication Procedures – Who to contact and what information to provide
 - First responders (police, fire, EMS)
 - System personnel – work, home, pager/cell
 - Local Rural Water Association
 - Local & State Health Departments
 - County and State Emergency Coordinators
 - EPA Regional Office
 - Media



ERP Content (continued)

- Communication Procedures – Other contacts
 - Customers
 - Elected officials
 - Laboratories
 - Emergency equipment vendors
 - Vendors and personnel after-hours numbers
 - Contractors
- Emergency Response Protocols



ERP Content (continued)

- Emergency Response Protocols
 - If abc happens, I will do xyz (plans and actions)
 - Mutual Aid Agreements with neighboring systems to provide water
 - Agreement that power company will make water system a priority
 - List of available equipment




ERP Format & Content

- Protocols need to:
 - Assess the problem
 - Isolate and fix the problem
 - Monitor the situation
 - System recovery
 - Return to safety
 - Report of findings and problem for future reference



ERP Phases

- Planning
- Assessment
- Response
- Restoration and Recovery
- Termination




Planning Phase (Item 1)

- Introduction
 - Purpose
 - Goals
 - Requirements
 - Protocols
 - Organization of Plan




Emergency Planning Process (Item 2)

- Partnerships
- Mutual Aid Agreements
- Emergency response policies, procedures and documents
- Scenarios from the vulnerability assessment that are addressed in the ERP




Water System Information (Item 3)

- Details about your water system
 - Sources
 - Customers
 - Maps
 - Emergency equipment and resources
 - Alternate and back-up water sources



SEMS/ICS (Item 4)

- Emergency response Chain-of-Command
- Incident Command System(ICS)
- Standardized Emergency Management System (SEMS) levels and structure and functions
- Description and protocols for Emergency Operations Center (EOC)



Concept of Operations (Item 5)

- Policies, procedures and plans to mitigate emergency incidents
 - Threat assessment and decision process
 - ERP activation protocols
 - Protective action protocols



Communications Procedures (Item 6)

- Utility Chain-of-Command and contact info
- Notification Procedures
 - Internal contacts
 - External contacts
 - Public notice procedures




Water Quality Sampling (Item 7)

- Laboratory resources
- Sampling kits
- Equipment
- Sample collection procedures



Emergency Response, Recovery and Termination (Item 8)

- Initial response
- Damage assessment
- Recovery planning and activities
- Termination and review



ERP Approval, Updates, Training and Exercises (Item 9)

- Utility and local government approval of ERP
- Schedule and responsibility for ERP review and update
- Schedule and responsibility for training and exercises
- Information on training, exercises and drills



References and Links (Item 10)

- As you would guess, a list of references and links with additional information and resources



Appendices (Item 11)

- Action Plans
- Maps
- Forms
- Charts
- Procedures
- Public notices



Assess the Problem

- Trigger – security breach, threats, etc
- Isolate and Contain or determine if “possible”
 - If so
 - Site assessment
 - Field screening
 - Water quality data
 - External information
 - Internal information
 - Consequence evaluation



Isolate and Fix

- If credible problem, initiate full response
 - Isolate and Contain
 - Complete Notifications (including fire department)
 - Evaluate treatment options
 - Activate alternate water supply



Monitor

- Attempt to identify contaminant or other emergency cause
- Monitor effectiveness of action plan
- Make operational changes based on assessment



Restore

Obtain State approval of restoration plan

- Consider the following:
 - Treatment
 - Staff safety
 - Monitoring and analysis
 - Waste disposal
 - Other considerations (flushing, hypodisinfection, etc)
- Identify who can use water (potable vs fire)
- Identify actions to alleviate public concern



Return to Safety

- Return system to full service
- Minimize community interruption



Report Findings

- Report log of events to State
- Use what is learned to refine the protocols
- Keep log of reports in ERP for future emergency reference



Emergency Response Plan

- PRACTICE – PRACTICE – PRACTICE
 - Important to practice and train staff on ERP
 - Update annually
 - Maintain log of manual updates
 - Make sure staff knows where ERP is stored



Homeland Security Advisories

Elevated Conditions: **YELLOW**

National Guidelines

- Significant risk of terrorist attacks. In addition to the previously outlined Protective Measures, the following may be applied:
 - Increasing surveillance of critical locations
 - Coordinating emergency plans with nearby jurisdictions
 - Assessing further refinement of Protective Measures within the context of the current threat information
 - Implementing, as appropriate, contingency and emergency response plans

Rural Water Authority

- Bi-weekly awareness reminder
- Refresher guidance on security checks during routine operations
- Maintain a Site Security Log
- Test Call Roster with telephonic alert



Homeland Security Advisories

Elevated Conditions: ORANGE

National Guidelines

- High risk of terrorist attacks. In addition to the previously outlined Protective Measures, the following may be applied:
 - Coordinating necessary security efforts with armed forces or law enforcement agencies
 - Taking additional precaution at public events
 - Preparing to work at an alternate site or with a dispersed workforce
 - Restricting access to essential personnel only

Rural Water Authority

- Schedule random security patrols of critical facilities
- Check with National Rural Water Authority



Homeland Security Advisories

Elevated Conditions: **RED**

National Guidelines

- Severe risk of terrorist attacks. In addition to the previously outlined Protective Measures, the following may be applied:
 - Assign emergency response personnel and preposition specially trained teams
 - Monitor, redirect, or constrain transportation systems
 - Close public and government facilities
 - Increase or redirect personnel to address critical emergency needs

Rural Water Authority

- 24/7 security manning of critical facilities
- Have roving patrols every 6 hours of all other, non-critical, facilities
- Coordinate with “critical customers” and add to their patrols



Instructions for ERP Certification

What has to be sent to EPA?

- An ERP Certification letter including:
 - PWS ID#, system name, and system address
 - Name of person signing letter and their contact information (address, phone, fax, and email)
 - Language in letter that you “certify to the Administrator that the system has prepared or revised an ERP that incorporates the results of the VA and the plan includes actions, plans, procedures, and identification of equipment and other requirements in Section 1433(b) of the 2002 Bioterrorism Act.”
- Do NOT send the ERP, but keep a copy of the letter sent to EPA
- Law requires system to maintain a copy of the ERP for 5 years