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>>>>>>>>>>>>>> COPY OF 2011 EMERGENCY RESPONSE <<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<

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Section 1. System Information

Keep this basic information easily accessible to authorized staff for emergency responders, repair people, and the news media.

System information

System Identification Number	CO-0101075	
System Name and Address	Hi-Land Acres Water and Sanitation District	
Directions to the System	Hwy 7 West of Brighton, CO	
Basic Description and Location of System Facilities	2 Ground water treatment facility	
Location/Town	Brighton, CO	
Population Served and Service Connections from Division of Drinking Water Records	350 people	114 connections
System Owner	Water District	
Name, Title, and Phone Number of Person Responsible for Maintaining and Implementing the Emergency Plan	Shilo Williams Operations and Compliance Manager	(303) 307-3205 Phone (303) 912-3856 Cell



Section 2. Chain of Command – Lines of Authority

The first response step in any emergency is to inform the person at the top of this list, who is responsible for managing the emergency and making key decisions.

Chain of command – lines of authority

Name and Title	Responsibilities During an Emergency	Contact Numbers
Gabrielle Begeman, Operator in Responsible Charge	Respond to water emergencies	(303) 912-3769 (303) 307-3200
Shilo Williams, Operations and Compliance Manager	Respond to water emergencies	(303) 307-3205 (303) 912-3856
Gary Welp, Professional Engineer	Respond to water emergencies in an engineering capacity	(303) 293-8107
Nancy Gay, BOD President	Approval of emergency expenditures	(303) 637-7499



Section 3. Events that Cause Emergencies

The events listed below may cause water system emergencies. They are arranged from highest to lowest probable risk.

Events that cause emergencies

Type of Event	Comments	
Water main break	Isolate break area, call in C&L Water Solutions	
Equipment/power failure	United Power, Applied Ingenuity, Canyon Systems	
Source water issues	Sampling, change source	
Fire	Work w/ FD. Turn on boosters, monitor tank	
Drought	Water Restrictions	
Vandalism	Police 911	
Terrorism	Police 911, sampling,	
Tornado	Secure area, assess damage	
Avalanche	N/A	



Section 4. Emergency Notification

Notification call-up lists - Use these lists to notify first responders of an emergency.

Emergency Notification List				
Organization or Department	Name & Position	Telephone	Night or Cell Phone	Email
Local Law Enforcement	Adams County	911		
Fire Department	Adams County	911		
Emergency Medical Services	Adams County	911		
Water Operator (if contractor)	Gabrielle Begeman	(303) 912-3769	(303) 307-3200	gbegeman@swwc.com
Primacy Agency Contact	CDPHE	(303) 692-3500	(877) 518-5608	
Hazmat Hotline				
Interconnected Water System	NA			
Neighboring Water System (not connected)	Todd Creek Farms	(303) 637-0344		
RCAP Contact				
Rural Water Contact				

Priority Customers				
Organization or Department	Name & Position	Telephone	Night or Cell Phone	Email
Hospitals or Clinic(s)				
Public or Private Schools				
Wastewater Treatment Plant				
Adult Care Facility				

State, Federal or Tribal Notification List				
Organization or Department	Name & Position	Telephone	Night or Cell Phone	Email
State or Tribal Police				
Regulatory Agency State/Federal/Tribal	CDPHE	(303) 692-3500	(877) 518-5608	
Authorized Testing Laboratory	Colorado Analytical	(303) 659-2313		

Service / Repair Notifications				
Organization or Department	Name & Position	Telephone	Night or Cell Phone	Email
Electric Utility Co.	United Power	303-637-1300		
Electrician	Begeman Electric	(303) 548-3510		
Gas/Propane Supplier				
Water Testing Lab.	Colorado Analytical	(303) 659-2313		
Sewer Utility Co.				
Telephone Co.	Qwest			
Plumber	Charles Brugger	303-818-5434		
Pump Supplier	Quadna Pumps	1-800-462-7867		
“Call Before You Dig”	UNCC	811		
Rental Equipment Supplier	United Rental	800-ur-rents		
Chlorine Supplier	Harcros DPC Industries	(303) 273-9310 (303) 289-3142		
Well Drilling Co.	Boulder Water Well	303-422-1911		
Pipe Supplier	Dana Kemper	303-623-6161		

Media Notification List

Organization or Department	Name & Position	Telephone	Night or Cell Phone	Email
Newspaper - Local				
Newspaper – Regional/State/Tribal				
Radio				
Radio				
TV Station				

Notification procedures

Notify water system customers of potential water shortage

Who is Responsible:	Shilo Williams with Southwest Water
Procedures:	Type up notice and give to District Manager for website posting and coordinate with BOD to distribute to the residents of Hi-Land Acres Water and Sanitation District

Alert local law enforcement, state, federal, or tribal drinking water officials, and local health agencies

Who is Responsible:	Shilo Williams with Southwest Water
Procedures:	Call CDPHE incident reporting line and or the District Engineer or Rule Manager

Contact service and repair contractors

Who is Responsible:	Gabrielle Begeman with Southwest Water
Procedures:	Will contact whichever service and repair contractors the District uses depending on the situation at hand.

Contact neighboring water systems, if necessary

Who is Responsible:	Nancy Gay, BOD Chairman
Procedures:	

Procedures for issuing a health advisory

Who is Responsible:	Shilo Williams with Southwest Water
Procedures:	Will notify CDPHE of the issue. Write the health advisory up and give to the Management company for website posting. Will then coordinate with BOD to distribute notices to residents of Hi-Land Acres Water and Sanitation District



Section 5. Effective Communication

Communication with customers, the news media, and the general public is a critical part of emergency response.

Designated public spokesperson

Designate a spokesperson (and alternate) and contact your local primacy agency for delivering messages to the news media and the public.

Designate a spokesperson and alternates

Spokesperson	Alternate
Nancy Gay, BOD Chairman	Shilo Williams, SouthWest Water Company

Health advisories

During events when water quality and human health are in question, it may be necessary to issue a health advisory that gives advice or recommendations to water system customers on how to protect their health when drinking water is considered unsafe. These advisories are issued when the health risks to the consumers are sufficient, in the estimation of the water system, state or tribal, or local health officials, to warrant such advice.

Health advisories usually take the form of a drinking water warning or boil water advisory. Communication during these times is critical. Health advisories should always be well thought out and provide very clear messages.

The U.S. Environmental Protection Agency has put together a number of tools, including fact sheets, brochures, forms, and templates to help prepare for a health advisory. These are on the web at: <http://www.epa.gov/safewater/pn.html>



Section 6. Response Actions for Specific Events

In any event, there are a series of general steps to take:

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

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

A. Power outage

Assessment	Assess the situation.
Immediate Actions	Call power company
Notifications	Notify residents of the situation and put out water use restrictions
Follow-up Actions	Run plant until tank is full

B. Distribution line break

Assessment	Pin-point the location of the break
Immediate Actions	Close necessary valves. Call contractor to fix break; Call CDPHE
Notifications	Notify residents as to why they are out of water
Follow-up Actions	Take bacteriological samples to ensure water is safe for consumption

C. Chlorine treatment equipment failure

Assessment	Assess the situation
Immediate Actions	Determine the cause and come up with a solution. Notify CDPHE
Notifications	Notify residents
Follow-up Actions	Take chlorine and bacteriological samples in the distribution system to ensure water is safe to drink.

D. Treatment equipment

Assessment	Assess the situation
Immediate Actions	Determine cause and formulate remediation plan
Notifications	Notify CRS and BOD Chairman
Follow-up Actions	Purchase repair parts or schedule service as necessary

E. Source pump failure

Assessment	Assess the situation
Immediate Actions	Determine cause and formulate remediation plan
Notifications	Notify CRS and BOD Chairman
Follow-up Actions	Purchase repair parts or schedule service as necessary

F. Microbial (coliform, *E. coli*) contamination

Assessment	Receive notice of a positive coliform sample
Immediate Actions	Check chlorine levels and ensure chlorine equipment is working properly and take 4 repeat check samples within 24 hours of notice, take source water samples.
Notifications	Notify residents via public notice
Follow-up Actions	Take 5 samples the following month.

G. Chemical contamination

Assessment	Determine what chemical caused the contamination
Immediate Actions	Shut off water
Notifications	Notify CDPHE and residents
Follow-up Actions	Put plan into place to not allow that to happen

H. Vandalism or terrorist attack

Assessment	Assess the situation
Immediate Actions	Gather all parties together to decide on game plan
Notifications	Notify CDPHE, Sheriff's office and residents
Follow-up Actions	

I. Reduction or loss of water in the well

Assessment	Assess the situation
Immediate Actions	Post the Red flag to enable no outdoor watering
Notifications	Notify residents of the situation
Follow-up Actions	Monitor the wells, haul water in if necessary

J. Drought

Assessment	Determine how much water is available
Immediate Actions	Put water restrictions in place
Notifications	Notify residents
Follow-up Actions	Charge over-users fee

K. Flood

Assessment	Assess the situation
Immediate Actions	Shut plants down, gather all parties together for emergency planning meeting
Notifications	Notify CDPHE and residents
Follow-up Actions	Complete the plan of action that was decided in the planning meeting

L. Earthquake

Assessment	Assess the situation to determine what damage was done
Immediate Actions	Gather all parties together for planning meeting
Notifications	Notify CDPHE and residents
Follow-up Actions	

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

Assessment	Assess the situation
Immediate Actions	Test water for primary contaminants
Notifications	Notify CDPHE, Fire and residents
Follow-up Actions	Ensure all precautions were taken during clean-up

N. Electronic equipment failure

Assessment	Assess the situation
Immediate Actions	Get contractor to fix problem
Notifications	
Follow-up Actions	Monitor the equipment

O. Other

Assessment	
Immediate Actions	
Notifications	
Follow-up Actions	



Section 7. Alternative Water Sources

Intertie to adjacent water supply system

Water Systems within One-Quarter Mile of our System	Feasibility of Connecting
Todd Creek Farms	May be possible to connect temporarily

Alternate source(s) of water

Alternative Sources	Names	Phone	Availability	Is the Water Safe for Drinking?
Bottled water Suppliers for potable water use	Deep rock	800-695-2020	Buisness hours	y
Tanker trucks in the area available to deliver bulk water for non potable use	McDonald Farms	(303) 772-4577	24/7	y



Section 8. Returning to Normal Operation

Returning to normal operations

Action	Description and Actions
	When returning to normal operations, the District will work with CDPHE and follow all regulatory guidelines, including but not limited to, taking all required samples, following plant start-up procedures and proper notifications.



Section 9. Plan Approval

Plan approval

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

Name/Title	Signature	Date
Gabrielle Begeman		



Section 10. Certificate of Completion

I certify to the United States Department of Agriculture, Rural Development (USDA/RD) that this community water system has completed an Emergency Response Plan (ERP) that incorporates the results of the Security Vulnerability Assessment (SVA) completed for the system.

I certify that this document was prepared under my direction or supervision. I am aware that there are significant penalties for submitting false information (Safe Drinking Water Act (42U.S.C. 300f et seq.)).

Mail the completed certificate only (do not send your SVA or ERP) to the appropriate USDA Rural Development office.

Public Water System ID Number: CO 101075

System Name: Hi-Land Acres Water and Sanitation District

Address: 9902 E 157th Ave, Brighton, CO 80601

Print Name of Person Authorized to Sign this Certification on behalf of the System:

Gabrielle Begeman **Title:** ORC

Signature: _____

Phone: 303-912-3769 **Fax:** 303-307-3200 **Email:** gbegeman@swwc.com

Received Technical Assistance from the following:

- Rural Community Assistance Partnership
(CRG, Great Lakes RCAP/WSOS, MAP, RCAC, RCAP Solutions, Southeast RCAP)
- Rural Water Association

Completing the following:

- Security Vulnerability Assessment
- Emergency Response Plan

Disclaimer

This document contains information on how to plan for protection of the assets of your water system. The work necessarily addresses problems in a general nature. You should review local, state, tribal (if applicable), and federal laws and regulations to see how they apply to your specific situation.

Knowledgeable professionals prepared this document using current information. The authors make no representation, expressed or implied, that this information is suitable for any specific situation. The authors have no obligation to update this work or to make notification of any changes in statutes, regulations, information, or programs described in this document.

Publication of this document does not replace the duty of water systems to warn and properly train their employees and others concerning health and safety risks and necessary precautions at their water systems.

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