California Water Service Company

Emergency Response Plan

Oroville District

1905 High Street
Oroville, CA 95965
(530) 533-4034

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EMERGENCY USE OF THIS PLAN

Step 1

- Turn to **APPENDIX 1** – Emergency Notification Procedures
- Noting Procedures, Make Notifications as Necessary

Step 2

- Turn to **APPENDIX 2** – DOC Assignments
- Determine Your DOC Positional Assignment

Step 3

- Turn to **Section 2** – DOC Setup and Checklists
- Set up DOC based on **Page 43** - DOC Activation Checklist
- Lay out DOC based on **Page 41** - DOC Layout

Step 4

- Noting your DOC Assignment, refer to Checklists in **Section 2** and the **Appendices** and **Annexes** sections for supplemental information as you assume emergency response duties

Oroville

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Confirmation of Receipt of Document

The undersigned acknowledge that they have received the California Water Service Company's Emergency Response Plan, and have reviewed the document.

Signature: _____   Date: _____
Print Name: _____
Title: _____

Signature: _____   Date: _____
Print Name: _____
Title: _____

Signature: _____   Date: _____
Print Name: Russell E. Patterson
Title: Consultant, Emergency Plan Author

For Information Regarding this Plan, Contact:

R.E. Patterson and Associates
131 Loma Linda Court
Scotts Valley, CA 95066
(831) 438-3290 (office)
(408) 718-0004 (cell)
russell_patterson@sbcglobal.net

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Section 1

GENERAL
PLAN
INFORMATION

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Promulgation

Letter of Promulgation

The preservation of life, environment, and property is an inherent responsibility of local, state, and federal governments, as well as private organizations that serve the public. The California Water Service Company has prepared this emergency response plan to ensure the most effective and economical allocation of resources for the maximum benefit and protection to the communities that we serve in time of emergency.

While no plan can completely prevent death and destruction, good plans carried out by knowledgeable and well-trained personnel can and will minimize losses. This plan establishes the emergency organization, assigns tasks, specifies policies and general procedures, and provides for coordination of planning efforts of the various emergency staff and service elements utilizing the Incident Command System (ICS) and the Standardized Emergency Management System (SEMS). The plan also meets the requirements established by the National Incident Management System (NIMS).

The objective of this plan is to incorporate and coordinate all departments and personnel within the Company into an efficient organization capable of responding to any emergency.

The Board of Directors gives its full support to this plan and urges all officials, employees, and citizens, individually and collectively, to do their share in the total emergency effort of the California Water Service Company.

Concurrence of this promulgation letter constitutes the adoption of the Incident Management System, the Standardized Emergency Management System, and the National Incident Management System by the Company. This Emergency Response Plan will become effective on approval by the Board.

Martin A. Kropelnicki

Chief Executive Officer
California Water Service Company

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Basic Plan Elements

The Emergency Response Plan

The Emergency Response Plan (ERP) addresses the Company's responsibilities in emergencies associated with natural disaster, human-caused emergencies, and technological incidents. It provides a framework for coordination of response and recovery efforts within the Company in cooperation with local, State, and Federal agencies, as well as other public and private organizations. The Plan establishes an emergency organization to direct and control operations during a period of emergency by assigning responsibilities to specific personnel.

This ERP does the following:

- It conforms to the State mandated Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS), and it effectively structures emergency response at all levels in compliance with the Incident Command System (ICS).

- It establishes response policies and procedures, while providing the Company clear guidance related to emergency planning.

- It describes and details procedural steps necessary to protect lives and property.

- It outlines coordination requirements.

- It provides a basis for unified training and response exercises to ensure compliance.

Emergency Response Plan Requirements

The Plan meets the requirements of the State's policies on Emergency Response and Planning and the Standardized Emergency Management System (SEMS) Operations Area Response criteria, and it defines the roles of Company personnel in response and reporting requirements.

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CALIFORNIA WATER SERVICE COMPANY - OROVILLE DISTRICT
EMERGENCY RESPONSE PLAN

Purpose & Scope

Purpose

The Purpose of the Emergency Response Plan is to protect the safety and welfare of the employees and contractors of the California Water Service Company, as well as to ensure complete service to our customers and the general public.

Scope

The Scope encompasses a broad range of major emergencies. Such incidents include earthquakes, hazardous materials emergencies, water denial, flooding, terrorist acts, and wildfires. Also included are procedures for emergencies that may or may not require the full or partial activation of the District Operations Center (DOC), which will coordinate with other local jurisdictions' Emergency Operation Centers.

Objectives

The objectives of the plan are to do the following:

- Provide for a safe and coordinated response to emergency situations.

- Maintain water service for California Water Service Company customers, for fire suppression, and for other priority needs.

- Maintain relationships, communications, and coordination with other water agencies, regulatory agencies, vendors, and underground contractors. A contact list is provided in **Appendix 4** of this Emergency Response Plan.

- Protect the Company's facilities and properties.

- Protect the safety and welfare of the employees within each of the Districts.

- Enable the Company to restore normal conditions with minimal confusion in the shortest time possible.

- Provide for interface and coordination between incident sites and the District's Department Operations Center (DOC), as well as other agencies' Emergency Operations Centers.

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Assumptions

ERP Assumptions

In an Emergency Response Plan (ERP), assumptions are provided so that the user knows on what foundations the plan is based. In other words, the assumptions state what has been treated as or is assumed to be true so that the ERP can be executed effectively. Assumptions also serve to show the limitations of an ERP and alert the user that some improvisation and resourcefulness may be needed in an emergency if one or more of the underlying assumptions prove not to be true.

Here are the assumptions used in the development of this ERP:

- The Cal Water District systems, as well as Customer Support Services (CSS), will continue to be exposed to the hazards identified above, as well as others that may be unforeseen at present.

- Government officials, including those with the State of California and counties served by the Cal Water Districts, will continue to recognize their responsibilities with regard to public safety. They will exercise their authority to implement emergency operations and recovery plans in a timely manner when confronted with a real or threatened crisis.

- If properly implemented, this plan will augment state, city, and county emergency operations, response, and recovery plans.

- If properly maintained, this plan will provide Cal Water managers and employees with guidance and instructions for hazard mitigation, prepare them for measures that will preserve life and minimize damage, enhance response during emergencies, provide necessary assistance, establish a recovery system to return the water supply system to its normal state, and reduce the crisis impacts or prevent crisis-related losses.

- Emergency response to criminal activities and to events that present immediate and imminent threats to human health and safety will be directed by the local sheriff's department, police department, and/or fire department.

It should be noted that the scope of this ERP is limited to events that affect the ability of the Cal Water Districts to achieve their mission of providing safe drinking water of appropriate volume and pressure to support the community. As described in this plan, Cal Water will support the Standardized Emergency Management System (SEMS) structure and those of state, city, and county emergency management agencies.

In the event that the state of California Office of Emergency Services activates the state or Regional Level SEMS organization, Cal Water will be prepared, through its SEMS organizational functions, to participate in the utilities branch on a State, Regional, and Operational Area Level.

Concept of Operations

Concept

The concept of operations section of an Emergency Response Plan (ERP) is intended to explain, in general terms, the sequence of actions that must take place during and after an emergency. It must identify those who are charged with performing those actions. Identification of those persons specifically charged with taking action is provided in **APPENDIX 1**.

For Cal Water, each District will be responsible for action limited to its service area. This service area includes water supply and distribution, treatment, and transmission facilities. In the event of an emergency, Cal Water District employees will be the first to take action.

Cal Water functions, such as engineering, water quality testing and reporting, and communications, are based in the Cal Water Customer Support Services office located in San Jose. Operations, maintenance, and customer service functions are located in each District office. Therefore, primary responsibility for initial assessment and response will fall to Cal Water District personnel, with specialists from Customer Support Services providing response and recovery support on an as-needed basis. When needed, Cal Water will also mobilize and direct additional response and recovery capabilities from unaffected Cal Water districts.

The term emergency, in the context of this plan, means actual or threatened conditions of disaster or peril to the maintenance of critical District functions and the health and safety of staff or the public. These conditions could be caused by fire, severe storms, earthquakes, riots, hazardous material releases, power outages, freezes, water supply contamination, and intentional acts.

The initiation of emergency response actions could be triggered by any of the following types of events:

- Receipt of information from the public of a service interruption of known cause.

- Receipts of threats to the water system from unknown sources.

- Discovery of upsets or other situations that could lead to an interruption in water service.

- Discovery of suspicious activity or evidence of the same.

- Discovery of any situation that requires immediate action and possible assistance from others.

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All Cal Water employees are authorized to take action when any of these circumstances occur or when, in their judgment, an emergency situation has developed. All employees are allowed to call 9-1-1 to report an emergency. In fact, as a general rule, emergencies that require resources beyond the capability of Cal Water will be turned over to the City, County, or State, in that order, with Cal Water providing needed support and technical assistance.

Cal Water District managers will contact the appropriate local government and emergency response agencies via the SEMS command structure to request response resources for events that are criminal in nature, involve fire, hazardous materials, or that may affect the safety of the water supply. Cal Water recognizes that local emergency management, law enforcement, and fire departments have the primary responsibility for overall emergency management activities. Other levels of government provide resources not available at the local level. When the emergency exceeds the local government's capability to respond, assistance from the state government will be requested through the California Office of Emergency Services (OES). The federal government will provide assistance and resources to the state where needed. Federal assistance is usually extended to aid in recovery from a major crisis.

For less urgent situations, the flow of information from the first employee to discover a potential problem would be to a lead person or shift supervisor, then to an operations or Customer Service manager, then to the Cal Water District Manager, then to the Cal Water Customer Support Services. At that level, a strategic decision will be made as to which other Cal Water Districts or outside agencies need to be notified and involved. These could include governmental agencies, local emergency management organizations, the California Office of Emergency Services (OES), California Department of Public Health (CDPH), or all of the above. The decision to involve federal emergency response personnel must be made at the State level.

Day-to-day functions that do not contribute directly to emergency response actions may be suspended for the duration of the emergency. The resources and efforts that would normally be required for those functions may be diverted to the accomplishment of emergency tasks by the agency managing the use of those resources.

Standardized Emergency Management System (SEMS)

What Is SEMS?

The Standardized Emergency Management System (SEMS) is the system required by Government Code 8607(a) for managing response to multi-agency and multi-jurisdiction emergencies in California. The SEMS consists of five organizational levels that are activated as necessary:

1. Field Response (CWSC's field operations)

2. Local Government (CWSC's DOC, Cities, Special Districts)

3. Operational Area (County)

4. Regional (State OES)

5. State (State OES)

- The California Water Service Company's EOC (Non-SEMS)

SEMS incorporates the use of the Incident Command System (**ICS - Refer to Section 3**), the Master Mutual Aid Agreement, existing mutual aid systems, the Operational Area concept, and multi-agency or inter-agency coordination. Local governments and special districts must use SEMS to be eligible for funding of their personnel related costs under state disaster assistance programs. It is also required that all organizations involved in emergency response use SEMS to aid in the coordination of disaster activities.

Purpose of SEMS

SEMS has been established to provide an effective response to multi-agency and multi-jurisdiction emergencies in California. By standardizing key elements of the emergency management system, SEMS is intended to do the following:

- Facilitate the flow of information within and between levels of the system

- Facilitate coordination among all responding agencies

Use of SEMS improves the mobilization, deployment, utilization, tracking, and demobilization of needed mutual aid resources. Use of SEMS reduces the incidence of poor coordination and communications, and it reduces resource-ordering duplication on multi-agency and multi-jurisdiction responses. SEMS is flexible and adaptable to the varied disasters that occur in California and to the needs of all emergency responders.

Organizational/Response Levels and Activation Requirements

The five SEMS organizational/response levels are described below. The levels are activated as needed for an emergency.

1. Field Response Level

The Field Response Level is where emergency response personnel and resources, under the command of an appropriate authority, carry out tactical decisions and activities in direct response to an incident or threat. SEMS regulations require the use of ICS at the Field Response Level of an incident. California Water Service Company field operations fall into this level.

2. Local Government Level

Local governments include cities, counties, and special districts. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction. Local governments are required to use SEMS when their emergency operations center is activated or a local emergency is declared or proclaimed in order to be eligible for state funding of response-related costs. In SEMS, the local government emergency management organization and its relationship to the Field Response Level may vary depending upon factors related to geographical size, population, function, and complexity. Because of the support relationship between field operations and District Operations Center, the DOC sits at this level.

3. Operational Area

Under SEMS, the Operational Area means an intermediate level of the state's emergency services organization, which encompasses the county and all political subdivisions located within the county, including all special districts. The Operational Area manages and/or coordinates information, resources, and priorities among local governments within the Operational Area, and it serves as the coordination and communication link between the local government level and the regional level.

It is important to note that while an Operational Area always encompasses the entire county area, it does not necessarily mean that the county government manages and coordinates the response and recovery activities within the county. The decision on organization and structure within the Operational Area is made by the governing bodies of the county and the political subdivisions with the county.

The emergency management organization of each incorporated city and each special district are responsible for coordination and direction of response and recovery operations within their respective jurisdictions, while the County Office of Emergency Services serves a support role. The County is responsible for coordinating and directing response and recovery operations in the unincorporated areas of the County, with the cities providing support and mutual aid as needed.

The County is the Operational Area and will be the focal point for information transfer and support requests by cities within the County. The County Administrative Officer is in charge of the Operational Area. In the event of a major disaster, the County emergency organization will operate under a Unified Command Structure.

4. Regional

Because of its size and geography, the State has been divided into three Regions and six smaller Mutual Aid Regions. The purpose of the Regions is to provide for the effective application and coordination of mutual aid and other emergency related activities.
In SEMS, the Regional level manages and coordinates information and resources among operational areas within the Region, and also between the Operational Areas and the State level. The regional level also coordinates overall state agency support for emergency response activities within the Region.

5. State

The State level of SEMS manages state resources in response to the emergency needs of the other levels, and it coordinates mutual aid among the Mutual Aid Regions and between the regional level and state level. The State level also serves as the coordination and communication link between the State and the federal disaster response system.

Customer Support Services (C.S.S.) EOC Level

Although not part of SEMS, the California Water Service Company's EOC in San Jose may be activated to support disaster operations for each of the Districts. At this level, support can be obtained through other organizations within the Company or from other providers in the Country. This support may include personnel, equipment, and supplies. Based on the severity of the event, C.S.S.'s EOC may coordinate with Federal, State, and County agencies to coordinate the delivery of these recourses to the Company.

Features Common to all Organizational / Response Levels

SEMS has several features based on the Incident Command System (ICS). The Field Response Level uses functions, principles, and components of ICS, as required in SEMS regulations. Many of these Field Response Level features are also applicable at local government, Operational Area, Regional, and State levels. In addition, there are other ICS features that have application to all SEMS levels. Described below are the features of ICS that are applicable to all SEMS levels.

Essential Management Functions

SEMS has five essential functions adapted from ICS.

Field Response uses the five primary ICS functions:

- Command
- Operations
- Planning / Intelligence
- Logistics
- Finance & Administration **(CWSC's ICS Structure inserts Risk Management here)**

In a **Department Operations Center** or an **Emergency Operations Center**, the term "**Management**" is used instead of "**Command.**" The titles of the other functions remain the same at all levels:

- Management
- Operations
- Planning / Intelligence
- Logistics
- Finance & Administration

Management by Objectives

The Management by Objectives feature of ICS, as applied to SEMS, means that each SEMS level establishes, for a given operational period, measurable and attainable objectives to be achieved.

An objective is the end of an action to be performed. Each objective may have one or more strategies and performance actions needed to achieve the objective. The operational period is the length of time set by command at the Field Level and by management at other levels to achieve a given set of objectives. The operational period may vary in length from a few hours to days and will be determined by the situation.

Action Planning

Action planning should be used at all SEMS levels. There are two types of action plans in SEMS:

Incident Action Plans - At the Field Response Level, written or verbal incident action plans contain objectives reflecting the overall incident strategy and specific tactical action and supporting information for the next operational period. Incident action plans are essential and required elements in achieving objectives under ICS.

DOC / EOC Action Plans - At local, Operational Area, Regional, and State levels, the use of DOC / EOC action plans provide designated personnel with knowledge of the objectives to be achieved and the steps required for achievement. Action plans not only provide direction, but they also serve to provide a basis for measuring achievement of objectives and overall system performance.

Organizational Flexibility--Modular Organization

The intent of this SEMS feature is that at each SEMS level: 1) only those functional elements that are required to meet current objectives need to be activated, and 2) all elements of the organization can be arranged in various ways within or under the five SEMS essential functions.

The functions of any non-activated element will be the responsibility of the next highest element in the organization. Each activated element must have a person in charge of it. However, one supervisor may be in charge of more than one functional element.

Organizational Unity and Hierarchy of Command or Management

Organizational Unity means that every individual within an organization has a designated supervisor. Hierarchy of command/management means that all functional elements within each activated SEMS level are linked together to form a single overall organization within appropriate span-of-control limits.

Span of Control

Maintaining a reasonable span of control is the responsibility of every supervisor at all SEMS levels. The optimum span of control is one to five, meaning that one supervisor has direct supervisory authority over five positions or resources. The recommended span of control for supervisory personnel at the field response level and all EOC levels should be in the one-to-three to one-to-seven range. A larger span of control may be acceptable when the supervised positions or resources are all performing a similar activity.

Personnel Accountability

An important feature of ICS applicable to all SEMS levels is personnel accountability. This accountability is accomplished through the Organizational Unity and Hierarchy of Command or Management feature, along with the use of check-in forms, position logs, and various status-keeping systems. The intent in bringing this ICS feature into SEMS is to ensure that there are proper safeguards in place so that all personnel at any SEMS level can be accounted for at any time.

Common Terminology

In ICS, common terminology is applied to functional elements, position titles, facility designations, and resources. The purpose of having common terminology is to rapidly enable multi-agency, multi-jurisdiction organizations and resources to work together effectively. This feature, as applied to all SEMS levels, would ensure that there is consistency and standardization in the use of terminology within and between all five SEMS levels.

Resources Management

In ICS, resources management describes the ways in which field level resources are managed and how status is maintained. At all SEMS levels, there will be some functional activity related to managing resources. This activity will vary from level to level in terms of directing and controlling, to coordinating, and to inventorying resources. Procedures for effective resources management must be geared to the function and the level at which the function is performed.

Integrated Communications

This feature of ICS relates to hardware systems, planning for system selection and linking, and the procedures and processes for transferring information. At the field response level, integrated communications is used on any emergency. At all EOC levels, and between all SEMS levels, there must be a dedicated effort to ensure that communications systems, planning, and information flow are being accomplished in an effective manner. The specifics of how this is accomplished at EOC levels will be different than at the Field Response Level.

Mutual Aid

What is Mutual Aid?

Incidents frequently require responses that exceed the resource capabilities of the affected response agencies and jurisdictions. When this occurs, mutual aid is provided by other agencies, local governments, and the state. Mutual aid is voluntary aid and assistance by the provision of services and facilities, including but not limited to fire, police, medical and health, communications, transportation, and utilities. Mutual aid is intended to provide adequate resources, facilities, and other support to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation. Mutual aid is provided between and among local jurisdictions and the state under the terms of the California Disaster and Civil Defense Master Mutual Aid Agreement. This agreement was developed in 1950 and has been adopted by California's incorporated cities, all 58 counties, and the State.

Many private agencies have established mutual aid arrangements to assist other private agencies within their functional area. For example, water, electric, and gas utilities have

mutual aid agreements within the industry and established procedures for coordinating with governmental EOCs. The California Water Service Company currently participates in the WARN system to coordinate mutual aid with special district, municipal, and private water agencies.

Liaison should be established between activated EOCs and private agencies involved in a response. Where there is a need for extensive coordination and information exchange, private agencies should be represented in activated EOCs at the appropriate SEMS level.

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**CALIFORNIA WATER SERVICE COMPANY - OROVILLE DISTRICT
EMERGENCY RESPONSE PLAN**

Authorities and References

State of California

California Government Code, Section 8550

The California Emergency Plan

Promulgated by the Governor and published in accordance with the Act, the California Emergency Plan provides overall statewide authorities and responsibilities, and it describes the functions and operations of government at all levels during extraordinary emergencies, including wartime. Section 8568 of the Act states, in part, that "…the State Emergency Plan shall be in effect in each political subdivision of the state, and the governing body of each political subdivision shall take such action as may be necessary to carry out the provisions thereof." Local emergency plans are, therefore, considered to be extensions of the California Emergency Plan.

California Government Code Section 8607.2 – Public Water System Plans

California Health and Safety Code, Sections 116460, 116555, and 116750

California Waterworks Standards Section 64560

California Department of Public Health publication: ***California Emergency Response Plan Guidance - Public Drinking Water Systems Serving a Population of 3,300 or More*** (December 2013. version 2).

United States of America

United States Public Law 107-188, Public Health Security and Bioterrorism Preparedness and Response Act of 2002

Homeland Security Presidential Directive / HSPD-5, Emergency Management

Homeland Security Presidential Directive / HSPD-8, National Preparedness

Presidential Policy Directive / PPD 8, National Preparedness

Post-Katrina Emergency Management Reform Act of 2006

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Definitions

Incidents, Emergencies, and Disasters

Incident

An *incident* is an occurrence or event, either human-caused or caused by natural phenomena, that requires action by emergency response personnel to prevent or minimize loss of life or damage to property and/or natural resources.

Incidents may result in extreme peril to the safety of persons and property and may lead to, or create, conditions of disaster. Incidents may also be rapidly mitigated without loss or damage. While not yet meeting disaster level definition, larger incidents may call for managers to proclaim a "Local Emergency."

Incidents are usually a single event that may be small or large. They occur in a defined geographical area and require local resources or, sometimes, mutual aid. There are usually one to a few agencies involved in dealing with an ordinary threat to life and property and to a limited population. Usually, a local emergency will not be declared and the jurisdictional EOC will not be activated. Incidents are usually of fairly short duration, measured in hours or, at most, a few days. Primary command decisions are made at the scene, along with strategy, tactics, and resource management decisions.

Emergency

The term *emergency* is used in several ways. It is a condition of disaster or of extreme peril to the safety of persons and property. In this context, an emergency and an incident could mean the same thing, although an emergency could have more than one incident associated with it.

Emergency is also used in Standardized Emergency Management System (SEMS) terminology to describe agencies or facilities, e.g., Emergency Response Agency, Emergency Operations Center, etc.

Emergency is also used to define a conditional state such as a proclamation of "Local Emergency." The California Emergency Services Act, of which SEMS is a part, describes three states of emergency:

- State of War Emergency

- State of Emergency

- State of Local Emergency

Disaster

A *disaster* is defined as a sudden calamitous emergency event bringing great damage, loss, or destruction. Disasters may occur with little or no advance warning, e.g., an earthquake or a flash flood, or they may develop from one or more incidents, e.g., a major wildfire or hazardous materials discharge.

Disasters are either single or multiple events that have many separate incidents associated with them. The resource demand goes beyond local capabilities, and extensive mutual aid and support are needed. There are many agencies and jurisdictions involved, including multiple layers of government. There is usually an extraordinary threat to life and property affecting a generally widespread population and geographical area. A disaster's effects last over a substantial period of time (days to weeks), and local government will proclaim a Local Emergency. Emergency Operations Centers are activated to provide centralized overall coordination of jurisdictional assets, departments, and incident support functions. Initial recovery coordination is also a responsibility of the EOCs.

Company Response Levels (Refer to APPENDIX 1)

Response Levels

Response Level 1 – Alert

Service and/or operations are not impacted, but special communications measures must be taken.

Examples of this type of alert include the following: A news story about a concern at another water company, a regional water quality concern, rolling power blackouts, etc.

Response Level 2 – Customers Impacted

Service and/or operations are impacted to the point that customers are inconvenienced.

Examples of this type of alert include the following: Low water pressure, temporary outage, discoloration from flushing, etc.

Response Level 3 – Customers Impacted, Need to Take Action

Service and/or operations are impacted, and customers need to take action

Examples of this type of alert include the following: Boil water notice, power outage that necessitates conservation, extended service interruption.

Response Level 4 – Health and Safety Threat

This is an emergency situation that threatens health and safety of customers and/or employees.

Examples of this type of alert include the following: Serious water quality problem, hostage situation, violence, etc.

Response Level Diagram

4

Level 4: Health & Safety Threat

An emergency situation that threatens the health and safety of customers and/or employees.

_____

DOC communicates with local government and GO

3

Level 3: Customers Impacted Need to Take Action

Service and/or operations are impacted, and customers need to take action.

_____

DOC is activated and communicates with GO

2

Level 2: Customers Impacted

Service and/or operations are impacted to the point that customers are inconvenienced.

_____

DOC is not activated

1

Level 1: Alert

Service and/or operations are not impacted, but special communications measures must be taken.

_____

DOC is not activated

Emergency Phases

General Information Regarding Emergencies

Some emergencies will be preceded by a build-up or warning period, providing sufficient time to warn the population and implement mitigation measures designated to reduce loss of life and property damage. Other emergencies occur with little or no advance warning, thus requiring immediate activation of the emergency operations plan and commitment of resources. All employees must be prepared to respond promptly and effectively to any foreseeable emergency, including the provision and use of mutual aid.

Emergency management activities during peacetime and national security emergencies are often associated with the phases indicated below. However, not every disaster necessarily includes all indicated phases.

Mitigation Phase

Mitigation is perhaps the most important phase of emergency management. However, it is often the least used and generally the most cost effective. Mitigation is often thought of as taking actions to strengthen facilities, abate hazards, and reduce the potential damage, either to structures or their contents.

While it is not possible to totally eliminate either the destructive force of a potential disaster or its effects, doing what can be done to minimize the effects may create a safer environment that will result in lower response costs and fewer casualties.

Preparedness Phase

The preparedness phase involves activities taken in advance of an emergency. These activities develop operational capabilities and responses to a disaster. Those identified in this plan as having either a primary or support mission relative to response and recovery should review Standard Operating Procedures (SOPs) and checklists that detail personnel assignments, policies, notification procedures, and resource lists. Personnel should be acquainted with these SOPs and checklists and periodically should be trained in activation and execution.

Response Phase

Pre-Impact: Recognition of the approach of a potential disaster where actions are taken to save lives and protect property. Warning systems may be activated and resources may be mobilized, EOCs may be activated, and evacuation may begin.

Immediate Impact: Emphasis is placed on saving lives, controlling the situation, and minimizing the effects of the disaster. Incident Command Posts and EOCs may be activated, and emergency instructions may be issued.

Sustained: As the emergency continues, assistance is provided to victims of the disaster, and efforts are made to reduce secondary damage. Response support facilities may be established. The resource requirements continually change to meet the needs of the incident.

Recovery Phase

Recovery is taking all actions necessary to restore the area to pre-event conditions or better, if possible. Therefore, mitigation for future hazards plays an important part in the recovery phase for many emergencies. There is no clear time separation between response and recovery. In fact, planning for recovery should be a part of the response phase.

Service Area and General Risk Assessment

Service Area Description

The Oroville District is located in Butte County. It is situated in the Sacramento River hydrologic region, part of the Central Basin East sub-area. The District is approximately 60 miles north of the City of Sacramento.

Major transportation links to the District include the Golden State Highway (State Route 99), State Highway 70 and State Route 162; the Union Pacific Railroad provides rail service to the region. The service area is built upon the alluvium of the Feather River flood plain. The system serves a major portion of the City of Oroville and unincorporated areas within Butte County. The general service area is shown in the figure.

The Feather River flows through the City of Oroville providing an outlet for a major drainage basin in the northern Sierra Nevada Mountains. Oroville Dam is located on the Feather River about three miles up stream of the city. This 3,537,600 acre-foot (AF) reservoir, owned and operated by the DWR, is the principal source of water for the State Water Project (SWP).

General Service Area
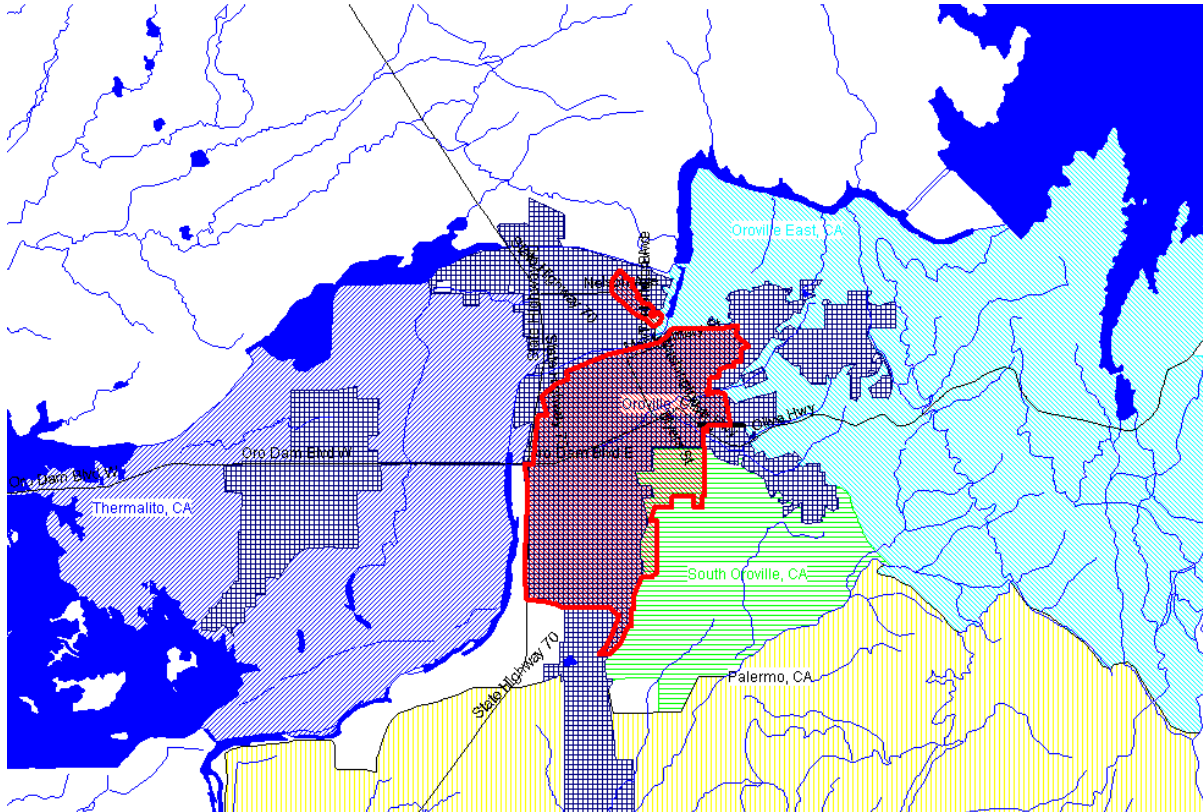
Hazards

The Cleveland Hill Fault, located about 6 miles southeast of Oroville, trends north-northwest and is approximately 10 miles long. It is presently the only known active fault within Butte County. This fault is part of the Rescue Lineament-Bear Mountains fault zone. These faults are responsible for the uplift of base rock that forms the Sierra Foothills. The 1975 magnitude 6.1 Oroville earthquake was caused by movement along the Cleveland Hills fault. There have been no recent significant events.

Major Fault Lines near the Oroville District
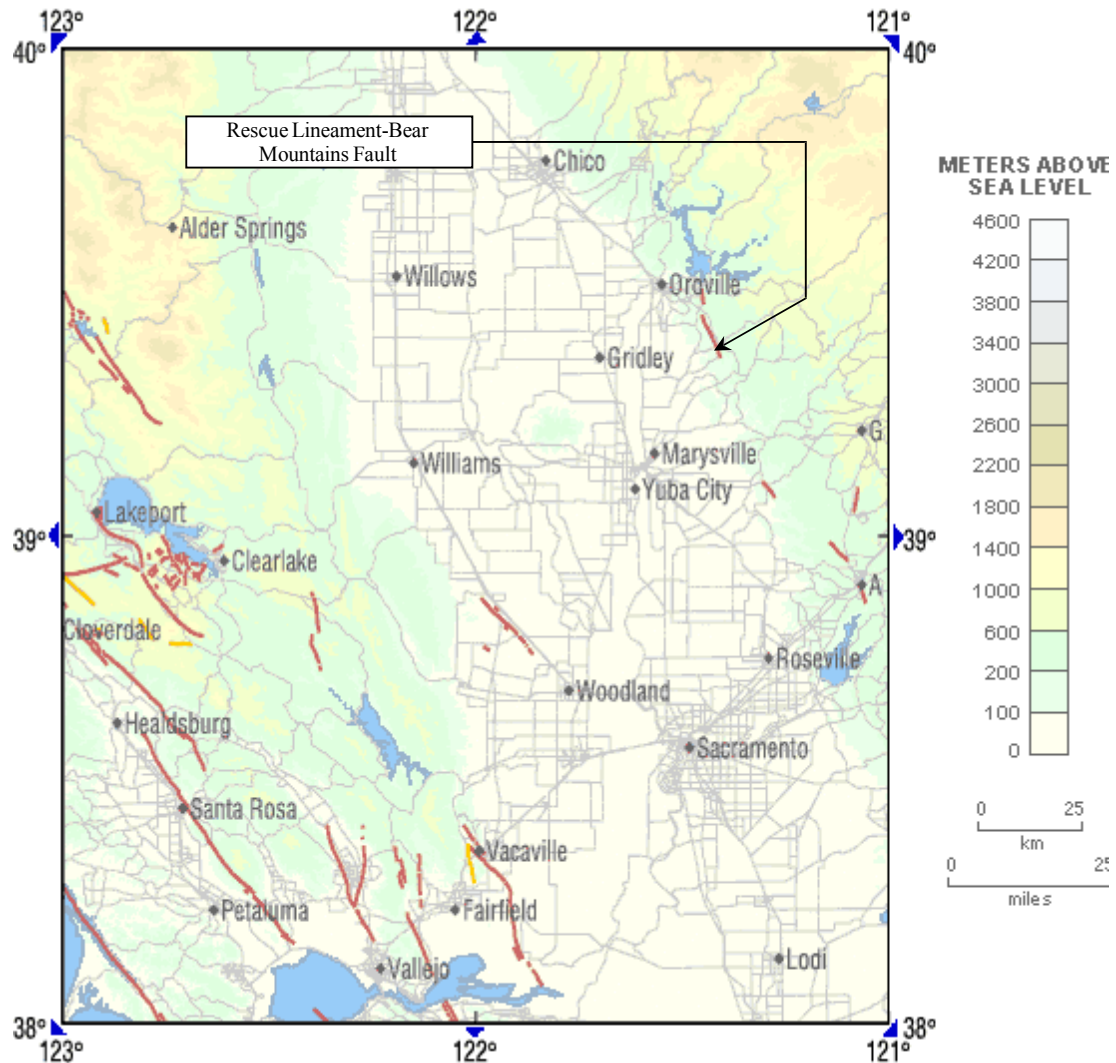
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Plan Maintenance and Training

Emergency Response Plan Maintenance

The California Water Service Company's Emergency Response Plan is designed for efficient update and additions. The responsibility of maintaining the document is assigned to the Company's Emergency Services Coordinator.

The Emergency Services Coordinator will conduct a thorough review of the plan annually. Updates shall be distributed every year, as needed, or when there are significant changes.

This Plan is a management tool. It supports, and is integrated with, site operations. Sections of the Plan can be easily updated with minor modifications when there are changes to the Company's organization or systems and/or when new functional positions are added. It does not need to be updated every time procedures change.

Individuals with emergency assignments are to review their procedures and related information after each activation, either simulated in drills or as an actual response. Individual Checklists are to be revised as needed. Additionally, individual users are encouraged to add supplemental materials to their Sections for a complete "response ready" Plan.

The Checklists are designed to be used as worksheets. New and revised Checklists can be reprinted after each activation. It is not necessary to reprint the entire document each time it is updated. The footer date should always be kept current and can include the word "Revised" to indicate the update.

Training Program

This Plan is consistent with the Standardized Emergency Management System (SEMS) guidelines. The guidelines provide standardized training modules with competency requirements for each level of activation and responsibility. The Company will need to review the guidelines to identify competency requirements based on this Plan.

Orientation

All new Company employees should review the Emergency Plan upon hire and attend field or DOC emergency training when practical.

SEMS Required DOC / EOC Exercises

The Company should conduct a DOC/EOC table top or DOC/EOC functional exercise once a year, simulating an actual incident or disaster, as required by SEMS. This functional exercise serves to practice policies, procedures, and decision-making skills. The exercise can be designed for Company personnel only, or it can be held in conjunction with other private or public agencies. This functional exercise is the most effective method of training staff. Shortly after the functional exercise, the Company will prepare an After Action Report about the exercise (including Corrective Actions), as required by NIMS. After a declared emergency, the Company will also prepare an After

Action Report that includes Corrective Actions, as required by NIMS and SEMS. All After Action Reports will indicate who is responsible for completing the Corrective Actions and when they are to be completed.

REVISION LOG

Date	Summary of Revisions
September 2016	Appendices 1, 2, 3, 4; all references to "General Office" replaced with "Customer Support Services"; all references to "Rob Guzzetta" replaced with "Vice President of Operations & Water Quality"; old Company logo replaced with new logo. KRoggli

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Section 2

DISTRICT OPERATIONS CENTER (DOC)

SETUP AND CHECKLISTS

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Emergency Organization

District Operations Center (DOC) Location

The District's Operations Center (DOC) is the central coordination and control location for all Company disaster activities. It is located at the Company's business office at 1905 High Street, Oroville, CA 95965. A backup DOC could be relocated to the District's Treatment Plant at 153 Worthy Avenue.

The DOC is responsible for collecting damage status information from field personnel and coordinating response activities. DOC staff will receive reports from other sources and prioritize and coordinate the operations of all Company personnel.

The list of personnel assigned to the DOC may be modified, depending upon the nature of the emergency situation. Additional personnel may be assigned, especially during the initial response phase of an event. The DOC Manager will coordinate personnel needs with Company managers and supervisors. Longer work shifts than the normal 8-hour work day may be required.

In the event of a major catastrophic event, personnel staffing the DOC may be required to stay at the DOC for an extended period. Accommodations will be made to feed and house company personnel who stay at the DOC for an extended period of time.

DOC Function

Direct the field operations of California Water Service Company personnel; quickly assess the status of facilities, equipment and personnel; assess the quality of potable water and the status of distribution systems; direct complete safety inspections of Company-owned buildings and facilities; direct repair of distribution lines, facilities, and equipment as required; provide support to employees during the disaster, as needed.

DOC Organizational Chart
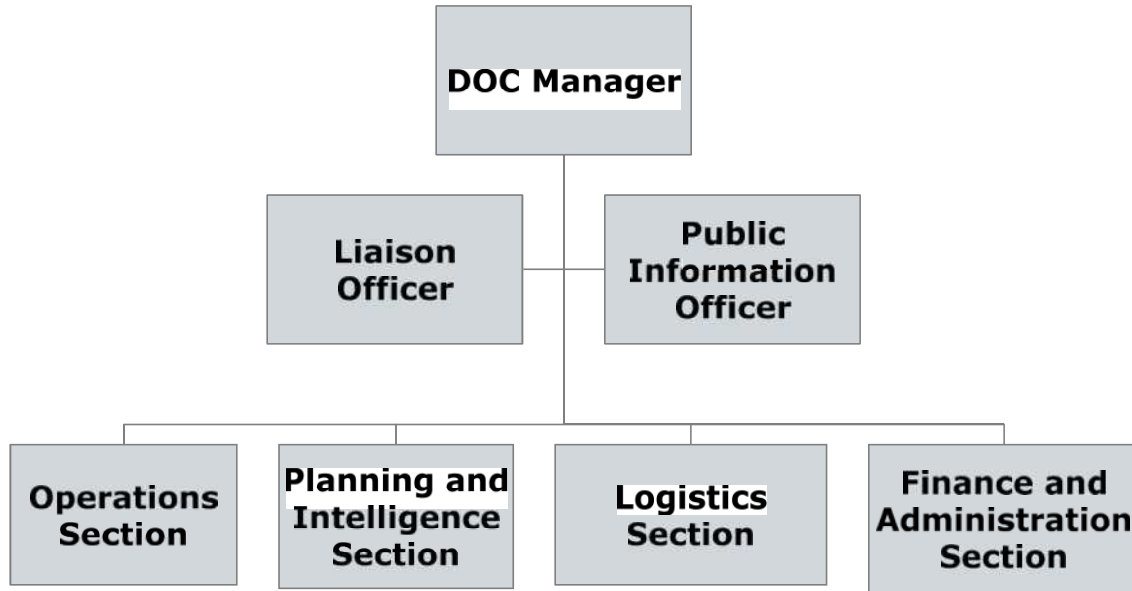
DOC Layout
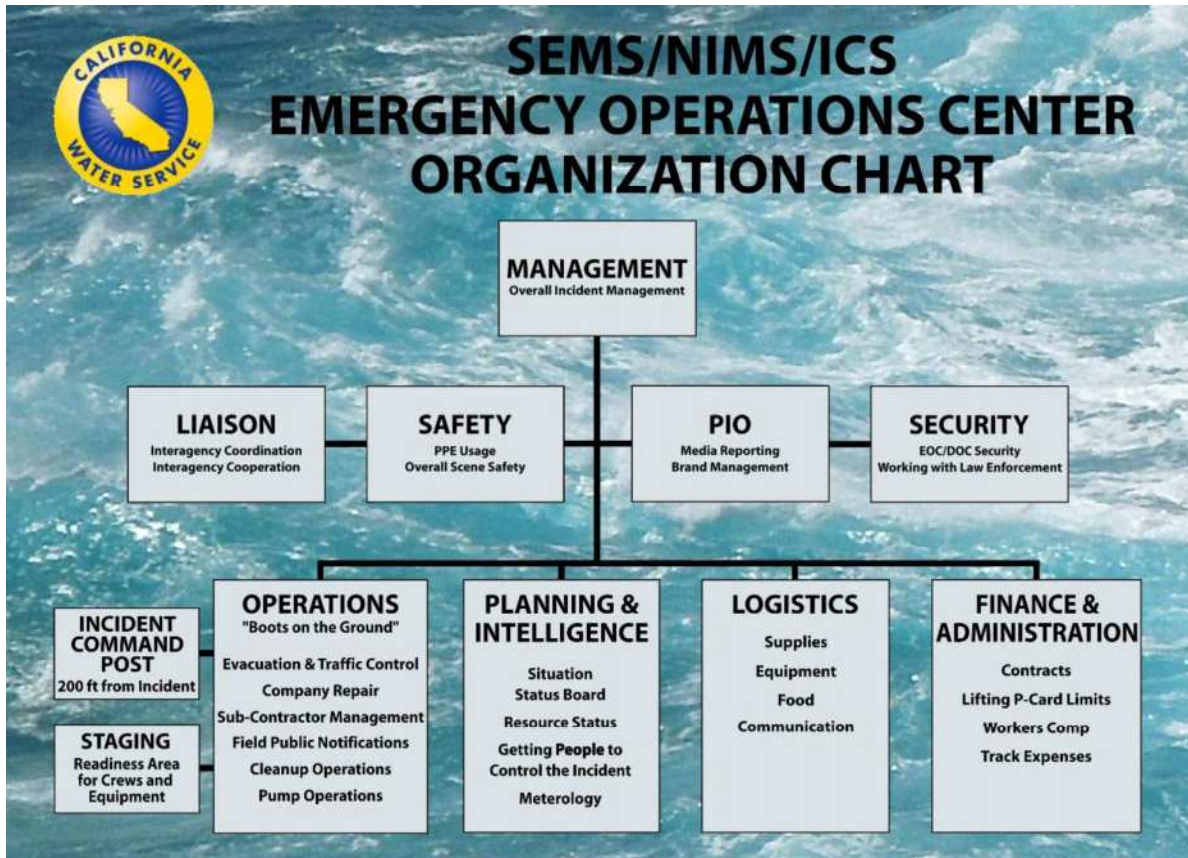
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Department Operations Center Activation

DOC Activation Checklist

❑ DOC Activation is ordered by the District Manager or other District management staff member.

❑ Upon activation, personnel assigned to the DOC check in.

❑ Conduct DOC incident / situation briefing.

❑ Review Position Checklists that follow and Hazard Specific Checklists (**APPENDIX 5**).

❑ Determine staffing needs and acquire additional support, as needed.

❑ Check communications equipment (telephones, fax machines, radios).

❑ Locate and lay out necessary supplies and materials.

❑ Start working off checklists as noted.

❑ Begin activity logs to document emergency operations.

DOC De-activation Checklist

❑ Notify appropriate agencies and individual sites that the DOC is being closed.

❑ Collect data, logs, situation reports, message forms, and other significant documentation. Place in a secure file box. Mark the outside with the date and any state or federal numbers associated with the response.

❑ Deliver the information to the DOC Finance Section.

❑ Fold and repack re-usable maps, charts, materials.

❑ Collect and box all office supplies and unused forms.

❑ Make a list of all supplies that need replacement and forward to the Logistics Section.

❑ Leave work area in good order.

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EOC Position Descriptions

Positional Definitions

DOC Manager

The DOC Manager determines the strategy for implementing a plan to handle the disaster, and monitors how the plan is working. In addition, the DOC Manager makes sure that the response is being fully documented for legal and financial reasons. The DOC Manager coordinates all response activities through the DOC Sections and keeps Customer Support Services' EOC informed of the progress and strategies being implemented during the response. The DOC Manager will also coordinate the release of Public Information with the Corporate Communications office.

Public Information Officer (PIO)

If a PIO is assigned, this person would be responsible for releasing information about the California Water Service Company's response to the disaster. The PIO would act as a point of contact for news media and other public information agencies and organizations.

Liaison Officer

If assigned, the Liaison Officer would act as point of contact for personnel who are assisting with the Company's response to the disaster from other agencies. This may include, but is not limited to, other water and wastewater regulatory agencies, the county's Emergency Management agencies, private sector contractors, and all other organizations responding to the disaster. The Liaison Officer ensures that these organizations are informed and involved in the disaster response.

Operations Section

The Operations Section is responsible for coordinating field operations during the disaster response, including water production, treatment, and distribution; as well as all other field operations that are taking place.

Planning and Intelligence Section

The Planning and Intelligence Section is responsible for the collection, evaluation, dissemination, and use of information about the development of the incident and the status of Company resources. Information and intelligence are needed to (1) understand the current situation, (2) predict probable course of incident events, and (3) prepare alternative strategies to control operations for the incident. In addition, the Planning and Intelligence Section is responsible for preparing the Action Plan and the After Action Report.

Logistics Section

The Logistics Section is responsible for all service and support needs of the event. This includes procuring and maintaining essential facilities, supplies, equipment, personnel, and all other items, as needed.

Finance and Administration Section

The Finance Section provides advice and support to the DOC manager regarding financial issues. This section is also responsible for employee time and attendance records for the incident, documenting all worker compensation claims related to the incident, assuring that proper agreements are made with contractors and vendors, tracking contractor utilization and assuring the accuracy of their time claims while on the incident scene, and managing and reporting all legal claims for compensation filed against the company related to the incident.

DOC Positional Checklists

DOC Manager Checklist

The DOC Manager determines the strategy for implementing a plan to handle the disaster and monitors how the plan is working. In addition, the person in this position makes sure that the response is being fully documented for legal and financial reasons. The DOC Manager coordinates all response activities through the DOC Sections and keeps Customer Support Services EOC informed of the progress and strategies being implemented during the response. The DOC Manager will also coordinate the release of Public Information with the Corporate Communications office.

Action Checklist

❑ Identify yourself as the DOC Manager.

❑ Read this entire checklist.

❑ Obtain a briefing about the extent of the emergency and the recommended initial objectives from the Operations Section.

❑ Depending on the type of the disaster and the information available, order partial or full activation of the DOC. Appoint DOC staff positions, as necessary.

❑ Determine if all key personnel or alternates are in the DOC or have been notified.

❑ Brief DOC Sections and appoint alternates, as necessary.

❑ Ensure that Sections possess and utilize ERP Positional Checklists and Hazard-Specific Checklists.

❑ Assess the situation; develop an overall strategy; establish emergency response objectives and priorities.

❑ Contact C.S.S. and make proper notification to appropriate Company management staff.

❑ Contact Corporate Communications regarding any assistance that may be required in the preparation of a News Release to the public regarding the District's response to the disaster.

❑ Establish the frequency of briefing sessions for DOC staff.

❑ Establish operational work periods for all District staff. Advise Sections to plan for relief personnel.

❑ Direct Sections to maintain appropriate Unit Logs, charts, and records.

❑ Direct Sections to provide section situation reports prior to the end of each operational period or as needed for the completion of the Action Plan by Planning & Intelligence.

❑ Review and approve the Action Plan developed by Planning & Intelligence, with the assistance of the DOC Staff.   Ensure proper distribution of the Action Plan.

❑ Keep C.S.S. informed of all major problems and decisions.

❑ Assume the additional duties as the Public Information Officer if one is not assigned.

❑ Ensure that Health Officials are informed using emergency protocols.

❑ Determine the need to initiate a Water Conservation Advisory

❑ Direct Planning & Intelligence to complete a Demobilization Plan for the event.

❑ Maintain a DOC Manager Log that notes messages received, decisions made, and actions taken.

❑ Ensure that an After Action Report is completed by Planning at the deactivation of the DOC and that Corrective Actions are noted, including who is responsible for completing the actions and when they are to be completed. Ensure that the Corrective Actions are completed as assigned and that they are completed in the time frame designated in the report.

Public Information Officer Checklist

If a PIO is assigned, this person would be responsible for releasing information about the District's response to the disaster. The PIO would act as a point of contact for news media and other public information agencies and organizations.

Action Checklist

❑ Identify yourself as the Public Information Officer.

❑ Read this entire checklist.

❑ Obtain a briefing from the DOC Manager and other DOC Staff.

❑ Assess the situation, noting the impact on the Company and on service areas.

❑ Contact Corporate Communications regarding any assistance that may be required in the preparation of a New Release to the public regarding the District's response to the disaster.

❑ Work with Planning & Intelligence to gather the latest information.

❑ Prepare an initial information summary as soon as possible after arrival.

❑ Develop and deliver information updates and warnings to those who may be affected by the event.

❑ Observe constraints on the release of all information imposed by the DOC Manager.

❑ Draft any media releases and have them reviewed by the DOC Manager.

❑ Establish contacts with the media and provide whatever assistance is required.

❑ Make contact with the County EOC (Joint Information Center – JIC), if possible.

❑ If a separate JIC is established, relay disaster information as soon as possible.

❑ Ensure that up-to-date information is posted on the Company's website.

❑ Review Social Media sites to obtain information related to rumor control.

❑ Utilize Hazard Specific Checklists, as needed.

❑ Attend all DOC briefings.

❑ Monitor television and radio transmissions.

❑ If required, ensure that announcements and other Company-related information is translated for special populations.

❑ Maintain a log that notes messages received, releases published, interviews granted, and other activities.

❑ Complete an After Action Report that should include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:

- Issue
- Corrective Action
- Person to whom it was assigned, and due date for completion

Liaison Officer Checklist

If assigned, the Liaison Officer would act as point of contact for personnel who are assisting with the Company's response to the disaster from other agencies. This may include, but is not limited to, other water and wastewater agencies, the counties Emergency Management agencies, private sector contractors, and all other organizations responding to the disaster. The Liaison Officer ensures that these organizations are informed and involved in the disaster response.

Action Checklist

❑ Identify yourself as the Liaison Officer.

❑ Read this entire checklist.

❑ Obtain a briefing about the extent of the emergency and recommended initial objectives from the DOC Manager.

❑ Maintain a Unit Log that notes messages received, decisions made, and actions taken.

❑ Be a point of contact for representatives from other agencies.

❑ Maintain a list of assisting and cooperating agencies and representatives.

❑ Assist in establishing and coordinating interagency contacts.

❑ Be sure that agencies supporting the incident are aware on the status of the disaster.

❑ Monitor incident operations to identify current or potential inter-organizational problems.

❑ Participate in planning meetings, providing current resource status, including limitations and capability of assisting agency resources.

❑ Work with the Logistics Section to ensure that other agencies needs (equipment, food, housing, etc.) are met.

❑ Assign assistants as needed.

❑ Complete an After Action Report that should include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:

- Issue
- Corrective Action
- Person to whom it was assigned, and due date for completion

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Operations Section Checklist

The Operations Section is responsible for coordinating field operations during the disaster response, including water production, treatment, distribution, and all other field operations that are taking place.

Action Checklist

❑ Identify yourself as the Operations Section.

❑ Read this entire Checklist.

❑ Obtain a briefing from the DOC Manager.

❑ Evaluate the field conditions associated with the emergency. Determine the resources committed, and coordinate with the Planning and Intelligence Section to develop a briefing for the DOC staff.

❑ Maintain up-to-date incident charts, incident reports, and facility specific maps.

❑ Ensure that a Situation Report is completed at the end of each operational period.

❑ Assist Planning & Intelligence in the development of the Action Plan.

❑ Assign and brief Operations personnel on the Action Plan.

❑ Supervise the Operations response.

❑ Coordinate the activities of all departments and agencies involved in the operations.

❑ Determine needs and request more resources when necessary.

❑ Ascertain what resources are committed. Coordinate further needs with the Logistics Section.

❑ Working through Planning and Intelligence, determine the need for bottle or bagged water. Coordinate with the Logistics Section.

❑ Receive, evaluate, and disseminate emergency operational information.

❑ Determine the need for additional resources; make a recommendation to the DOC Manager.

❑ Establish and maintain staging areas for Operations related equipment and personnel.

❑ Establish field communications with affected areas, using interoperable systems as available.

❑ Utilize Hazard Specific Checklists, as needed.

❑ Receive, evaluate, and disseminate information relative to the operation of the emergency.

❑ Provide all relevant emergency information to the Public Information Officer, if one is assigned.

❑ Maintain an Operations Section Log noting messages received, decisions made, actions taken, and other activities. Maintain a record of personnel on duty.

❑ Complete an After Action Report to include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:

- Issue
- Corrective Action
- Person to whom it was assigned, and due date for completion

Planning and Intelligence Section Checklist

The Planning and Intelligence Section is responsible for the collection, evaluation, dissemination and use of information about the development of the incident and the status of Company resources. Information and intelligence are needed to (1) understand the current situation, (2) predict probable course of incident events, and (3) prepare alternative strategies to control operations for the incident. In addition, the Planning and Intelligence Section is responsible for preparation of the Action Plan and the After Action Report.

Action Checklist

❑ Identify yourself as the Planning & Intelligence Section.

❑ Read this entire checklist.

❑ Obtain a briefing about the extent of the emergency from other members of the EOC staff, and coordinate any specific requirements from the DOC Manager.

❑ Activate Planning & Intelligence, and ensure that a Section log is maintained.

❑ Initiate collection and display of significant disaster events to include a weather monitoring system when necessary.

❑ Initiate documentation of disaster information.

❑ Establish incident files relating to the emergency.

❑ Check the accuracy and completeness of records submitted for file.

❑ Maintain a file on all DOC messages.

❑ Insure internal communication and coordination between DOC staff.

❑ Prepare a briefing about the disaster, resources applied, resources available, or resources en route.

❑ Insure that situation maps and related charts are available and posted with current information.

❑ Assess the impact of the emergency. Determine the need for bottle or bagged water.

❑ Assemble information on alternative strategies. Assign assistants, as needed, to advance planning and demobilization tasks.

❑ Advise DOC staff of any significant changes in incident status.

CALIFORNIA WATER SERVICE COMPANY - OROVILLE DISTRICT
EMERGENCY RESPONSE PLAN

❑ Establish information requirements and reporting schedules for DOC staff for use in preparing the Action Plan.

❑ Direct the coordination of periodic disaster and strategy plan briefings to the DOC Manager and the other Sections to include predictions on incident potential.

❑ Prepare summary situation reports of the emergency for distributing at a frequency of at least every four to eight hours.

❑ Utilize Hazard Specific Checklists, as needed.

❑ Begin planning for Recovery in the emergency area(s).

❑ Identify the need for using specialized resources.

❑ Prepare and distribute any orders of the DOC Manager.

❑ Prepare recommendations for release of resources by developing a Demobilization Plan.

❑ Maintain a log of all messages received and sent and all significant actions taken. Maintain a record of all personnel participating and their hours on duty.

❑ Ensure that an After Action Report is created, which should indicate what Corrective Actions are needed, including who is responsible for the actions and when they are to be completed.

Logistics Section Checklist

The Logistics Section is responsible for all service and support needs of the event. This includes procuring and maintaining essential facilities, supplies, equipment, personnel, and all other items, as needed.

Action Checklist

❑ Identify yourself as the Logistics Section Chief.

❑ Read this entire Action Checklist.

❑ Obtain a briefing about the extent of the emergency from the DOC Manager.

❑ Obtain initial instructions concerning Logistics work activities/priorities.

❑ Based on the severity of the emergency and guidance about initial work activities, determine Logistics personnel requirements. For extended operations, consideration should be given to relief personnel. Shifts should not exceed 12 hour periods. Establish a personnel schedule and rosters.

❑ Confirm that all Logistics Section members or alternates are in the DOC or have been notified.

❑ Assign work locations and preliminary work tasks to additional Section personnel.

❑ Research the availability of obtaining outside services. Service areas should include food, catering, janitorial, equipment repair and maintenance, temporary employment, and any other service needed during disaster operations.

❑ Coordinate with Finance for the administration of all financial matters pertaining to vendor contracts, open purchase orders, and service contracts.

❑ Provide administrative supplies and support as required to the DOC Manager, Operations, Planning & Intelligence, Logistics, and Finance Sections.

❑ Present procedures and limitations about purchasing or expenditures.

❑ Notify Planning & Intelligence of the names and locations of all assigned personnel.

❑ Review with the other Sections on existing Logistics resources and Logistics requirements for planned and expected operations.

❑ Identify and coordinate the procurement of additional service and support requirements of personnel, supplies, and equipment to support planned and expected operations.

❑ Utilize Hazard Specific Checklists, as needed.

❑ Brief and update the DOC Manager about all Logistics resources and support concerns. Information that should be provided includes the following:

- Priority Logistics requirements filled and completed
- Logistics shortfalls and unresolved problems
- Major new problems since previous briefing
- Assistance needed from other agencies and status of mutual aid
- Information developed by the Logistics section that should be passed to other EOC Sections

❑ Assist in the initial development and review of the Action Plan.

❑ Ensure that Logistics staff has copies of Action Plan.

❑ Continually coordinate with the Operations Section and Planning & Intelligence to ensure timely and efficient logistical support.

❑ Ensure that Logistics Section staff maintains a Unit Log. All documents prepared by the Logistics Section should be passed to the documentation unit in the planning section at the conclusion of the emergency. At a minimum, the following records should be maintained:

- Messages received and transmitted
- Action Pending
- Action Completed
- Logistics DOC personnel and time on duty
- Active Vendor Records
- Non-Expendable Property Records
- Expendable Property Purchase Records
- Facility Records
- Facility Rental Contracts/Inspection Reports
- Vehicle Records
- Vehicle Accident Reports
- After Action Report

❑ Maintain accountability of all Logistics personnel assigned, both in the DOC and in the field, if assigned.

❑ Prior to the end of the operation, obtain a Demobilization Plan from the Planning & Intelligence Section.

❑ Prepare a Logistics Demobilization Plan to ensure the efficient return of non-expendable property, the inventory and disposition of remaining expendable property, payment of vouchers, and control of documentation.

CALIFORNIA WATER SERVICE COMPANY - OROVILLE DISTRICT
EMERGENCY RESPONSE PLAN

❑ Prior to the end of the operation, collect the Logistics documentation and After Action Reports. Prepare and submit a consolidated Logistics After Action Report to the DOC Manager.

❑ The After Action Report should include a brief overview of support provided during the operation and suggested Corrective Actions to improve operations. Use the following format:

- Issue
- Corrective Action
- Person to whom it was assigned, and due date for completion

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Finance & Administration Section Checklist

The Finance Section does the following: (1) provides advice and support to the DOC manager regarding financial issues, (2) is responsible for employee time and attendance records for the incident, (3) documents all worker compensation claims related to the incident, (4) assures that proper agreements are made with contractors and vendors, (5) tracks all contractor utilization and assures accuracy of their time claims while on the incident scene, and (6) manages and reports all legal claims for compensation filed against the company related to the incident.

Action Checklist

❑ Obtain a briefing about the scope of the emergency from the DOC Manager.

❑ Obtain input from the various Sections relative to the projected cost of supplies and materials necessary to support the incident.

❑ Contact C.S.S. to lift the dollar limits on P-Cards related to emergency spending.

❑ Collect cost data, complete a cost effectiveness analysis, determine cost estimates, and make recommendations for cost savings relative to the incident.

❑ Ensure that records are generated to capture time worked by all personnel involved in the emergency.

❑ Capture information relative to workers compensation injuries, and determine whether a Compensation for Injury and Claims Specialist position should be activated.

❑ Ensure that all legal claims for compensation filed against the company are investigated and that C.S.S. is aware of such claims.

❑ Ensure that a Finance log is maintained that notes messages received, decisions made, and actions taken.

❑ Complete a Finance After Action Report that includes a brief overview of support provided during the operation and suggested Corrective Actions to improve operations.

❑ The After Action Report should include the following:

- Issue
- Proposed Corrective Action
- Person assigned to complete the corrective action
- Proposed date to complete the corrective action

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Section 3

WATER EMERGENCY FIELD RESPONSE

THE INCIDENT COMMAND SYSTEM (ICS)

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The Use of the ICS in Water Emergencies

As stated in Section 1 of this Plan, the Field Response Level is where Company personnel and resources, under the direction of an Incident Commander, carry out tactical decisions and activities in direct response to a water-related emergency.

General ICS Information

The Incident Command System is used to manage an emergency incident or a non-emergency event. It can be used for both small and large situations.

The system has considerable internal flexibility. It can grow or shrink to meet differing needs, which makes it a very cost-effective and efficient management system. Listed below are examples of the kinds of incidents and events that can use the ICS.

Use of the Incident Command System includes the following applications:

- Fires, HAZMAT, and multi-casualty incidents
- Multi-jurisdictional and multi-agency disasters
- Wide-area search and rescue missions
- Pest eradication programs
- Oil spill response and recovery incidents
- Single- and multi-agency law enforcement incidents
- Air, rail, water, and ground transportation accidents
- Planned events, such as celebrations, concerts, and parades
- Private sector emergency management programs
- State and local major natural hazard management
- Water and waste-water system emergency incidents

General ICS Organization

The organization of the Incident Command System is built around the same five major management activities as SEMS. These five management activities are the foundation upon which the incident management develops. They apply whether handling a routine emergency, organizing a major event, or managing a major response to a disaster.

Command Section

The Command section sets objectives and priorities. Command has overall responsibility at the incident.

Incident Commander

The Incident Commander (IC) is the person who is in charge at the incident and who must be fully qualified to manage the incident. As incidents grow in size or become more complex, a more highly qualified person may be assigned as IC by the responsible jurisdiction or agency.

Public Information Officer

At the event, the Public Information Officer (PIO) is the point of contact for the media or other organizations seeking information directly from the incident.

Safety Officer

The Safety Officer monitors safety conditions and develops measures for assuring the safety of all assigned personnel.

Liaison Officer

The Liaison Officer, on larger incidents or events, communicates with representatives from other agencies to coordinate each agency's involvement. The Liaison Officer will be their primary contact.

Operations Section

The Operations section conducts tactical operations to carry out the plan, while developing the tactical objectives, organization, and direction for all resources.

Divisions

Divisions are established to divide an incident geographically or to describe some geographical area related to incident operations.

Groups

Groups are established to describe functional areas of operation. Which groups are established will be determined by the needs of the incident. Groups work wherever they are needed and are not assigned to any single division. Divisions and Groups are at an equal level in the organization.

Branches

Branches are established as another level of organization within the Operations section to increase the span of control, define another functional structure, or organize the incident around jurisdictional lines.

Units

Functional Units may not all be required, and they will be established based upon the need. The titles of the units are self-descriptive.

Air Operations

Operated at the branch level, Air Operations are established separately at an incident where there are complex needs for the use of aircraft in both tactical and logistical operations

Planning and Intelligence Section

The Planning and Intelligence section develops the action plan to accomplish the objectives. Planning and Intelligence collects and evaluates information.

Logistics Section

The Logistics section provides support to meet incident needs. It also provides resources and all other services needed to support the incident response.

Finance and Administration Section

The Finance and Administration section monitors costs related to the incident, while providing accounting, procurement, time recording, and cost analyses.

Incident Facilities

Facilities will be established depending upon the kind and complexity of the incident or event. Not all facilities will necessarily be used.

Incident Command Post (ICP)

The Incident Command Post is the location from which the incident Commander oversees all incident operations. There is only one ICP for each incident or event. Every incident or event must have some form of ICP.

Staging Area

Staging Areas are established wherever necessary to temporarily locate resources awaiting assignment.

Base

A Base is the location at large incidents where primary service and support activities are performed.

Camps

Incident locations are where resources may be kept to support incident operations. Camps differ from staging areas in that essential support operations are done at camps, and resources at camps are not always immediately available.

Helibase

The Helibase is a location in and around an incident area at which helicopters may be parked, maintained, fueled, and equipped for incident operations.

Helispot

Helispots are temporary locations at which helicopters can land and load/off-load personnel, equipment, and supplies.

Incident Action Plan

Every incident must have an oral or written action plan. The purpose of the plan is to provide all incident supervisory personnel with direction for future actions. Action plans will include the measurable tactical operations to be achieved. They are always prepared around a timeframe called an Operational Period.

Operational Periods can be of various lengths but should be no longer than 24 hours. The planning of an Operational Period must be done far enough in advance to ensure that requested resources are available when the Operational Period begins. The Incident Action Plan must be known to all incident supervisory personnel. This can be done through briefings, by distributing a written plan prior to the start of the Operational Period, or by both methods.

The Incident Action Plan must be known to all incident supervisory personnel. This communication can be performed through briefings, by distributing a written plan prior to the start of the Operational Period, or by both methods.

Essential Incident Action Plan Elements

- Statement of Objectives—Appropriate to the overall incident.

- Organization—Describes which parts of the ICS organization will be in place for each Operational Period.

- Assignments to Accomplish Objectives—These assignments are normally prepared for each Division or Group and include the strategy, tactics, and resources to be used.

- Supporting Material—Examples of supporting material can include maps of the incident, a communications plan, a medical plan, a traffic plan, etc.

ICS Organization for the California Water Service Company

The California Water Service Company has modified the Incident Command System to meet the functional needs of the organization. Although the structure and functionality of the California Water Service Company ICS differs from the ICS that is used by Public Safety agencies, it follows all principles of the system, as it was intended to be used.
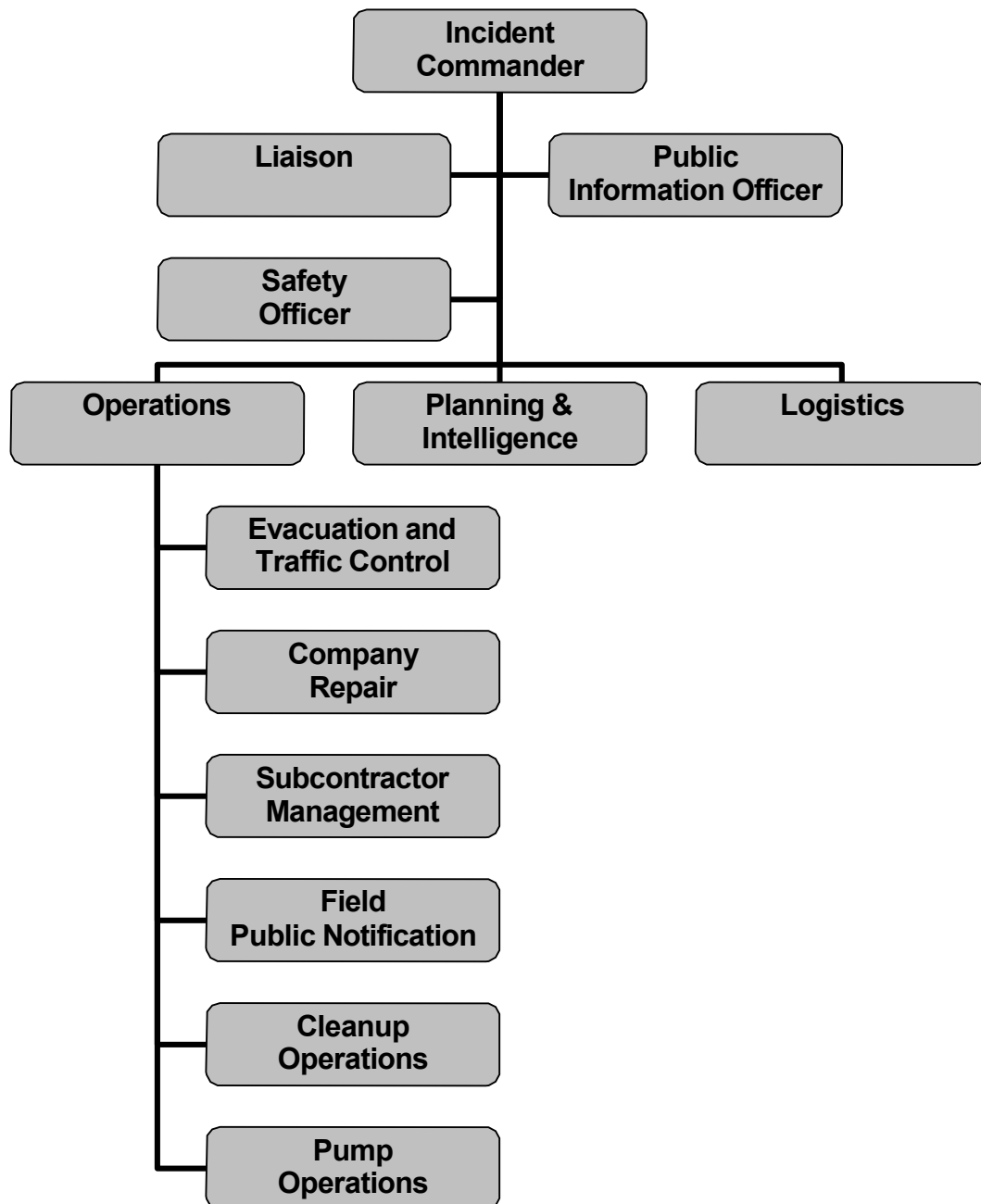
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        │   Liaison    │────│      Public          │
        └──────────────┘    │ Information Officer   │
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        │   Safety     │
        │   Officer    │
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Cal Water ICS Positional Checklists

Incident Commander

The Incident Commander's responsibility is the overall management of the incident. In most incidents, the command activity is carried out by a single Incident Commander. The Incident Commander is selected by qualifications and experience. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

Action Checklist

❑ When on scene, assess the current situation. Assume the role of Incident Commander.

❑ Review the current incident status.

❑ Map out the tactics required to stabilize and repair the event.

❑ Bring in additional resources, as needed.

❑ Brief the District Manager on the extent of the emergency and what additional support is required from the District Office.

❑ Assign Cal Water staff, as necessary, to manage the event using the Incident Command System.

❑ Ensure the safety of all Cal Water personnel at the scene of the incident.

❑ Ensure that all Cal Water personnel are properly supervised.

❑ If appropriate, establish contact with other on-scene agencies (public and private) to obtain their plans for dealing with the incident.

❑ Appoint a Safety Officer, if dealing with a large incident.

❑ Identify incident objectives and any Company policy directives for the management of the incident.

❑ Determine the need for an Incident Action Plan (IAP). Direct the Planning and Intelligence Section Chief to arrange for a planning meeting in order to develop the IAP.

❑ Working with the District Manager and Corporate Communications, authorize the release of public information to the media.

❑ Ensure that the Company's Water Quality staff has been informed of the situation.

❑ Periodically check progress on assigned tasks to the Sections and Units.

❑ Ensure that the Liaison Officer is making periodic contact with participating agencies.

❑ Obtain regular briefings by the Operations, Planning and Intelligence, and Logistics Section Chiefs.

❑ Update the District Manager, as necessary.

❑ Maintain a log that notes messages received, decisions made, actions taken, and other activities that are relevant to the incident.

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Public Information Officer (Corporate Communications)

In coordination with the District Manager and Corporate Communications, the Public Information Officer is responsible for developing and releasing information about the incident to the news media, to incident personnel, and to other appropriate agencies and organizations. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

Action Checklist

❑ Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Public Information Officer.

❑ Upon arrival, obtain a briefing from the Incident Commander. Determine the current status of the incident, and identify resources currently on the scene. Discuss repair issues with the Operations Section Chief.

❑ Determine whether or not any evacuation or severe traffic control issues exist.

❑ Determine the current media presence.

❑ In cooperation with the Incident Commander, the District Manager, or Corporate Communications, determine whether or not any constraints exist on the information process. If so, provide a standard statement that can be given to the medial regarding general requests for information.

❑ Coordinate the development of an additional door-to-door statement with the Operations Section, and arrange for the statement to be delivered by the Field Public Notification Unit.

❑ Also working with the Field Public Notification Unit, assess any needs for special alert and warning efforts, including the hearing impaired, non-English speaking populations, and locations at risk for water denial, which may need advance notice in order to shut down processes.

❑ Establish contact with local and national media representatives, as appropriate.

❑ Establish a location to distribute information to the media, locating it away from the Command Post.

❑ If required, establish a schedule for news briefings.

❑ Coordinate with the District Office and Corporate Communications regarding the staffing of phone lines to deal with "rumor control" in order to answer questions from the public.

❑ Confirm details to ensure no conflicting information is released.

❑ Confirm the process for the release of information concerning incident-related injuries.

❑ Contact the media to correct erroneous or misleading information being provided to the public.

❑ Coordinate information releases with information staff from other impacted agencies and jurisdictions.

❑ Ensure that information provided to the public is consistent across jurisdictional boundaries (cities and counties) when appropriate.

❑ As appropriate and when approved, respond to special requests for information.

❑ Update the District Manager and Corporate Communications on a regular basis.

❑ Maintain a log noting messages received, decisions made, actions taken, and other activities in which the Unit is involved.

Safety Officer

The Safety Officer's function is to develop and recommend measures for assuring personnel safety, and to assess and/or anticipate hazardous and unsafe situations. Only one Safety Officer will be assigned for each incident. The Safety Officer may have assistants, as necessary, and the assistants may also represent subcontractor and/or assisting agencies. Safety assistants may have specific responsibilities, such as hazardous materials, etc.

Action Checklist

❑ Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Field Public Information Officer.

❑ Upon arrival, obtain a briefing from the Incident Commander.

❑ Identify hazardous situations associated with the incident. Ensure that adequate levels of protective equipment are available and are being used.

❑ In incidents involving outside resources and subcontractors, consider the use of an Assistant Safety Officer from each organization.

❑ Identify potentially unsafe acts.

❑ Identify corrective actions, and ensure implementation. Coordinate corrective action with the Incident Commander and Operations Section Chief.

❑ Participate in planning meetings.

❑ Listen to repair operations being considered. If any are potentially unsafe, assist in identifying options, protective actions, or alternate tactics.

❑ Review accidents or injuries that may have already occurred.

> ❑ Ensure that the accident scene is preserved for investigation.
>
> ❑ Ensure that the accident is properly documented.
>
> ❑ Coordinate with the District Manager and the Company's Risk Manager.
>
> ❑ Prepare an accident report, according to company procedures and direction.
>
> ❑ Recommend corrective actions to the Incident Commander and the Company.

❑ Coordinate critical incident stress, hazardous materials, and other debriefings, as necessary.

❑ Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Unit is involved.

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Liaison Officer

Water emergency incidents in the field are normally multijurisdictional and have several agencies involved. This situation may require the establishment of the Liaison Officer position on the Command Staff. The Liaison Officer is the contact for the personnel who are assigned to the incident by assisting or cooperating agencies. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

Action Checklist

- ❑ Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Liaison Officer.

- ❑ Upon arrival, obtain a briefing from the Incident Commander.

- ❑ Obtain a summary of the incident organization.

- ❑ Determine which companies, agencies, or non-governmental organizations are already involved in the incident, and whether they are assisting (have equipment and / or personnel assigned to the event) or cooperating (operating in a support mode "outside" of the repair operation).

- ❑ Obtain cooperating and assisting agency information, including the following:

  - ❑ Contact person(s)

  - ❑ Phone numbers

  - ❑ Cooperative agreement

  - ❑ The types of resources that are available

  - ❑ Number of personnel

  - ❑ Condition of personnel and equipment

  - ❑ Agency constraints/limitations

- ❑ Establish a workspace for the Liaison function (ICP), and notify agency representatives of location.

- ❑ Contact and brief assisting or cooperating agency representatives.

- ❑ Interview agency representatives concerning resources, capabilities, and any restrictions about their use. Provide this information at planning meetings.

- ❑ Work with the Public Information Officer and Incident Commander to coordinate media releases that are associated with inter-agency cooperation issues.

- ❑ Monitor incident operations to identify potential inter-organizational problems. Keep the Incident Commander apprised of such issues.

- ❑ Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Unit is involved.

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Operations Section Chief

The Operations Section Chief is responsible for managing field operations and for supervising the Units in the Section. The Chief also requests resources needed to implement and support the Operation's tactics, as a part of the Incident Action Plan. In addition, the Chief ensures safe operations and requests additional actions. Note that some of the tasks are one-time; others are ongoing or repetitive for the duration of the incident.

Action Checklist

❑ Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Operations Section Chief.

❑ Obtain a briefing from the Incident Commander.

❑ If required, assume the role of the Incident Commander, and assign the Operations Section Chief position to another qualified personnel member on scene or enroute.

❑ Determine strategies for the repair, and create short-term and long-term objectives, as necessary.

❑ Determine the need for each of the Units assigned to the Operations Section, and make those assignments as necessary.

❑ Determine the status and location of resources, along with the supplies and materials that are required. Coordinate further needs with the Logistics Section Chief.

❑ Organize the Operations Section to ensure efficiency and personnel safety.

❑ Evaluate the field conditions associated with the water emergency. Relay the resources committed to the Incident Commander.

❑ If necessary, establish a Staging Area to temporarily store supplies and materials.

❑ As required, receive briefings from the Units about how their assignments are proceeding and any issues that are evolving.

❑ Provide regular briefings to the Operations Section personnel regarding the status of the incident and how operations are proceeding.

❑ Ensure that the Units within the Section are communicating regarding the status of the event.

❑ Direct Operations Unit Leaders to maintain up-to-date charts, reports, and Unit-specific maps.

❑ If required, assist the Planning and Intelligence Chief in the development of the Action Plan.

❑ Provide all relevant emergency information to the Incident Commander and the Public Information Officer.

❑ Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Section is involved.

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Evacuation and Traffic Control Unit

The Evacuation and Traffic Control Unit is responsible for the immediate evacuation of people from their homes, businesses, or other locations that are affected by the water emergency; as well as coordinating traffic issues related to the event on both public roadways and private property. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

Action Checklist

❑ Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Evacuation and Traffic Control Unit.

❑ Upon arrival, obtain a briefing from the Operations Section Chief or the Incident Commander.

❑ Make contact with Law Enforcement, Fire, Public Works, or other First Responders who are on scene in order to coordinate traffic control.

❑ Make an assessment for pedestrian safety within the immediate area.

❑ Make an assessment of traffic safety.

❑ Assist law enforcement in evacuating homes, business, schools, or any other buildings that are in danger due to damage or water flow. Always work in conjunction with law enforcement.

❑ Notify other agencies that are on scene to assist in evacuations as needed.

❑ Determine the need for additional Cal Water Service Company personnel to assist in evacuations, and advise the Field Operations Section Chief.

❑ Determine the necessity to close roadways and sidewalks due to damage and/or water flow.

❑ Determine need for additional Cal Water Service Company personnel to conduct traffic control and advise the Field Operations Section Chief.

❑ Make an assessment as to the number and types of traffic control devices that will be required.

❑ Determine the need for contracted traffic control resources, and notify the Logistics Section Chief.

❑ Provide all relevant emergency information to the Public Information Officer.

❑ Develop a traffic control plan. If the operations will be on-going, develop a long-term plan.

❑ Brief the Operations Section Chief or the Incident Commander on the traffic control plan and the numbers and types of resources to be used.

❑ Determine the need to notify city or county traffic engineering and inspection personnel.

❑ Coordinate the activities of Cal Water personnel and all other agencies involved in the evacuation and traffic control operation.

❑ Assign specific work tasks to various personnel assigned to the Unit.

❑ Relieve evacuation and traffic control personnel, as needed.

❑ If the operation is going to be extended, coordinate with the Logistics Section for replacement personnel and resources for the duration of the event.

❑ Establish a plan to demobilize personnel and resources throughout the course of the operation.

❑ Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Unit is involved.

Company Repair Unit

The Company Repair Unit is responsible for supervising repair operations using Company personnel at the event. This Unit also works with the Subcontractor Management Unit to coordinate the contractor response and repair operation. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

Action Checklist

❑ Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Company Repair Unit.

❑ Upon arrival, obtain a briefing from the Operations Section Chief or the Incident Commander if those positions have been filled.

❑ Isolate the leak, and shut off water to the problem area.

❑ Assess the situation, and determine the extent of the damage to the system.

❑ Based on the incident (leak) location, contact USA and other utilities, as required.

❑ If required, ask for assistance, and request the activation of the other Operations Section Units, such as Evacuation and Traffic Control, Field Public Notification, Cleanup Operations, and Pump Operations.

❑ When activated, coordinate with the other Units regarding their response to the event.

❑ Determine the need for outside contractors to assist Company personnel to repair the damage.

❑ If outside contractors are required, consider the need for activating the Subcontractor Management Unit.

❑ Brief the Operations Section Chief and the Incident Commander about decisions made and the anticipated course of action to resolve the water emergency.

❑ Determine the need for additional equipment, shoring, and immediate safety requirements.

❑ Review the Plat to determine the need for supplies and materials.

❑ If a Logistics Section is already in place, have members of that section obtain the materials required. If no Logistics Section has been established, contact the District Office, and instruct that they be delivered to the scene.

❑ Provide all relevant emergency information to the Public Information Officer.

❑ Supervise Cal Water repair personnel during the operation.

❑ Coordinate the repair operation with the Subcontractor Management Unit, if it has been activated.

❑ Ensure that short-term site restoration is being handled, after the repair is made.

❑ Work with the other sections on long-term site restoration, as required.

❑ If the operation is going to be extended, coordinate with the Logistics Section for replacement personnel and resources for the duration of the event.

❑ Establish a plan to demobilize personnel and resources throughout the course of the operation.

❑ Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Unit is involved.

❑ When the operation has been completed, return the repaired system to normal operation.

Subcontractor Management Unit

The Subcontractor Management Unit is responsible for supervising and inspecting all repair operations that are being performed by subcontractors at the event. This Unit also coordinates with the Company Repair Unit regarding the work being performed by the Company at the site. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

Action Checklist

❑ Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Subcontractor Management Unit.

❑ Upon arrival, obtain a briefing from the Operations Section Chief or the Incident Commander:

❑ Understand that the Subcontractor Management Unit has been activated because of the need for outside contractors to assist Company personnel in repairing the damage.

❑ Obtain a briefing from the Company Repair Unit to assess the situation and determine the extent of the damage to the system.

❑ Determine what equipment, supplies, and materials the subcontractors are required to bring with them. Be sure that information is communicated to them before they respond to the scene.

❑ Ensure that there is the ability to remain in contact the superintendent(s) of the subcontracting firm(s) while they are enroute. Brief the superintendent(s) when they arrive on the scene, and discuss their anticipated course of action.

❑ Along with the Company Repair Unit, discuss the role of Cal Water repair personnel during the operation. Determine the need for additional equipment and materials that can be supplied by the Company.

❑ Brief the Operations Section Chief and the Incident Commander about decisions made and the anticipated course of action to repair the leak.

❑ During the repair operation, review and inspect the work of the subcontractor(s) to ensure that it is being done correctly.

❑ If the operation is going to be extended, coordinate with the Logistics Section for replacement personnel and resources for the duration of the event.

❑ Working with the Company Repair Unit, establish a plan to demobilize personnel and resources throughout the course of the operation.

❑ Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Unit is involved.

❑ When the operation has been completed, ensure that Company personnel have returned the repaired system to normal operation.

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Field Public Notification Unit

The Field Public Notification Unit is responsible for personal notification of people about water denial issues that are based on the event. This is done at their homes, businesses, or other locations that are affected by the water emergency. The Unit also coordinates with the Public Information Officer, the District Office, and Corporate Communications regarding the information that is to be delivered. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

Action Checklist

❑ Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Field Public Notification Unit.

❑ Upon arrival, obtain a briefing from the Operations Section Chief or the Incident Commander.

❑ Assess the situation, and determine the extent of the water outage to the immediate area.

❑ Using the plat sheets, determine which parcels require notification of the water emergency.

❑ In consultation with the Company Repair Unit and the Operations Section Chief, determine the time frame that the water outage is expected to last.

❑ Determine the staffing levels that are required in order to carry out the notification process.

❑ Coordinate with the District Office to obtain the needed personnel.

❑ Ensure that the District Office delivers the appropriate amount of Notification Tags.

❑ Coordinate with the Public Information Officer and Corporate Communications regarding specific outage information that should be relayed to the customers.

❑ Be sure that information that is being learned in the field (Rumor Control) is being reported back to the Public Information Officer, Corporate Communications, and the District Office so that it can be dealt with as customers call in.

❑ Determine the need to provide drinking water to customers who may need it until the repair has been made and service is restored.

❑ Inform the Operations Section Chief and the Incident Commander of any customer-related issues that need to be addressed in the field.

❑ Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Unit is involved.

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Cleanup Operations Unit

The Cleanup Operations Unit is responsible for cleanup from the damage caused by the water emergency. The cleanup operation takes place on public and private roadways, public and private property, homes, businesses, and any and all locations that are affected by the incident. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

Action Checklist

❑ Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Cleanup Operations Unit.

❑ Upon arrival, obtain a briefing from the Operations Section Chief or the Incident Commander:

❑ With Best Practices in mind, size up the event, and assess the scope of the damage.

❑ Determine the need for additional Cal Water Service Company personnel to assist in cleanup operations, and advise the Field Operations Section Chief.

❑ Determine the need for outside cleanup contractors and vendors.

❑ Coordinate with Field Public Notification Unit personnel regarding specific issues related to the event.

❑ Determine the entire extent of the damage, including long-term cleanup issues.

❑ Advise the Incident Commander of any large problems and issues that require immediate attention by the Company.

❑ Properly document damage, ensuring that photographs are taken of all damage and that statements from property owners are documented.

❑ Supervise Company cleanup staff, and oversee the work of outside contractors.

❑ Determine the need for extended on-scene cleanup operations.

❑ Ensure that the governmental agencies that are represented at the event are aware of the status and the extent of the cleanup operation.

❑ Coordinate with the Company Repair Unit and/or Subcontractor Management Unit for situational updates.

❑ If the operation is going to be extended, coordinate with the Logistics Section for replacement personnel and resources for the duration of the event.

❑ Establish a plan to demobilize personnel and resources throughout the course of the operation.

❑ Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Unit is involved.

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Pump Operations Unit

The Pump Operations Unit is responsible for coordinating all pump operations related to the emergency response. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

Action Checklist

❑ Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Pump Operations Unit.

❑ Upon arrival, obtain a briefing from the Operations Section Chief or the Incident Commander:

❑ Coordinate with the Company Repair Unit regarding the leak damage and how it affects the system.

❑ Depending on the extent of the leak, inspect the pump sites for damage and operational issues.

❑ If appropriate, inspect the pumps for any ground water issues.

❑ If there is a problem, determine how pump operations are affecting storage capacity.

❑ Determine if there are electrical utility issues surrounding pump operations, such as power disruption.

❑ If electrical generators are needed, coordinate with the District Office or the Logistics Section in the field to provide them.

❑ Determine how pump operations related to the event affect the rest of the distribution system.

❑ Brief the Operations Section Chief and the Incident Commander about decisions made and the anticipated course of action to resolve the water emergency.

❑ Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Unit is involved.

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Planning and Intelligence Section Chief

The Planning and Intelligence Section Chief is responsible for collecting, evaluating, processing, and disseminating information for use at the incident. A Deputy Planning and Intelligence Section Chief may be assigned to assist, as needed. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

Action Checklist

❑ Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Planning and Intelligence Section Chief.

❑ Upon arrival, obtain a briefing from the Incident Commander.

❑ Determine current situation status, and gather information and intelligence from the Operations Section.

❑ Working with the Incident Commander and the Operations Section Chief, develop current incident objectives and strategy.

❑ Determine how the event affects the system in the immediate area.

❑ Determine how the event affects the rest of the distribution system.

❑ Investigate the need for contacting outside water providers to increase flow into the system.

❑ Evaluate the field conditions associated with the water emergency. Determine the resources committed and coordinate with the Operations Section Chief to develop a briefing for the District Manager or the District Operations Center (DOC), if it is activated.

❑ Working with the Incident Commander and the Operations Section Chief, develop contingency plans.

❑ Compile and display incident status summary information at the Command Post (ICP).

❑ If the Incident Commander requires a written Incident Action Plan (IAP), conduct a Planning Meeting. Issues to cover in the meeting include the following:

    ❑ Brief the attendees regarding the situation and the resource status
    ❑ Discuss safety issues
    ❑ Set and confirm incident objectives
    ❑ Document tactics for the Operations Unit
    ❑ Specify resources needed for each Operations Unit
    ❑ Verify that all support and resource needs are coordinated with the Logistics Section prior to release of the Action Plan
    ❑ Discuss interagency liaison issues
    ❑ Discuss Public Information issues
    ❑ Finalize, approve, and implement plan

❑ If required, provide predictions on the incident's long-term problems to the distribution system.

❑ Identify the need for specialized resources; discuss the need with Operations and Command; facilitate resource requests with Logistics.

❑ Working with the Operations Section Units, ensure preparation of a demobilization plan, if appropriate.

❑ Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Section is involved.

Logistics Section Chief

The Logistics Section Chief is responsible for obtaining all personnel, supplies, materials, and other items required at the scene of the event. A Deputy Logistics Section Chief may be assigned to assist, as needed. Note that some of the tasks are one-time actions; others are ongoing or repetitive for the duration of the incident.

Action Checklist

❏ Prior to arrival, read this entire Checklist, and become acquainted with the duties of the Logistics Section Chief.

❏ Upon arrival, obtain a briefing from the Incident Commander.

❏ Ensure that the Incident Command Post (ICP) has the necessary equipment and supplies required for the management of the event.

❏ Consider the need for site and ICP security and communications personnel, depending on the location of the event.

❏ Establish a resource ordering process with the District Office.

❏ Discuss with the Operations Section Chief the kind and extent of support that Logistics may be asked to provide.

❏ Determine resource availability, support needs, identified shortages, and response time-lines for key resources.

❏ Identify future operational needs (current, long-term, and contingency) in order to anticipate logistical requirements.

❏ Research availability of additional resources.

❏ Ensure coordination between Logistics and the other Sections (Command, P&I, Operations).

❏ Submit all Logistics documentation to the appropriate personnel at the District Office at the conclusion of the event.

❏ Maintain a log that notes messages received, decisions made, actions taken, and other activities in which the Section is involved.

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Finance & Administration Section Checklist

The Finance Section does the following: (1) provides advice and support to the DOC manager regarding financial issues, (2) is responsible for employee time and attendance records for the incident, (3) documents all worker compensation claims related to the incident, (4) assures that proper agreements are made with contractors and vendors, (5) tracks all contractor utilization and assures accuracy of their time claims while on the incident scene, and (6) manages and reports all legal claims for compensation filed against the company related to the incident.

Action Checklist

❑ Obtain a briefing about the scope of the emergency from the DOC Manager.

❑ Obtain input from the various Sections relative to the projected cost of supplies and materials necessary to support the incident.

❑ Contact C.S.S. to lift the dollar limits on P-Cards related to emergency spending.

❑ Collect cost data, complete a cost effectiveness analysis, determine cost estimates, and make recommendations for cost savings relative to the incident.

❑ Ensure that records are generated to capture time worked by all personnel involved in the emergency.

❑ Capture information relative to workers compensation injuries, and determine whether a Compensation for Injury and Claims Specialist position should be activated.

❑ Ensure that all legal claims for compensation filed against the company are investigated and that C.S.S. is aware of such claims.

❑ Ensure that a Finance log is maintained that notes messages received, decisions made, and actions taken.

❑ Complete a Finance After Action Report that includes a brief overview of support provided during the operation and suggested Corrective Actions to improve operations.

❑ The After Action Report should include the following:

- Issue
- Proposed Corrective Action
- Person assigned to complete the corrective action
- Proposed date to complete the corrective action

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APPENDIX 1

EMERGENCY COMMUNICATIONS

POLICY, PROCEDURES, AND CONTACT INFORMATION

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Emergency Communications Flow Chart
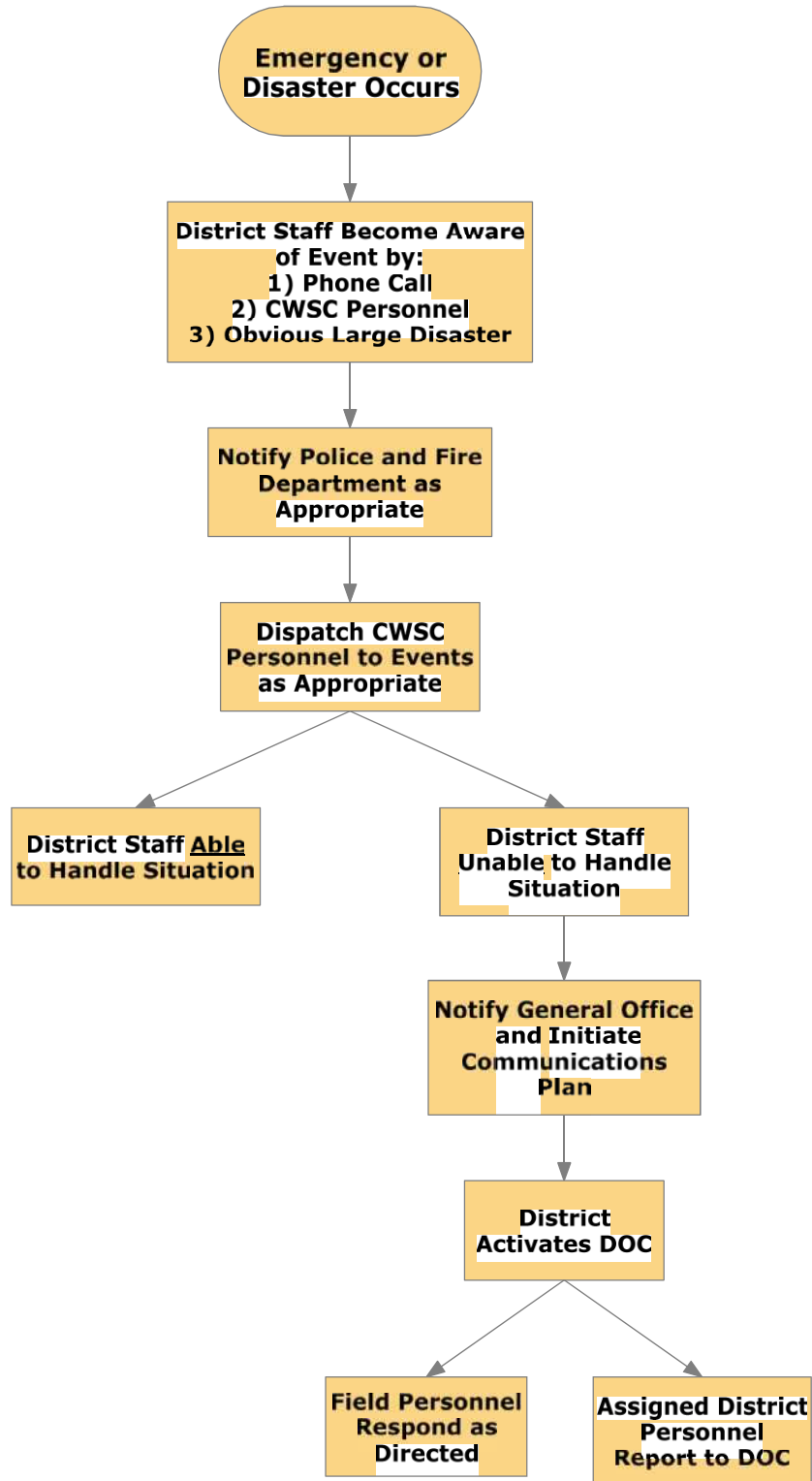
Emergency or Disaster Occurs

↓

District Staff Become Aware of Event by:
1) Phone Call
2) CWSC Personnel
3) Obvious Large Disaster

↓

Notify Police and Fire Department as Appropriate

↓

Dispatch CWSC Personnel to Events as Appropriate

District Staff Able to Handle Situation

District Staff Unable to Handle Situation

↓

Notify General Office and Initiate Communications Plan

↓

District Activates DOC

Field Personnel Respond as Directed

Assigned District Personnel Report to DOC

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Emergency Communications
Policy and Procedures

Prompt and accurate notifications are essential to mitigate the consequences of water-related emergencies. Upon activation of the Cal Water Emergency Response Plan, including notification of responsible agencies and emergency responders, this Appendix specifies internal and external communications, target audiences, and potential methods to complete the communications.

It is the policy of Cal Water to authorize all employees to make the necessary communications in the event of an emergency or a situation perceived to be an emergency. During times when staff is on duty, the communication goes to the appropriate superintendent and/or supervisor. During nights, weekends, and holidays, the site operator or customer service representative (CSR) will initiate calls to 9-1-1 and then to on-call superintendents and responsible supervisors.

Communications and Notification Plan

During normal working hours, Monday through Friday, an employee communicates information regarding emergencies to his or her immediate supervisor first or another supervisor if the immediate supervisor is not available.

If no supervisor is available, this communication must be made by the most efficient means available. Based on reasonable judgment, if an employee determines an imminent threat or notices suspicious activity during nights/weekends/holidays or any time or place in which an on-call supervisor is not immediately available, the employee should call 9-1-1 immediately to report the anomaly. The employee will identify himself/herself as a Cal Water Employee, making sure that the dispatcher understands the threat against the Cal Water drinking water supply system.

After making the 9-1-1 call, the employee immediately will attempt notify his or her supervisor about the reported anomaly, whether the supervisor is at work or on call. From there the notification goes to the respective District Manager and, if necessary, the Vice President of Engineering and Water Quality (Customer Support Services) or his/her designee. If, for any reason, no other supervisor is available, every employee is authorized to contact the District Manager or Vice President of Engineering and Water Quality (Customer Support Services) directly.

The following Communications Plan is based on the Cal Water Emergency Level designations.

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LEVEL 1 - (ALERT)

Service and/or operations are not impacted, but special communications measures must be taken.

Examples of a Level 1 designation include the following: A news story about a concern at another water company, a regional water quality concern, rolling power blackouts, etc.

Communications

1. District Manager (DM) will contact Corporate Communications Manager (DCC) by e-mail, phone, or voice mail.

2. If DCC is unavailable for an extended period, DM will contact Corporate Communications Assistant (CCA) by e-mail, phone, or voice mail.

3. Corporate Communications Department will then work with the district to develop a communications program.

4. DCC will inform the Vice President of Customer Service (VPCS), who will, in turn, share pertinent information with Officers.

5. DCC will also notify any affected department heads.

Target Audiences

- Customers
- Local elected officials
- Community leaders
- Employees

Potential Communication Methods

- News releases
- Presentations to community groups and employees
- Script for Customer Service Representatives
- Web site updates
- Bill inserts
- Bill messages
- Customer Fact Sheets
- Employee meetings
- Separate mailings

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LEVEL 2 - (CUSTOMERS IMPACTED)

Service and/or operations are impacted to the point that customers are inconvenienced.

Examples of a Level 2 designation include the following: Low water pressure, temporary outage, discoloration from flushing, etc.

Communications

1. Contact the DCC.

2. If the DCC is unavailable for an extended period, contact the VPCS.

3. In the unlikely event that neither the DCC nor the VPCS can be reached, an Officer of the affected area will handle communications until the DCC or VPCS can be reached.

4. The DCC or VPCS will inform affected Officers and Department Heads.

5. The DCC or VPCS will work with District and Customer Service Manager to develop communications materials.

6. The DCC or VPCS will inform the Rates Department, which will, in turn, communicate necessary information to CPUC.

Target Audiences

- Customers
- Employees
- Elected Officials and Community Leaders
- DOHS, EPA, CPUC

Potential Communication Methods

- News releases
- Scripts for Customer Service Representatives
- Door hangers
- Web site updates
- Employee meetings
- Special mailers
- Follow-up bill inserts or messages

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LEVEL 3 - (CUSTOMERS IMPACTED, NEED TO TAKE ACTION)

Service and/or operations are impacted and customers need to take action

Examples of a Level 3 designation include the following: Boil water notice, power outage that necessitates conservation, extended service interruption.

Communications

1. The DM will contact the DCC

2. If the DCC is unavailable, the DM will contact the VPCS.

3. In the unlikely event that neither the DCC nor the VPCS can be reached, an Officer of the affected area will handle communications until the DCC or VPCS can be reached.

4. The DCC will contact the VPCS, who will inform the CEO and affected Officers.

5. The Vice President of Engineering and Water Quality will coordinate communications support and contact with DOHS and EPA.

6. The Rates Department will contact the CPUC.

7. The DCC will work with the district and appropriate internal groups to develop communications materials.

8. The DCC will handle media inquiries. The VPCS will handle media in absence of the DCC.

Target Audiences

- Customers
- Employees
- Media
- Elected Officials and Community Leaders
- DOHS, EPA, CPUC

Potential Communication Methods

- Scrolling cable messages
- Automated emergency response telephone systems, if calling area can be isolated
- Door hangers
- Web site updates
- News Releases
- 800 phone number with updates
- Follow-up letters and bill inserts
- Automated telephone notification
- Scripts for Customer Service Representatives

LEVEL 4 - (HEALTH and SAFETY THREAT)

This is an emergency situation that threatens the health and safety of customers and/or employees.

Examples of a Level 4 designation include the following: A serious water quality problem, a hostage situation, violence, or any similar threat.

Communications

1. Call the DCC, who will contact both the VPCS and the CEO.

2. The DCC will respond to media inquiries.

3. The CEO will provide any interviews and make any public statements.

4. The VPCS will inform Officers of the threat.

5. Officers will coordinate communications support (personnel from nearby districts might be needed to hang notices, deliver bottled water, or provide customer service support).

6. The Vice President of Engineering and Water Quality will coordinate communications support and contact with the DOHS and EP A.

7. The Rates Department will contact the CPUC.

8. The Emergency communications team (DCC, VPCS, VPWQ, key Water Quality staff, and Key District personnel) will teleconference to determine a course of action.

9. The District Manager will contact Community Leaders (City Manager, Water Department, City Emergency Response).

10. Communications will proceed as decided upon by the team; all public responses will be compassionate, open, and honest.

Target Audiences

- Customers
- Employees
- Media
- Elected Officials and Community Leaders
- Emergency Response personnel
- Hospitals
- Police and Fire departments
- DOHS, EPA, CPUC

Potential Communication Methods

- Automated emergency response telephone systems
- Door hangers
- Blast faxes to television, radio, newspapers
- Scrolling cable messages
- Scripts for Customer Service Representatives
- Real-time Web site updates
- News Releases
- 800 phone number with updates
- Nextel phones and truck radios
- Other agencies (Municipalities, police, fire)
- Automated telephone notification

Customer Support Services
and Company Emergency
Contact Information
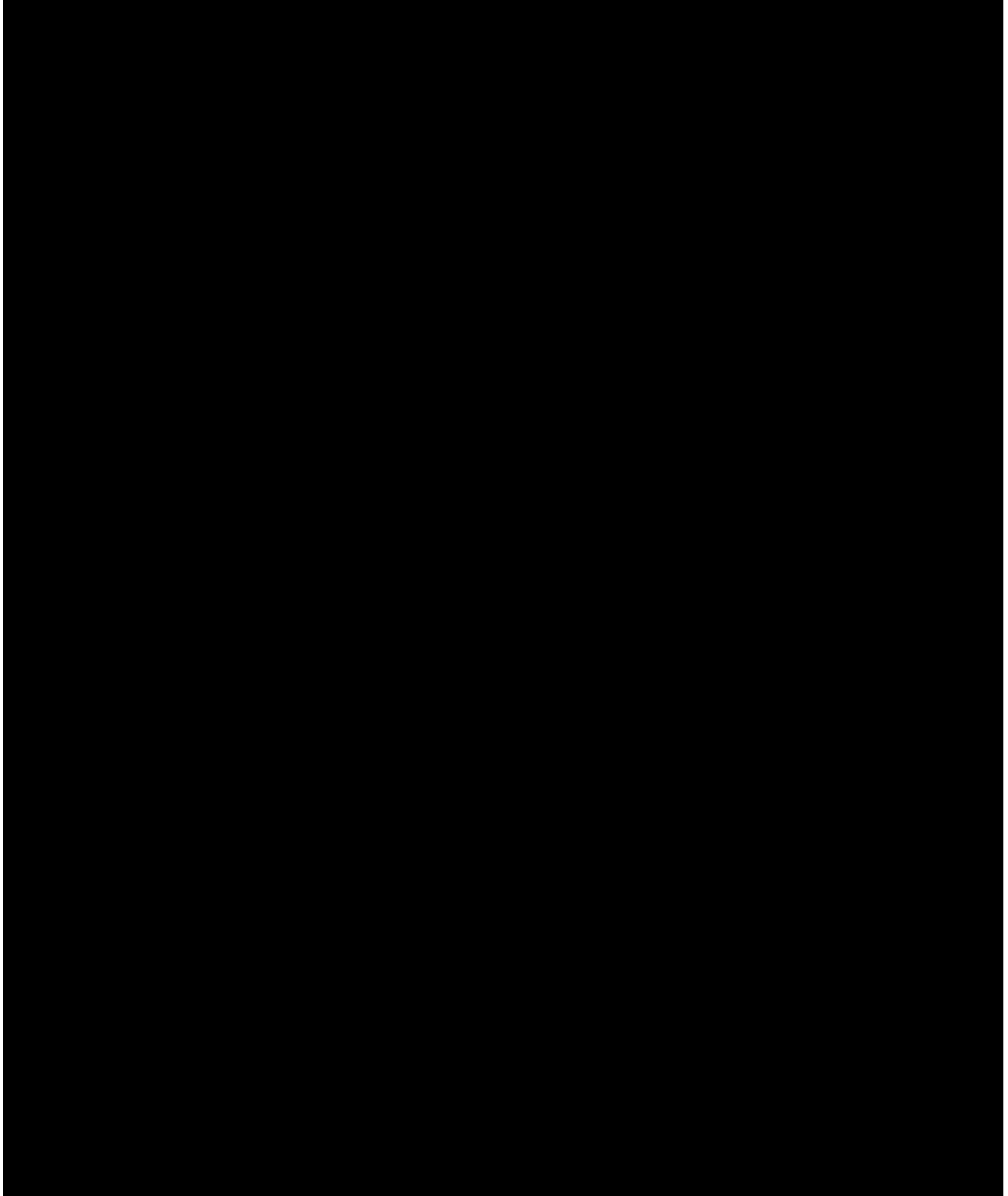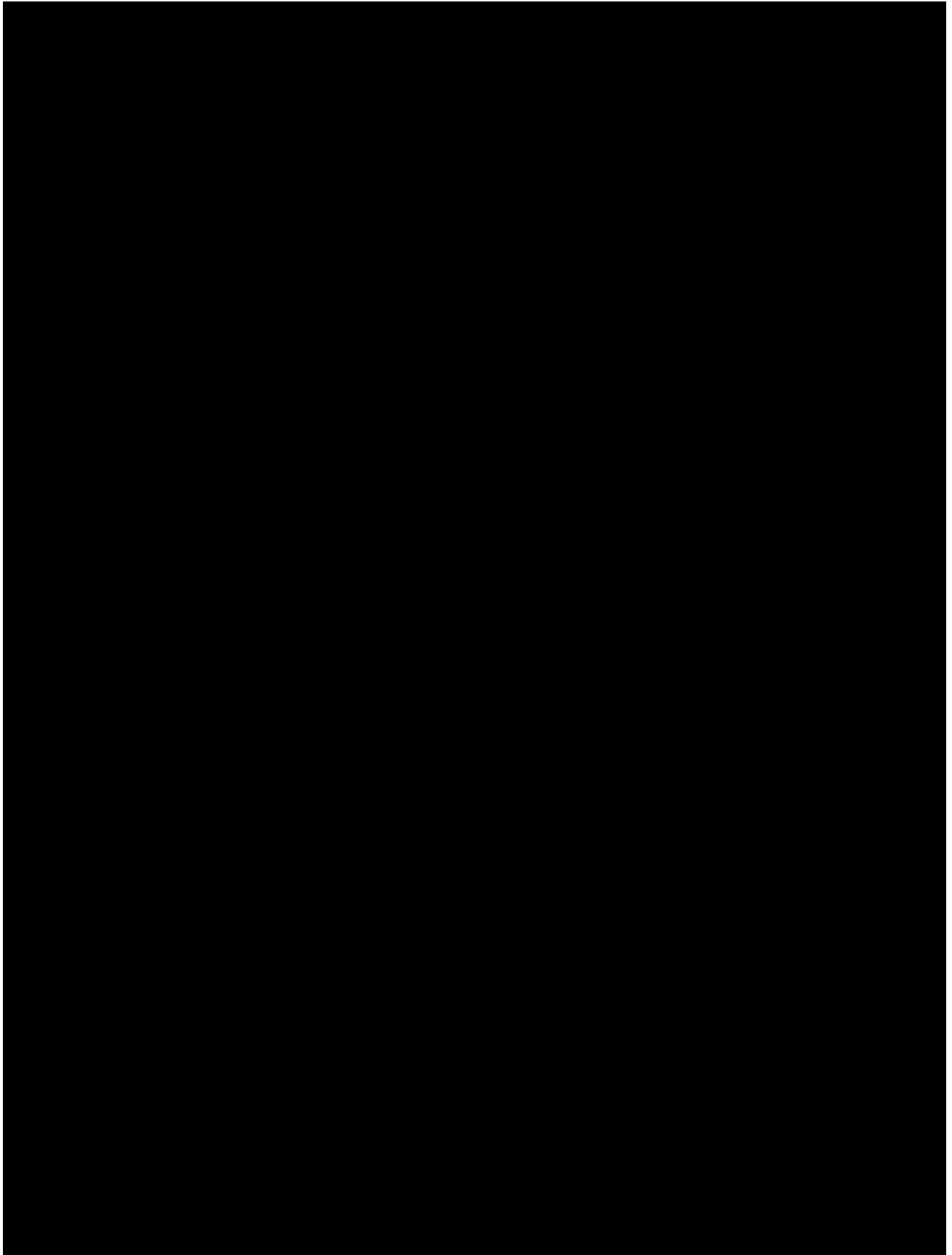
APPENDIX 2

DISTRICT OPERATIONS CENTER PERSONNEL

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DOC Staff
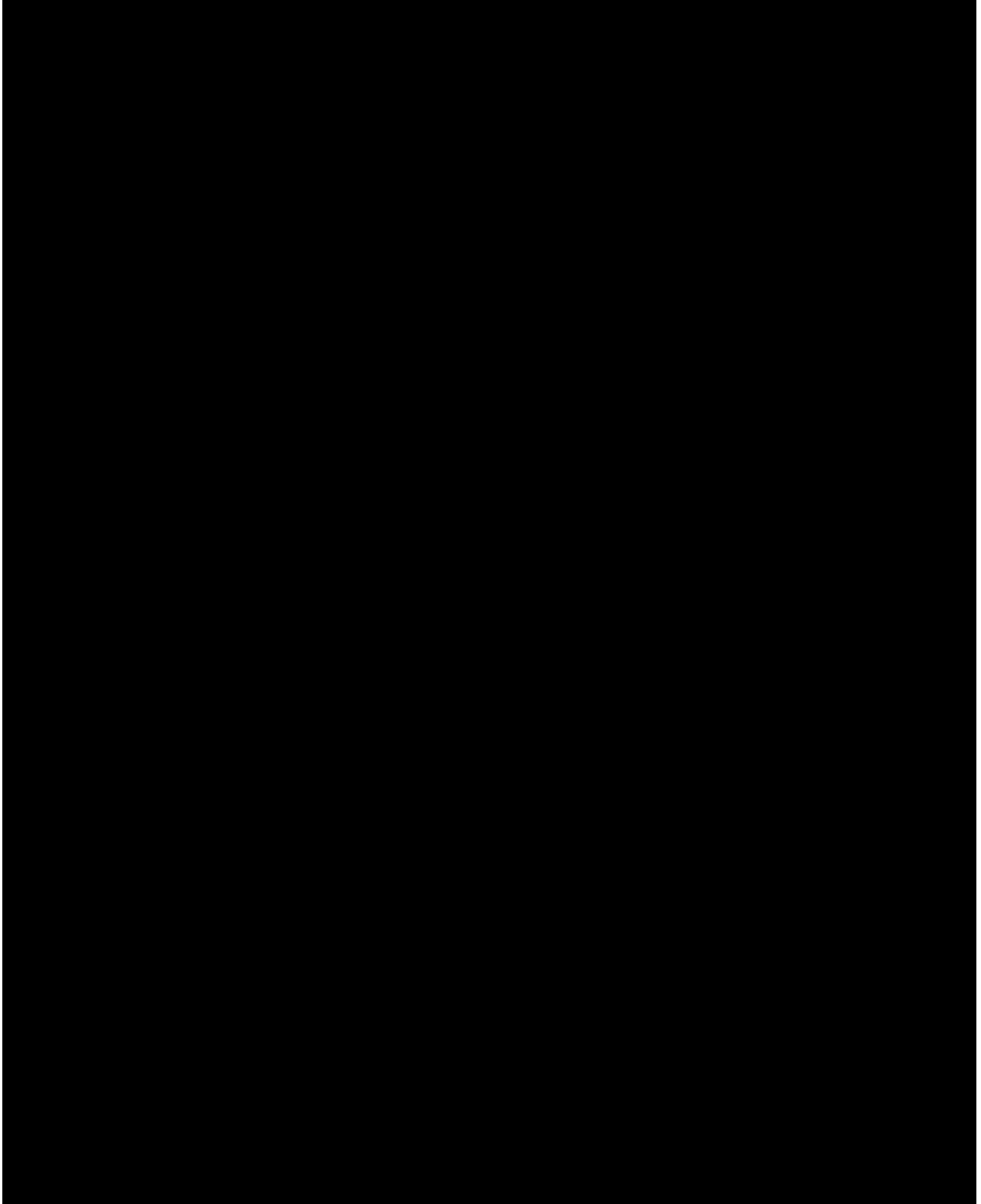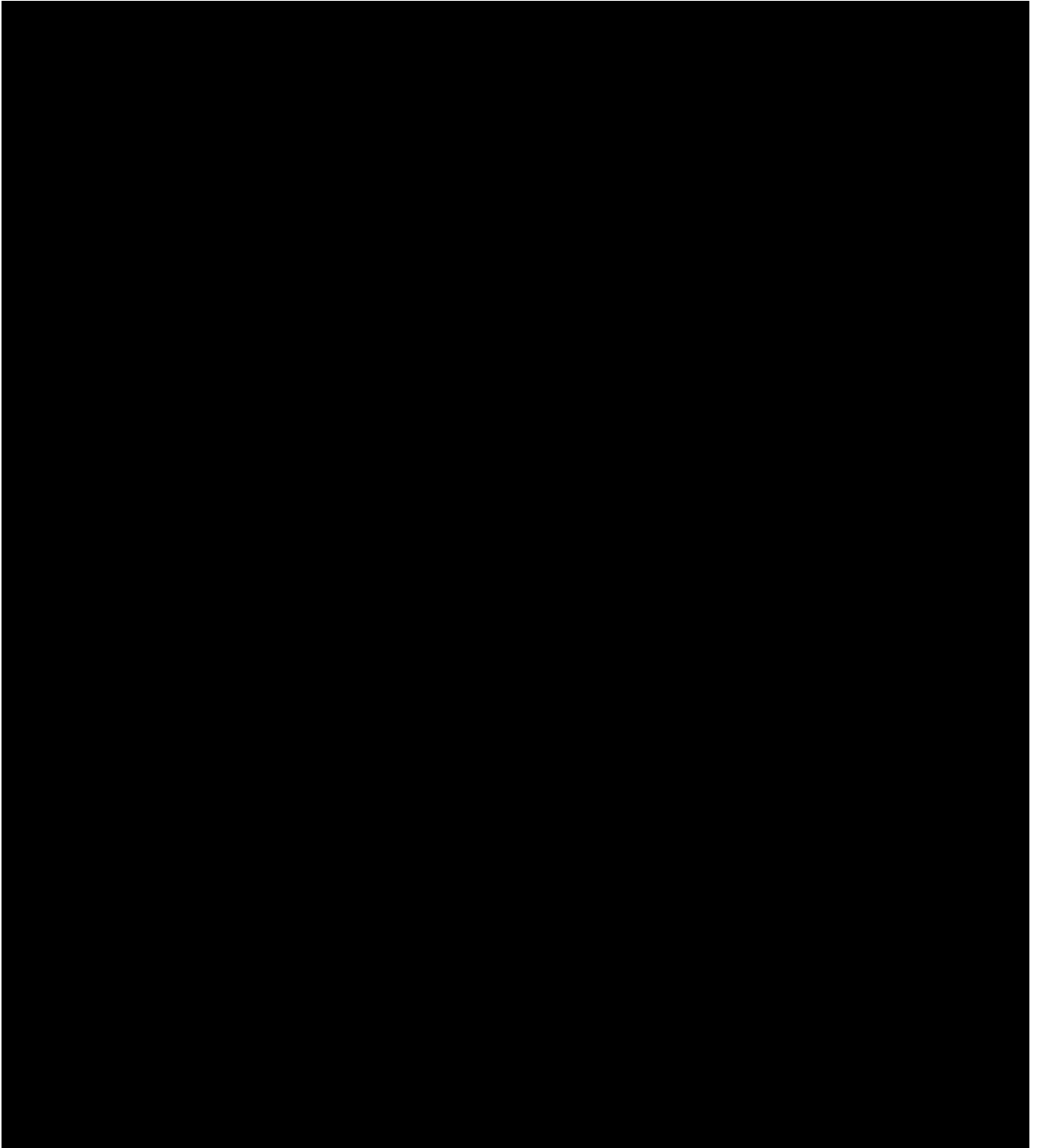
APPENDIX 3

DISTRICT EMPLOYEE ROSTER AND DISTRICT EQUIPMENT LISTING

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Refer to <u>APPENDIX 2</u> For District Employee Information

District Equipment

General Vehicles:
5 - ½ ton Pickup Trucks
Dump Trucks:
1 ton Dump Truck
Loaders:
1 - Backhoe with Front Loader
Trailers:
1 - Flatbed Trailer to haul Backhoe
1 - Utility Trailer
Air Compressor:
1 - Portable Air Compressor
Other Equipment:
1 - Forklift
1 - Portable Booster Pumper
1 - Trench Pump

Normal Supplies on Hand in the Yard

(2450 Bird Street, Oroville, CA 95965)

Warehouse Contains:
Various clamps & small pipe parts & pipe lengths

APPENDIX 4

EMERGENCY CONTACT, CONTRACTOR, and VENDOR LIST

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Laboratory Facilities
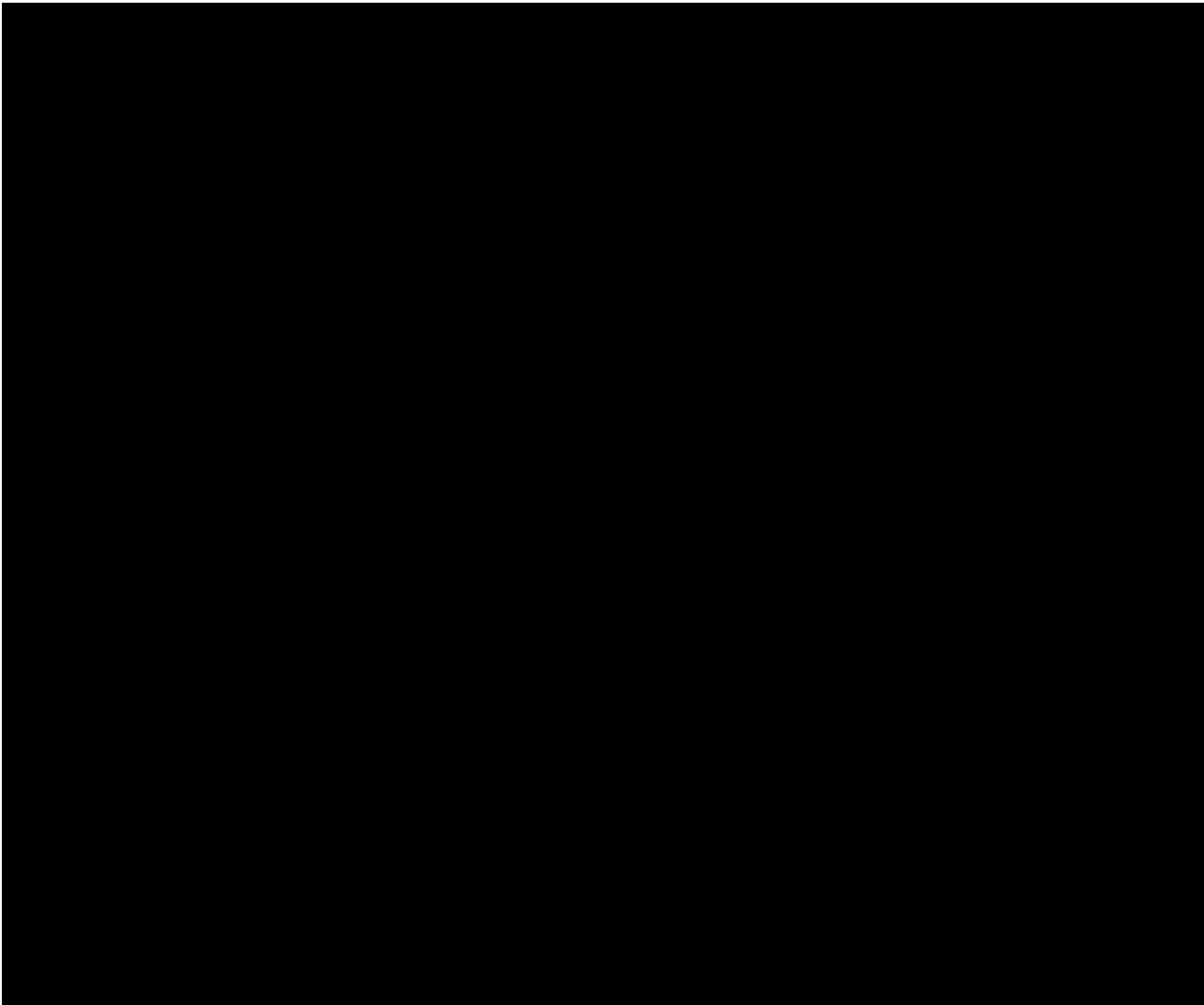
F.G.L.
563 E. Lindo Avenue, Chico, CA 95926

Phone: **(530) 343-5818**

Water Providers

PG&E – Camp 1 5449 Humbug Road, Magalia, CA 95954	
Office Phone: **(530) 896-4471**	
Contact Person: **Kyle Ingroldsen**	
Office Phone: (530) 896-4471	Cell Phone: (530) 228-1106
Alternate Contact Person:	
Office Phone: (530) 896-4404	

Butte County Water & Resources 308 Nelson Avenue, Oroville 95965
Office Phone: **(530) 538-4343**
Contact Person: Paul Gosselin
Office Phone: (530) 538-4343
Alternate Contact Person: Vicky Newlin- Assistant Director
Office Phone: (530) 538-2179

Additional Water Agencies

Thermalito Water & Sewer District **410 Grand Avenue, Oroville, CA 95965**
Office Phone: **(530) 533-0740**
Contact Person: Jayme Boucher
Title: District Manager
Office Phone: (530) 533-0740
Cell Phone: (530) 990-6099
Alternate Contact Person: Ed Neito
Title: Superintendent
Office Phone: (530) 533-0740
Cell Phone: (530) 321-5719
Intertie Location:
On Grand Avenue @ alley between Morningstar and Worthey

South Feather River Water & Power **2310 Quincy Highway, Oroville, CA 95965**
Office Phone: **(530) 533-4578**
Contact Person: Mike Glaze
Title: District Manager
Office Phone: (530) 533-4578
Contact Person: Matt Cowell
Title: Superintendent
Office Phone: (530) 533-4578
Contact Person: John Shipmen
Title: Treatment Plant Manager
Office Phone: (530) 589-0212
Intertie Locations: None

City Public Safety Agencies

City of Oroville Emergency Numbers
Police Emergency: **9-1-1 or (530) 538-2448**
Fire Emergency: **9-1-1 or (530) 538-2480**

Oroville Police Department 2055 Lincoln Street, Oroville, CA 95966
Non-Emergency Phone: **(530) 538-2448**

Oroville Fire Department 2055 Lincoln Street, Oroville, CA 95966
Non-Emergency Phone: **(530) 538-2487**
Contact Person: Dean Hill
Title: Assistant Fire Chief
Cell Phone: (530) 570-8100

City of Oroville Public Works Department 901 Fir Street, Chico, CA 95928
Phone: **(530) 538-2401**
Contact: Rick Wells, City Engineer
Cell Phone: (530) 538-2507

El Medio Fire Department 3515 Meyers Street, Oroville, CA 95966
Non-Emergency Phone: **(530) 538-4484**
Contact Person: Rusty Ohlhausen
Title: Fire Chief

Butte County Agencies

**Butte County Sheriff's Office
33 County Center Drive, Oroville, CA 95965**

Emergency Phone: **9-1-1 or (530) 538-7911 or (530) 891-2711**

Business Phone: (530) 538-7821

**Butte County Fire Department (Cal Fire)
176 Nelson Avenue, Oroville CA, 95965**

Emergency Phone: **9-1-1 or (530) 553-6363**

Non-Emergency Phone: **(530)** 538-7111

**Butte County Public Works Department
7 County Center Drive, Oroville, CA 95965**

Phone: **(530) 538-7681**

**Butte County Health Department
202 Mira Loma Drive, Oroville, CA 95965**

Phone: (530) 891-2731

Environmental Health: **(530) 538-7281**

Fax: (530) 538-5339

Contact Name: Mike Hurta
Phone: (530) 538-7281

| **Butte County Office of Emergency Services** |
| **33 County Center Drive, Oroville, CA 95965** |
| |
| Management Phone: (530) 538-7373 |
| |
| Emergency Management Contact: John Gulserian |
| Position: Emergency Services Officer |
| Office Phone: (530) 538-7373 |
| Cell Phone: (530) 624-6356 |
| |
| |
| Emergency Management Contact: Cindi Dunsmoor |
| Position: Emergency Services Supervisor |
| Office Phone: (530) 538-7373 |
| Cell Phone: (530) 624-4729 |
| |
| |

Utility Providers

| **Electrical Power and Natural Gas** |
| |
| Name: **PG&E** |
| |
| Emergency Phone: **1(800) 743-5000 or 1(800) 743-5002** |
| |
| Account Manager: Brian Dickerson (510) 512-0094 |
| |

State and Federal Government Agencies

California Highway Patrol 995 Fir Street, Chico 95927-6301
Emergency Communications: **9-1-1 or (530) 879-1999**
Non-Emergency Phone: **(530) 879-1960**

California Department of Health Services (DHS) 364 Knollcrest Drive, Suite 101, Redding, CA 96002
Phone: **(530) 224-4800**
Name: Reese Crenshaw
Position: Director, Drinking Water Division
Evening Phone: (530) 510-5007

Water Quality Control Board Region 5 11020 Sun Center Drive, Suite 200, Rancho Cordova, CA 95670
Phone: (916) 464-3291
Fax: (916) 464-4645
Email: info5@waterboards.ca.gov

California Department of Fish and Wildlife - North Central Region (2) 1701 Nimbus Road, Rancho Cordova, CA 95670
Business Phone: (916) 358-2900
Water Quality Phone: FAX: (916) 358-2912
General email: r2info@wildlife.ca.gov

Federal Bureau of Investigation (FBI)   **4500 Orange Grove, Sacramento, CA 95841**
Business and Emergency Phone: **(916) 481-9110**
Fax: (916) 977-2300
Email: sacramento@ic.fbi.gov

US Environmental Protection Agency Region 9 (Pacific Southwest)   **75 Hawthorne Street, San Francisco, CA 94105**
Business Phone: **(415) 947-8000**

Hazardous Materials Contacts

For HAZMAT Response
Oroville Fire Dept., Chief Ron Myers   (530) 538-2487

For Sampling Following a Suspected Terrorist Act
Pending agreement with Butte County Environmental Health Dept.,   Dan Dyer (530) 538-2131

Contractor Information

West Valley Construction **11276 Midway, Chico CA 95928**
Office Phone: (530) 895-0216
Contact Person: Dave Reinhardt
Title: District Manager
Office Phone: (530) 895-0216
Cell Phone: (916) 796-5113
Alternate Contact Person: Lance Shufelberger
Title: General Foreman
Office Phone: (530) 895-0216
Cell Phone: (530) 308-9608
Alternate Contact Person: Debra Marchland
Title: Office Manager
Office Phone: (530) 895-0216
Cell Phone: (530) 308-9605
What jobs can they perform during an emergency:
Main Pipeline Installations and Repairs, Service Pipeline Installations and Repairs
Meter Installations, Excavations, Concrete and Pavement Installations
Type of equipment typically available:
All equipment necessary for handling, installing and repairing pipes of different sizes,
for large and small excavations, for road closures and traffic control, for hauling equipment
and materials.
If you are unable to contact the WVC District Office or District personnel:
1. Call the Company's EOC (Campbell) using dedicated CWS satellite phone number:
California Water Service Company Contact Number: **(480) 768-2500**
Enter **8816-2348-3877** when prompted (or dial 011-8816-2348-3877)
2. Email the EOC using the address: **EOC@wv-inc.com**

Duke Sherwood Contracting Incorporated **495 Stimpson Road, Oroville, CA 95965**
Office Phone: **(530) 533-2710**
Contact Person: Duke Sherwood
Title: Owner
Office Phone: (530) 533-2710
Cell Phone: (530) 624-5642
Alternate Contact Person: Doug Sherwood
Office Phone: (530) 533-2710
Cell Phone: (530) 682-4874
Alternate Contact Person: Don Sherwood
Office Phone: (530) 533-2710
Cell Phone: (530) 624-6271
What jobs can they perform during an emergency:
Repairs to canal system, In an emergency repairs to distribution mains & services if West Valley was not available.
Type of equipment typically available:
Pipe, trucks, backhoes, excavators

North State Electric & Pump **3282 State Highway 32, Chico CA 95973**
Office Phone: (530) 891-5545
24 Hour Emergency Phone: 1-(800)-407-8677
Services:
Complete Agricultural and Domestic Pump Systems, Including Pump and Electrical Systems, Electric Motor Rewinds, Fire Systems, Ten Ton Crane Service

Commercial Pump & Mechanical   **11254 Midway Road, Chico, CA 95928**
Office Phone: **(530) 899-1583**
Contact Person: Steve Greenwood
Title: Owner
Office Phone: **(**530) 899-1583
Cell Phone: (530) 327-8253
Alternate Contact Person: Chris
Title: Foreman
Office Phone: (530) 899-1583
Cell Phone: (916) 849-5286
Supplies and/or Equipment Available:
Well Pump, Motor, Control System. Boom trucks, all well related equipment.

Vendor Contact Information

R&B Company   **13 Jordan's Place, Suite 200, Chico, CA 95973**
Office Phone: **(530) 899-1729**
After Hours Emergency Phone: (530) 899-9732
Supplies and/or Equipment Available:
All types of water pipes and fittings

Better Deal Exchange / ACE Hardware   **1845 Mitchell Avenue, Oroville, CA 95965**
Office Phone: (530) 533-5600
Supplies and/or Equipment Available:
Small clamps, plastic pipe parts, electrical parts, batteries, etc.

| **Home Depot** |
| **2150 3rd Street, Oroville, CA 95965** |
| |
| Office Phone: **(530) 538-0521** |
| |
| **Supplies and/or Equipment Available:** |
| |
| Small clamps, plastic pipe parts, electrical parts, batteries, etc. |
| |
| |

| **Dawson Oil** |
| 2595 5th Ave, Oroville Ca 95965 |
| |
| Office Phone: **(530) 532-1802** |
| |
| After Hours Emergency Phone: 1-800-422-2339 |
| |
| **Supplies and/or Equipment Available:** |
| Diesel & Gas Delivery |
| |

| **Disaster Recovery- Agility Recovery** |
| |
| Office Phone: **(877) 364-9393** |
| |

| **California Resiliency Alliance** |
| **Bulk Bottled Water for CPODs** |
| |
| Office Phone: **(925) 315-9277** |
| |
| Contact Person: Monika Stoeffl |

APPENDIX 5

HAZARD SPECIFIC CHECKLISTS

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Hazard-Specific Checklists

All events are UNIQUE. Following are lists of various considerations for specific types of emergencies.

These checklists are designed to be used **in conjunction with** the general duties of the positions outlined in **Section 2** (DOC Positional Checklists).

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Earthquake

- ❑ If an earthquake is 4.5 magnitude or greater and you are within 45 miles of the epicenter, assign personnel to survey District critical facilities (wells, reservoirs, pump stations, transmission and distribution systems) that may have been damaged.
- ❑ If you notice severe damage after facilities survey, activate the DOC and report your findings immediately.
- ❑ Direct repair personnel to those areas as needed.
- ❑ If water distribution lines have been compromised in and around waste water collection lines, and there is a possibility of contamination, coordinate this information with local government and health services representatives.
- ❑ Obtain the status of interconnects to other systems.
- ❑ Determine disaster impacts to water suppliers and their ability to provide water.
- ❑ Isolate reservoirs and other water system components as needed.
- ❑ Ensure critical treatment plant processes are operable.
- ❑ Assess damage to chemical storage and delivery equipment.
- ❑ Consider manual operation of reservoirs and pump stations as required.
- ❑ Initiate a Facilities Log (Located in **APPENDIX 6**) that indicates which of those facilities have been checked and their disposition.
- ❑ Obtain a status report on nearby highways and roads. Develop a consistent plan for Company response personnel. Ensure adequate ingress and egress for repair activities.
- ❑ Field units should initiate a general system-wide survey after completing their critical facilities check. They should be aware of fires, fuel leaks, ruptured pipes, downed power lines, utility disruptions, chemical spills, etc. that could affect their movements throughout the District.
- ❑ Be prepared to inform utility companies of any known electrical and gas complications.
- ❑ In the event of increased water demand, monitor distribution systems to meet the need based on fire suppression efforts
- ❑ Be prepared to inform Health Officials on other water quality issues as required.
- ❑ If water has been discharged into sensitive areas, coordinate with Cal Water Environmental Affairs, Regional Water Quality Board, and Department of Health Services. Refer to **ANNEX B**, NPDES Best Practices Procedures.
- ❑ In the event of a significant aftershock, repeat the above steps.

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Hazardous Materials Incidents (HAZMAT)

❑ Ensure that field personnel evacuate and control the area along with first responders. CWSC personnel should stay back at least 200 feet and upwind from the event.

❑ Ensure that CWSC personnel do not approach or handle potentially contaminated containers or process areas unless trained to do so.

❑ Advise Police and Fire personnel of the potential impacts to the distribution system.

❑ If necessary, consult the orange DOT Emergency Response Guidebook for specific warnings, cautions and handling guidelines.

❑ Implement procedures to isolate potentially contaminated systems.

❑ If necessary, make plans for alternative water supply.

❑ Consider the potential affects of weather on water demand.

❑ Establish a decontamination / treatment area for exposure victims if necessary.

❑ Consider isolating exposure victims from others, especially if bio-hazards are involved.

❑ If evacuation is required around repair sites, contact the Police and Fire immediately.

❑ IMPORTANT: Evacuation is the assisted removal of people BEFORE a threat arrives… On the other hand RESCUE is an issue that deals with the removal of persons once the threat is upon them.

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Floods and Storms

General

❑ Activate the DOC or EOC, and assign personnel to survey critical facilities (wells, reservoirs, pump stations, transmission and distribution systems) that may have been damaged. Report their findings back to the DOC or EOC.

❑ Direct repair personnel to those areas as needed.

❑ Obtain the status of interconnects to other systems.

❑ Determine disaster impacts to water suppliers and their ability to provide water.

❑ Consider manual operation of reservoirs and pump stations as required.

❑ Initiate a Facilities Log (Located in Appendix 4 of ERP) that indicated which of those facilities have been checked and their disposition.

❑ Assess your system and facilities for points of vulnerability based on risk of loss of the facility and consequences of loss of facility. Then, develop plans to minimize the risk of loss as well as contingency in the event the facility is lost.

❑ Ensure adequate supplies and materials such as sand bags and sand are stockpiled in yards and in areas prone to flooding.

❑ Inspect and clean storm drains at all facilities frequently to facilitate the removal of water from facilities.

❑ Inspect slopes where tanks are located.

Floods and Storms

❑ Obtain a status report on nearby highways and roads. Develop a consistent traffic plan for company personnel.

❑ Ensure that police and fire agencies are providing adequate traffic control around repair sites with ingress and egress to these scenes. It's important to realize that approximately 80% of flood deaths occur in vehicles.

❑ Stay in contact with city and county EOCs for updated flood stage information.

❑ Floods are generally preceded by powerful storms. Check for downed power lines and inform utility companies to prevent electrocution hazards.

❑ Canals and creeks are an attractive nuisance to people, especially when heavy rains increase the water levels and turn them into raging currents. Ensure these areas are clear. Depending on severity, check for problem areas.

❑ Watch ponds for inundation or overflow.

❑ If evacuation is required from around a repair site, contact the cities or the county immediately.

❑ IMPORTANT: Evacuation is the assisted removal of people BEFORE a threat arrives… On the other hand RESCUE is an issue that deals with the removal of persons once the threat is upon them.

Water Quality Issues

❑ Floodwaters may carry additional health and safety risks, such as bacteria from raw sewage or hazardous substances. Sandbags tend to act as sponges for these hidden dangers, so ensure precautions are taken when handling them or coming into contact with the water itself.

Water and Wastewater Treatment Plants

❑ Ensure critical treatment plant processes are operable.

❑ Make sure the plant has necessary operational supplies such as treatment chemicals. During storm events, you may find you need to use more than normal, especially during a runoff event.

❑ Make any possible system modifications prior to major storm events (full storage tanks, sample planning, etc.).

❑ Ensure all generators are fully fueled.

❑ Discuss a communication plan and plan of operations in the event that key facilities are impacted. The plan of operations could cover a variety of scenarios.

Pump Stations

❑ Assess damage to chemical storage and delivery equipment.

❑ Ensure redundant well sites should be ready for service at a moment's notice.

❑ Ensure all generators are fully fueled.

Wildland Interface Fire

❑ Determine the size of the involved area, both actual and potential.

❑ Determine the apparent direction the fire is traveling and what lies in its path.

❑ Determine the need for evacuation at or around company facilities or repair sites.

❑ If a facility, building or vehicle is involved, determine if chemicals or hazardous substances are involved or potentially in danger of being involved. Determine what the chemicals or substances are, their location, and how much.

❑ Ensure that field personnel remain downhill and upwind from wildland fires.

❑ Ensure that field personnel are constantly aware of the potential for toxic smoke or fumes.

❑ Immediately establish a liaison with the Fire Department Incident Commander or the jurisdiction's DOC or EOC.

❑ Have field personnel monitor ingress and egress routes for Company vehicles. If possible, establish perimeter control around Company facilities, keeping unauthorized vehicles and pedestrians out of the area.

❑ In the event of increased water demand, monitor distribution systems to meet the need based on fire suppression efforts.

❑ IMPORTANT: Evacuation is the assisted removal of Company personnel before a threat arrives. On the other hand, rescue is an issue that deals with the removal of personnel once the threat is upon them.

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Water Denial

❑ Public notification regarding water conservation should be made as soon as possible. Refer to **APPENDIX 1** of this plan for public notification procedures.

❑ In the case of advanced notice, all reservoirs in the system should be filled, and remain filled until water can no longer be provided.

❑ Communicate with other neighboring water systems to determine if water can be exchanged.

❑ In the case of a system-wide denial issue, remain in contact with Water Provider (if appropriate) as to the exact status of their system.

❑ When the water denial situation is resolved, bring the system back to normal conditions.

❑ Using the procedures noted in **APPENDIX 1**, ensure that the public is notified when they may resume normal water usage.

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Potentially Compromised Water Supply

❑ Employee encounters

- Lock(s) cut at one or more of the following:
  o Gate
  o Boosters
  o Well
  o Chemical feed
  o Tank
- Witness account
- Direct notification by perpetrator (phone or written)
- Unusual container(s) at station site
- Unusual type of consumer complaints in a specific service area
- Suspected backflow event
- Unusual field pH or chlorine results

❑ Employee completes and turns in the "Threat Evaluation Worksheet" to DM or appointed alternate

❑ Make a determination of the severity and extent of the possible contamination and the degree of public hazard
- Determine the boundaries of the affected area

❑ Contact your Water Quality Program Manager who will contact Division of Drinking Water.
- Provide a copy of the threat evaluation sheet to the WQPM

❑ Notify the VP of Communications and the VP of Operations & Water Quality or the Director of Operations if the VP of Operations is not available

❑ If appropriate activate the District Emergency Operations Center or Emergency Operations Center

❑ Notify all internal contacts using the Customer Outreach Portal

❑ If possible and appropriate isolate the source of contamination from the distribution system
- Determine supply duration of finished water in tanks and reservoirs
- Consider whether to continue normal operations or arrange for alternative means of treatment
- Implement plan to work around isolated systems

❑ Determine if a credible threat has been posed to the water system

- If a credible threat is determined contact local police department to open an investigation
  - If the police determine a credible threat has been posed to the water system
    - Work with the hydraulic modeling group to determine where the contamination may be
    - Work with Corporate Communications representative to create the Water Potentially Compromised Do Not Use notice.
    - Collect necessary samples
    - Conduct flushing, if needed
    - Assemble team to distribute notice to customers
      - If additional support is needed work with VP of Operations & Water Quality
    - Contact HAZMAT sampling team to collect samples
      - Ask HAZMAT team to perform initial onsite screening
      - Provide all emergency kit contents to HAZMAT team for sampling
      - Coordinate contract lab delivery with your Water Quality Program Manager
      - Work with the Corporate Communications Department for media releases.

- If no credible threat has been determined by the District Office through the Threat Evaluation Form or the police
  - Work with your Water Quality Program Manager to collect the following measurements/samples
    - Chlorine residual
    - pH
    - bacteriological presence/absence samples
    - other tests as recommended

❑ If appropriate, begin temporary/permanent repairs to damaged system components

❑ Once lab results are received
- Results indicate compromised water supply
  - Work with your Water Quality Program Manager to notify DDW and the Environmental Affairs Program Manager to notify the Regional Water Quality Control Board
  - Work with EHS representative and HAZMAT personnel to drain and flush compromised water.

- o After flushing the distribution system coordinate with Water Quality Program Manager to collect follow up samples
- o Once acceptable results are received by the Water Quality Program Manager work with the WQPM and the Corporate Communications Department to draft notices to resume normal use.
- o Once WQPM receives approval from DDW on notices, the notices are finalized
- o The water supply is cleaned and disinfected by the HAZMAT personnel
- o Work with WQPM to collect follow up samples
- o Once acceptable results are received and the WQPM has confirmed with DDW, distribute the Resume Normal Use notices and put the restored supply back in service
- Results do not indicate compromised water supply
  - ▪ Work with WQPM and the Corporate Communications Department to draft notifications to resume normal use
  - ▪ Once WQPM receives approval from DDW on notices, the notices are finalized
  - ▪ Restore supply to distribution system
  - ▪ Distribute flyers to customers

❑ Send incident report to VP of Operations, The Water Quality Director, VP of Corporate Communications, VP of Rates

❑ Conduct lessons learned meeting

❑ Complete an After Action Report

References:

1. USEPA. *Response Protocol Toolbox: Planning for and Responding to Drinking Water Contamination Threats and Incidents.* August 2004
2. USEPA. *Sampling Guidance for Unknown Contaminants in Drinking Water*. November 2008
3. USEPA. *Emergency Response Plan Guidance for Small and Medium community Water Systems to Comply with the Public Health Security and bioterrorism Preparedness and Response Act of 2002*. April 2004

Threat Evaluation Worksheet

INSTRUCTIONS

The purpose of this worksheet is to help organize information about a contamination threat warning that would be used during the Threat Evaluation Process. The individual responsible for conducting the Threat Evaluation should complete this worksheet. The worksheet is generic to accommodate information from different types of threat warnings; thus, there will likely be information is unavailable or not immediately available.

THREAT WARNING INFORMATION

Date/time threat warning discovered:

Utility Name and Address:

Name/Number of person who discovered threat warning:

Type of threat warning:

❑ Security Breach   ❑ Witness account   ❑ Phone threat
❑ Written threat   ❑ Unusual water quality   ❑ Consumer complaint
❑ Public health notification ❑ Other:_____

Identity of the contaminant: ❑ Known   ❑ Suspected   ❑ Unknown

If known or suspected, provide additional detail below

     ❑ Chemical   ❑ Biological   ❑ Radiological

Describe___

_____

Time of contamination: ❑ Known   ❑ Suspected   ❑ Unknown

If known or estimated, provide additional detail below

Date and time of contamination:

_____

Additional information:

_____

Mode of Contamination:

If known of suspected, provide additional detail below

❑ Known   ❑ Suspected   ❑ Unknown

Method of addition:

Amount of material:

Additional information:

_____

Site of contamination:

❑ Known   ❑ Suspected   ❑ Unknown

If known or suspected, provide additional detail below

Number of sites:

Provide the following information for each site

Site #1

Site Name:

Type of facility

❑ Source water   ❑ Treatment plant   ❑ Pump station
❑ Ground storage tank   ❑ Elevated storage tank   ❑ Finished water reservoir
❑ Distribution main   ❑ Hydrant   ❑ Service connection
❑ Other _____

Address:

_____

Additional Site Information:

_____

Site #2

Site Name: ____

Type of facility

❑ Source water ❑ Treatment plant ❑ Pump station
❑ Ground storage tank ❑ Elevated storage tank ❑ Finished water reservoir
❑ Distribution main ❑ Hydrant ❑ Service connection
❑ Other _____

Address: ____

_____

Additional Site Information: ____

_____

ADDITIONAL INFORMATION

Has there been a breach of security at the suspected site?	❑ Yes	❑ No
Are there any witness accounts of the suspected incident?	❑ Yes	❑ No
Was the threat made verbally over the phone?	❑ Yes	❑ No
Was a written threat received?	❑ Yes	❑ No
Are there unusual water quality data or consumer complaints?	❑ Yes	❑ No
Are there unusual symptoms or disease in the population?	❑ Yes	❑ No
Are the results of sample analysis available?	❑ Yes	❑ No
Is there credible information from external sources?	❑ Yes	❑ No

(Check all that apply)

Point of contact: ____

❑ Local law enforcement ❑ FBI ❑ DW primacy agency
❑ Public health agency ❑ Hospitals/911 call centers ❑ US EPA/Water ISAC
❑ Media reports ❑ Homeland security alerts ❑ Neighboring utilities
❑ Other _____

Summary of key information from external sources:

_____
_____
_____
_____
_____
_____

CALIFORNIA WATER SERVICE COMPANY - OROVILLE DISTRICT
EMERGENCY RESPONSE PLAN

Has normal activity been investigated as the cause of the threat warning?

❑ **Yes**   ❑ **No**

Normal activities to consider

❑ Utility staff inspections   ❑ Routine water quality sampling
❑ Construction or maintenance   ❑ Contractor activity
❑ Operational changes   ❑ Water quality changes with a known cause
❑ Other

_____

Is the threat "possible"?   ❑ **Yes**   ❑ **No**

Summarize the basis for this determination: _

_____
_____

Response to a "possible" threat:

❑ None   ❑ Site characterization   ❑ Isolation /containment
❑ Increased Monitoring/security

                          ❑ Other _____

Is the threat "credible"?   ❑ **Yes**   ❑ **No**

Summarize the basis for this determination: _

_____
_____

Response to a 'credible' threat:

❑ Sample analysis   ❑ Site characterization   ❑ Isolation/containment
❑ Partial EOC activation ❑ Public notification   ❑ Provide alternate water supply
❑ Other _____

Has a contamination incident been confirmed?

❑ **Yes**   ❑ **No**

Summarize the basis for this determination: _

_____
_____

Response to a confirmed incident:

❑ Sample analysis   ❑ Site characterization   ❑ Isolation/containment
❑ Full EOC activation   ❑ Public notification   ❑ Provide alternate water supply
❑ Initiate remediation and recovery
❑ Other _____

How do other organizations characterize the threat?

Organization	Evaluation	Comment
❑ Local Law Enforcement	❑ Possible ❑ Credible ❑ Confirmed	
❑ FBI	❑ Possible ❑ Credible ❑ Confirmed	
❑ Public Health Agency	❑ Possible ❑ Credible ❑ Confirmed	
❑ Drinking Water Primacy Agency	❑ Possible ❑ Credible ❑ Confirmed	
❑ Other	❑ Possible ❑ Credible ❑ Confirmed	
❑ Other	❑ Possible ❑ Credible ❑ Confirmed	

SIGNOFF

_____

Name of person completing this form:

Print name _____   Phone Number

*Document based on the EPA Response Protocol Toolbox: Planning for and Responding to Drinking Water Contamination Threats and Incidents, *Threat Evaluation Form* (2004)

Raw Water Contamination

❑ Ensure that the contaminated area is isolated from the rest of the system.

❑ Discontinue pumping source water until it can be determined that contaminated water cannot be drawn into other facilities.

❑ Coordinate with Water Quality to collect samples to determine the presence/absence of contamination at points within the system.

❑ Make a determination as to the severity and extent of the problem and the degree of public hazard.

❑ Contact maintenance personnel to repair failed equipment.

❑ If appropriate, activate District Operations Center.

❑ Consult with Corporate Communications on Public Notices.

❑ Coordinate Media Contacts.

❑ Determine supply duration of finished water in tanks and reservoirs.

❑ Consider whether to continue normal operations or arrange for alternative means of treatment.

❑ Notify the County Public Health Department and the State CDPH engineer.

❑ Based on information obtained from the Health Department engineer, a determination will be made as to the length of time necessary to be out of production.

❑ Notify appropriate customers based on this information.

❑ Work with Contract Labs to develop sampling and analysis plans - expedite analysis.

❑ Implement plan to work around isolated systems.

❑ Implement Cal Water Procedure for Potential Contaminated Water Supply. Refer to **ANNEX A**.

❑ Based on information obtained from the local Department of Health Services engineer, a determination will be made as to the length of time necessary to be out of production.

❑ Notify appropriate customers based on this information.

❑ Notify the local emergency management office.

❑ Notification of chemical contamination of distribution system may result in notification of law enforcement, environmental agencies, and FBI.

❑ Begin temporary and/or permanent repairs to damaged system components.

❑ If system flush of contaminated water is required, coordinate with Cal Water Environmental Affairs, Regional Water Quality Board, and Department of Health Services. Refer to **ANNEX B**, NPDES Best Practices Procedures.

❑ Notify all customers of date and time when full recovery/full service is anticipated and when it is achieved.

Finished Water Contamination

❑   Ensure that the contaminated area is isolated from the rest of the system.

❑   Discontinue pumping source water until it can be determined that contaminated water cannot be drawn into other facilities.

❑   Coordinate with Water Quality to collect samples to determine the presence/absence of contamination at points within the system.

❑   Make a determination as to the severity and extent of the problem and the degree of public hazard.

❑   Contact maintenance personnel to repair failed equipment.

❑   If appropriate, activate District Operations Center.

❑   Consult with Corporate Communications on Public Notices.

❑   Coordinate Media Contacts.

❑   Determine supply duration of finished water in tanks and reservoirs.

❑   Consider whether to continue normal operations or arrange for alternative means of treatment.

❑   Notify the County Public Health Department and the State CDPH engineer.

❑   Based on information obtained from the Health Department engineer, a determination will be made as to the length of time necessary to be out of production.

❑   Notify appropriate customers based on this information.

❑   Work with Contract Labs to develop sampling and analysis plans - expedite analysis.

❑   Implement plan to work around isolated systems.

❑   Implement Cal Water Procedure for Potential Contaminated Water Supply. Refer to **ANNEX A**.

❑   Based on information obtained from the local Department of Health Services engineer, a determination will be made as to the length of time necessary to be out of production.

❑   Notify appropriate customers based on this information.

❑   Notify the local emergency management office.

CALIFORNIA WATER SERVICE COMPANY - OROVILLE DISTRICT
EMERGENCY RESPONSE PLAN

❑ Notification of chemical contamination of distribution system may result in notification of law enforcement, environmental agencies, and FBI.

❑ Begin temporary and/or permanent repairs to damaged system components.

❑ If system flush of contaminated water is required, coordinate with Cal Water Environmental Affairs, Regional Water Quality Board, and Department of Health Services. Refer to **ANNEX B**, NPDES Best Practices Procedures.

❑ Notify all customers of date and time when full recovery/full service is anticipated and when it is achieved.

Do Not Drink Advisory

❑ One of the following incidents occurs:
- Nitrate or perchlorate MCL exceedance at a site without treatment or after treatment
- Known or unknown contamination event
- Identified and confirmed backflow incident

❑ Consult WQPM for appropriate response

❑ Open the DOC/EOC if a Do Not Drink Advisory is required

❑ If possible and appropriate isolate the source of contamination

❑ Determine the boundaries of the affected area

❑ Notify the VP of Communications and VP of Operations & Water Quality or the Director of Operations if the VP is not available

❑ Notify all internal contacts using the Customer Outreach Portal

❑ Contact your Water Quality Program Manager for the following:
- They will contact Division of Drinking Water. Provide the following information:
  - ○ Cause of the incident
  - ○ Actions taken and future corrective actions
  - ○ Expected duration of the Do Not Drink Advisory
  - ○ Number of service connections affected
  - ○ Chlorine residual in the affected area
  - ○ If there is a nitrate level exceedance and there is SCADA data from the online Nitrate analyzer, be ready to provide this information to the Water Quality Program Manager
- Coordinate with your Water Quality Program Manager to collect confirmation samples
- Suggestions in operational changes

❑ Work with the Water Quality Department and Corporate Communications Department to establish affected customer boundaries and draft the Do Not Drink Advisory.

❑ Notify customers
- Notify appropriate customers via the Customer Outreach Portal
- Dispatch personnel to deliver Do Not Drink Advisories following the Emergency Notification Program
  - o Track the delivery of customer notification with documentation
  - o If additional help is needed contact the VP of Operations

❑ Submit pdf copies of all documentation to WQPM (pictures, customer lists, COCs, etc.)

❑ After confirmation samples are received
- Confirmed contaminant or over MCL
  - o Continue to work with the Water Quality Department, Engineering Department, and operations staff to resolve the issue
  - o Work with your Water Quality Program Manager to collect confirmation samples
- Contaminant not confirmed or under MCL
  - o Confirm with your Water Quality Program Manager that DDW has granted permission to lift Do Not Drink Advisory
  - o Work with your Water Quality Program Manager and the Corporate Communications Officer on the lift notice
  - o Deliver the lift notice to customers in the affected area

❑ Conduct lessons learned meeting

❑ Prepare an After Action Report

References:

4. Goldman, Melinda; Henrie, Tarrah, California Water Service Company; *Nitrates Procedure;* https://intranet.calwater.com/departments/waterquality/_layouts/15/WopiFrame.aspx?sourcedoc=/departments/waterquality/Shared%20Documents/Procedure%20and%20policy/E.%20Nitrates.doc&action=default *; (2010)

Boil Water Order

❑ One of the following incidents occur
- May require a Precautionary Boil Order:
  - Loss of pressure for a whole pressure zone
  - Loss of pressure for more than 200 customers
  - Tank missing proper vent screening
- Requires a Boil Order:
  - A broken sewer lateral or sewer main in the same hole as a broken water main
  - *E.coli* positive in the distribution system at a non-dedicated sampling site
  - Total Coliform violation
  - Surface water treatment plant fails to meet water treatment requirements

❑ Consult WQPM for appropriate response

❑ Open the DOC/EOC if a Boil Order is required

❑ If possible and appropriate isolate the source of contamination

❑ Determine the boundaries of the affected area

❑ Notify the VP of Communications and VP of Operations & Water Quality or the Director of Operations if the VP is not available

❑ Notify all internal contacts using the Customer Outreach Portal

❑ Contact your Water Quality Program Manager for the following:
- They will contact Division of Drinking Water. Provide the following information:
  - Cause of the incident
  - Actions taken and future corrective actions
  - Expected duration of the Boil Order
  - Number of service connections affected
  - Chlorine residual in the affected area

- o If *E.coli* is present at a distribution site, make arrangements to accompany the Water Quality Program Manager at the positive distribution site
  - Coordinate with your Water Quality Program Manager to collect confirmation samples
  - Suggestions in operational changes

❑ Work with the Water Quality Department and Corporate Communications Department to establish affected customer boundaries and draft the Boil Order Notice.

❑ Notify customers
  - Notify appropriate customers via the Customer Outreach Portal
  - Dispatch personnel to deliver Boil Order Notices following the Emergency Notification Program
    - o Track the delivery of customer notification with documentation
    - o If additional help is needed contact the VP of Operations & Water Quality

❑ Submit pdf copies of all documentation to WQPM (pictures, customer lists, COCs, etc.)

❑ After confirmation samples are received
  - Confirmed contaminant or over MCL
    - o Continue to work with the Water Quality Department, Engineering Department, and operations staff to resolve the issue
    - o Work with your Water Quality Program Manager to collect confirmation samples
  - Contaminant not confirmed or under MCL
    - o Confirm with your Water Quality Program Manager that DDW has granted permission to lift Boil Order
    - o Work with your Water Quality Program Manager and the Corporate Communications Officer on the lift notice
    - o Deliver the lift notice to customers in the affected area

❑ Conduct lessons learned meeting

❑ Prepare an After Action Report

References:

5. Henrie, Tarrah, California Water Service Company; *Boil Order Procedure;* https://intranet.calwater.com/departments/waterquality/_layouts/15/WopiFrame.aspx?sourcedoc=/departments/waterquality/Shared%20Documents/Procedure%20and%20policy/R%20Boil%20order%20procedure%205%2013.docx&action=default *; (2013)*

Algal Bloom Procedures

❑ Operator confirms that an algal bloom is in effect through one of the following ways:
- Visual observation
- Taste and Odor complaints
- Algal online meter count of >6500 cells/mL

❑ If treatment plant is operating, coordinate with your Water Quality Program Manager for algal toxin testing and sampling

❑ If toxins exceed levels in Table 1,
- Contact VP of Operations & Water Quality or the Director of Operations if the VP is not available
- Contact your Water Quality Program Manager and confirm that they will immediately notify the Division of Drinking Water

Table 1

Microcystin	Anatoxin-a	Cylindrospermopsin	Saxitoxin
1 ug/L	3 ug/L	1 ug/L	3 ug/L

❑ If DDW requires public notification
- Notify all internal contacts using the Customer Outreach Portal
- Work with your Water Quality Program Manager and the Department of Corporate Communications for public notification creation and notification boundaries
- Coordinate Media Contacts
- Notify appropriate customers via the Customer Outreach Portal
- Work with your Water Quality Program Manager for suggestions in operational changes and follow up sampling
- Once toxin levels are below values listed in Table 1, work with the Corporate Communications Officer on public notifications and your Water Quality Program Manager to notify the Division of Drinking Water

References:

6. Henrie, Tarrah, California Water Service Company; *Algal Toxin Testing Procedure;* *https://intranet.calwater.com/departments/waterquality/_layouts/15/WopiFrame.aspx?sourcedoc=/departments/waterquality/Shared%20Documents/Procedure%20and%20policy/Algal%20toxin%20procedure%209%2014%20final.docx&action=default; (2014)*

7. Newcombe, Gayle Dr.; *International Guidance Manual for the Management of Toxic Cyanobacterial,* Global Water Research Coalition (2009)

Pandemic/Influenza

Protecting the health and safety of our employees and customers is our highest priority. Help us keep members of California Water Service family healthy by following these simple tips during the cold and flu season and during a pandemic.

Knowing the difference between a cold, flu, and other viruses

❑ **Cold:** Itchy or sore throat, sneezing, nasal congestion, watery eyes, mucous drainage, slight muscle aches; people usually contagious one day prior to, and two days after, becoming sick

❑ **Flu:** High fever lasting for three to four days, muscle aches, fatigue, headaches, cough, chills, or sweating; may also experience nasal congestion or sore throat; people usually contagious one day prior to, and five to seven days after, symptoms begin

❑ **Ebola:** May initially mirror the flu; however, symptoms worsen to include vomiting, gastrointestinal distress, rashes, and bruising or bleeding; Ebola is transmitted only by direct contact with an infected person's body fluids, and an infected person is not contagious until he or she exhibits symptoms

❑ **H1N1 (swine flu):** Similar symptoms as seasonal flu, with increased occurrences of nausea and vomiting

When should you call the doctor?

You should see a doctor if you see signs that something more serious might be developing. For example, if you have any of these symptoms:
- Trouble breathing
- Persistent fever, coughing, congestion, or headache
- Vomiting or trouble keeping down fluids
- Pain when swallowing
- Anytime the illness concerns you or if you have a condition that can make infections worse, such as asthma, diabetes, heart disease, or emphysema

Tips for avoiding the flu and other viruses:

❑ **Wash your hands frequently** (15 to 20 seconds of vigorous rubbing with soap and water). If you can't wash your hands, use an alcohol-based hand sanitizer. If neither water nor sanitizer is available, rub your hands together very hard for about a minute to break up the germs.
❑ **Get a flu shot.**

❑ **Follow a healthy diet.** For example, fruits and dark red, yellow, and green vegetables contain important vitamins. It's much better to get these nutrients from natural sources than from vitamin pills.

❑ **Drink plenty of fluids.** If your urine is deep yellow, you're not drinking enough water.

❑ **Cover your mouth when you cough and turn your head away from others.**

❑ **Use a tissue when you sneeze and immediately throw it into a trash can.** If you don't have a tissue, use your upper sleeve.

❑ **Wash your hands if you cough or do sneeze into your hand.**

❑ **Get a full night's sleep every night.**

❑ **Get regular aerobic exercise** (such as walking). It's good for you immune system and can lessen flu symptoms if you do become infected.

❑ **Get fresh air.** Central heating can dry you out and make you more susceptible to viruses.

❑ **Clean share surfaces** (such as telephones, computer mice, and keyboards) frequently. Viruses can live on surfaces for an extended period of time.

❑ **If you get sick, stay home.** If you have a persistent fever, trouble breathing, or any other symptom that you suspect could be serious, seek prompt medical care.

❑ **Relax!** There is evidence that completely relaxing for about 30 minutes per day over the course of several months is beneficial to your immune system.

❑ **Don't touch your eyes, nose, or mouth.**

❑ **Avoid crowds during cold and flu season,** and avoid close contact with people who are sick.

❑ **Avoid close contact (distances less than six feet) with coworkers and customers when possible.** Avoid shaking hands and wash your hands after coming into contact with others.

❑ **Minimize group situations such as meetings or conferences.** If you do have a meeting, make sure the meeting room is well ventilated and not too crowded.

❑ **Reduce you alcohol consumption.** Alcohol can make it harder for your body to fight a potential infection.

❑ **Avoid cigarette smoke.** Smoke dries your nasal passages and inhibits the ability of your mucous membranes to remove viruses.

❑ **Avoid cleaning techniques such as pressurized air or water sprays** that may result in generation of bio-aerosols which can be inhaled.

❑ **Don't use another employee's phone, desk, or work tools.**

APPENDIX 6

DOC
FORMS

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DOC ACTION PLAN

California Water Service Company

OPERATIONAL PERIOD	
DATE:	TIME:

EVENT NAME:

DATE PREPARED:

TIME PREPARED:

CURRENT OPERATIONAL PERIOD (DATE/ TIME):

California Water Service Company

☒**Private Water Utility**

MAP SKETCH:

PREPARED BY:

APPROVED BY:

- SUMMARY OF PRIORITIES, OBJECTIVES & ACTIONS -

OVERALL EVENT PRIORITIES

MANAGEMENT SECTION OBJECTIVES

OPERATIONS SECTION OBJECTIVES

PLANNING & INTELLIGENCE SECTION OBJECTIVES

LOGISTICS SECTION OBJECTIVES

FINANCE SECTION OBJECTIVES

ADDITIONAL INFORMATION:

- ORGANIZATION ASSIGNMENTS LIST –

EVENT NAME:	DATE PREPARED:	TIME PREPARED:

CURRENT OPERATIONAL PERIOD (DATE/ TIME):

ACTIVATION LEVEL:

☐ **LEVEL ONE**   ☐ **LEVEL TWO**   ☐ **LEVEL THREE**

DOC STAFFING		
DOC POSITION	**INDIVIDUAL'S NAME**	**PHONE NUMBER**
DOC Manager		
Public Information Officer		
Liaison Officer		
Operations Section		
Planning and Intelligence Section		
Logistics Section		
Finance Section		

Current Actions:

WEATHER FORECAST:

TEMPERATURE: **WIND SPEED:**

FORECAST:

ATTACHMENTS:

☐ **Facility Status Form**   ☐ **Other**

☐ **Other**   ☐ **Other**

PREPARED BY:	APPROVED BY (DOC MANAGER):

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California Water Service District Operations Center Situation Status Report
Date: Time:

1. SITUATION SUMMARY
(Narrative)

2. INFRASTRUCTURE / FACILITIES STATUS:
(Attach Facility Status Form if Necessary)

3. EMPLOYEE INJURIES or FATALITIES

4. COMMUNICATION SYSTEM STATUS:

5. LIST OF COMPANY ISSUES TO BE ADDRESSED:

6. PERSONNEL / EQUIPMENT / SUPPLIES NOT ORDERED:
   (Attached Additional Sheets as Needed)

7. ADDITIONAL INFORMATION:

By (DOC Manager):

California Water Service Company
District Operations Center
System Status Report

Name of System or Facility	In-Service	Out of Service	Condition of System or Facility

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California Water Service Company - DOC Unit Log
(ICS - 214)

Incident Type:	Date Prepared:	Time Prepared:
Incident Name:		Operational Period:

Personnel Assigned Roster

Name	DOC Position

Activity Log

Time	Major Events

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Best Management Practices (BMP) Discharge Record

California Water Service Company

District: _____

City: _____

Weather: _____

Operator's Name: _____

Discharge Date: _____   Time: _____

Reason for Discharge:
_____ Blow-Off   _____ Flushing   _____ Hydrant
_____ Used GAC   _____ Fireflow
_____ Virgin GAC _____ Other: _____
_____ Tanks

(Enter discharge row #)

Alternatives to discharging to a waterway have been considered
Yes: _____   No: _____

(2) BMPs

Identify the BMPs in place

ROW #	Dechlorination Method used:	Type of BMPs used:
1		
2		
3		
4		

(1) Conveyance System Entry Location

Discharge Point (Well #, hydrant #, address, street intersection)

Discharges into — (✓) Check all that apply

	gutter/street	ditch	retention pond (sump)	SW catch basin	other	Lake, Stream, River, Irrigation canal, etc.	Name of Surface Water Body (River, Stream, Lake, etc.)

(3) Effluent Water Quality Data (Prior to storm drain)

BEFORE Water Flows Thru BMPs (or if no BMP treatment is done)

	Total Chlorine (mg/L)	Total Ammonia (mg/L) if chloraminated	pH	Turbidity (ntu)	Temperature (°C)
1					
2					
3					
4					

How long have you been discharging (hrs/min)?

AFTER Water Flows Thru BMPs (BMP Treatment = Dechlorination, Erosion/Sediment Control, etc.)

0 to 30 Minutes / more than 30 Minutes: once/hr

ROW #	Total Chlorine (mg/L)	Total Ammonia (mg/L) if chloraminated	pH	Turbidity (ntu)	Total Chlorine (mg/L)	Total Ammonia (mg/L) if chloraminated	pH	Turbidity (ntu)	Volume Discharged (gal) (estimate)	Flow Rate of Discharge (gpm) (estimate)
1										
2										
3										
4										

Discharge Pipe Diameter: _____

(4) Receiving Water Monitoring

(50 feet UPstream from where discharge enters the waterbody) / (50 feet DOWNstream from where discharge enters the waterbody)

ROW #	Total Chlorine (mg/L)	Total Ammonia (mg/L) if chloraminated	pH	Turbidity (ntu)	Total Chlorine (mg/L)	Total Ammonia (mg/L) if chloraminated	pH	Turbidity (ntu)
1								
2								
3								
4								

Is waterbody dry?   Yes: ☐   No: ☐

Is it possible to access receiving water for monitoring/observations?   Yes: ☐   No: ☐
If "No", explain on back of this form.

(5) Receiving Water Visual Observations (Yes/No)

If "Yes", describe on back of this form.

Upstream

ROW #	Floating or suspended matter	Discoloration	Nuisance bottom deposits	Visible films, sheens or coatings	Fungi, slimes or objectionable growth	Impact to aquatic life	Other (Describe on back)
1							
2							
3							
4							

DOWNstream

ROW #	Floating or suspended matter	Discoloration	Nuisance bottom deposits	Visible films, sheens or coatings	Fungi, slimes or objectionable growth	Impact to aquatic life	Other (Describe on back)
1							
2							
3							
4							

LIST CONSTITUENTS of CONCERN: _____
(eg. Chlorine, Sediment, Nitrate, Metals, VOCs, etc.)

Rev. date: 6/7/12

BMP Form Instructions

1) If you are planning a large discharge, it is a good idea to notify the City or County Public Works Department to let them know you will be discharge into their storm drain or watercourse.

2) Dechlorination
If chlorine is present, dechlorinate the water at the point of release. Ensure no detectable amount (less than 0.02 mg/L) of chlorine enters the storm drain or water course. If chlorine is detectable at any time during discharge, adjust the dechlorinating chemical dosage rate and re-analyze for chlorine. Continue this process of adjusting the dosage and re-analyzing until chlorine is no longer detected in the discharge.

3) Reducing Turbidity
Preventing Erosion:
Ensure the discharge will not cause erosion. Sand bags or other devices can be used as energy dissipaters in order to minimize dirt erosion. Direct flow on to cement or vegetated area rather than dirt.

Protecting the Storm Drain Inlet:
Protect the storm water system inlet with filter fabric, sand bags, or other suitable practice. Refer to the Company's BMP Manual for guidance. When you collect the "Before Treatment" turbidity samples make sure you collect the sample before filter fabric and/or sandbags. Collect "After Treatment" turbidity samples after water passes the filter fabric and/or sandbags. Note: If filter fabric is used to protect the storm drain inlet, it may be impossible to collect samples of the water after it passes through the fabric. Please make a note in the comment section if this problem is encountered.

4) Collecting Samples
Measure field parameters of discharge once prior to treatment. Measure field parameters after treatment at least once for discharges less than 30 minutes in duration. If the discharge is greater than 30 minutes in duration, measure field parameters at least once for every hour of discharge. Use additional forms if needed for long duration discharges. Comparing before and after treatment water quality parameters provides an indication of BMP effectiveness.

Question: What is the difference between "Before Treatment" and "After Treatment"?
Answer:
Before Treatment means, collect a sample of the discharge as it leaves the blow-off or fire hydrant. The goal is to collect a sample before dechlorination and sediment removal. After Treatment means, collect samples at a point in the gutter after dechlorination and after the water has passed by the sandbags, filter fabric, or other sediment removal device. After treatment measurements best represent what is actually entering the storm water conveyance system. Comparing before and after treatment water quality parameters provides an indication of BMP effectiveness.

NOTE: If no treatment is done, fill out only the BEFORE TREATMENT columns.

Question: What are acceptable discharge limits?
Answer: pH must be in the range of 7.0 to 8.5. Chlorine must be less than 0.02 mg/L

5) Observations
Before you start to discharge, observe the condition of the gutter and the storm drain inlet. If trash or dirt are observed in the gutter and/or on the storm drain inlet, remove and properly dispose of it. Recording the visual condition of the water quality as the discharge enters the storm water conveyance system to determine if additional BMPs are necessary.
Example 1: If the gutter was stained orange before the discharge we know we did not cause the stain. If the gutter was not stained until after our discharge, then we know that our discharge water contains something (Fe, etc.) that stains the gutter.

6) Document all field measurements and observations. Keep original. Make a copy and send to Environmental Affairs.
-------end of Instructions--------

APPENDIX 7

GLOSSARY AND ACRONYMS LIST

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Glossary

A

Action Plan: See Incident Action Plan.

Agency: An agency is a division of government with a specific function, or a nongovernmental organization (e.g., private contractor, business, etc.) that offers a particular kind of assistance. In ICS, agencies are defined as jurisdictional (having statutory responsibility for incident mitigation) or assisting and/or cooperating (providing resources and/or assistance). (See Assisting Agency, Cooperating Agency, Jurisdictional Agency, and Multiagency Incident.)

Agency Administrator or Executive: Chief executive officer (or designee) of the agency or jurisdiction that has responsibility for the incident.

Agency Dispatch: The agency or jurisdictional facility from which resources are allocated to incidents.

Agency Representative: An individual assigned to an incident from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency's participation at the incident. Agency Representatives report to the Incident Liaison Officer.

Air Operations Branch Director: The person primarily responsible for preparing and implementing the air operations portion of the Incident Action Plan. Also responsible for providing logistical support to helicopters operating on the incident.

Allocated Resources: Resources dispatched to an incident.

All-Risk: Any incident or event, natural or human-caused, that warrants action to protect life, property, environment, and public health and safety, and minimize disruption of governmental, social, and economic activities.

Area Command (Unified Area Command): An organization established to oversee the management of (1) multiple incidents that are each being handled by an ICS organization, or (2) large or multiple incidents to which several Incident Management Teams have been assigned. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources according to priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed. Area Command becomes Unified Area Command when incidents are multijurisdictional. Area Command may be established at an emergency operations center facility or at some location other than an Incident Command Post.

Assigned Resources: Resources checked in and assigned work tasks on an incident.

Assignments: Tasks given to resources to perform within a given operational period, based upon tactical objectives in the Incident Action Plan.

Assistant: Title for subordinates of the Command Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions.

Assisting Agency: An agency or organization providing personnel, services, or other resources to the agency with direct responsibility for incident management.

Available Resources: Resources assigned to an incident, checked in, and available for a mission assignment, normally located in a Staging Area

B

Base: The location at which primary Logistics functions for an incident are coordinated and administered. There is only one Base per incident. (Incident name or other designator will be added to the term Base.) The Incident Command Post may be collocated with the Base.
Branch: The organizational level having functional or geographic responsibility for major parts of the Operations or Logistics functions. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section. Branches are identified by the use of Roman numerals or by functional name (e.g., medical, security, etc.).

C

Cache: A pre-determined complement of tools, equipment, and/or supplies stored in a designated location, available for incident use.

Camp: A geographical site, within the general incident area, separate from the Incident Base, equipped and staffed to provide sleeping, food, water, and sanitary services to incident personnel.

Chain of Command: A series of management positions in order of authority.

Check-In: The process whereby resources first report to an incident. Check-in locations include: Incident Command Post (Resources Unit), Incident Base, Camps, Staging Areas, Helibases, Helispots, and Division Supervisors (for direct line assignments).

Chief: The ICS title for individuals responsible for functional Sections: Operations, Planning, Logistics, and Finance/Administration.

Clear Text: The use of plain English in radio communications transmissions. No Ten Codes or agency-specific codes are used when utilizing clear text.

Command: The act of directing and/or controlling resources by virtue of explicit legal, agency, or delegated authority. May also refer to the Incident Commander.

Command Post: See Incident Command Post.

Command Staff: The Command Staff consists of the Public Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander. They may have an Assistant or Assistants, as needed.

Communications Unit: An organizational Unit in the Logistics Section responsible for providing communication services at an incident. A Communications Unit may also be a facility (e.g., a trailer or mobile van) used to provide the major part of an Incident Communications Center.

Compacts: Formal working agreements among agencies to obtain mutual aid.

Compensation/Claims Unit: Functional Unit within the Finance/Administration Section responsible for financial concerns resulting from property damage, injuries, or fatalities at the incident.

Complex: Two or more individual incidents located in the same general area that are assigned to a single Incident Commander or to Unified Command.

Cooperating Agency: An agency supplying assistance other than direct operational or support functions or resources to the incident management effort.

Coordination: The process of systematically analyzing a situation, developing relevant information, and informing appropriate command authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra- or interagency) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific agency delegations, procedures, legal authority, etc.

Coordination Center: A facility that is used for the coordination of agency or jurisdictional resources in support of one or more incidents.

Cost Sharing Agreements: Agreements between agencies or jurisdictions to share designated costs related to incidents. Cost sharing agreements are normally written but may also be oral between authorized agency or jurisdictional representatives at the incident.

Cost Unit: Functional Unit within the Finance/Administration Section responsible for tracking costs, analyzing cost data, making cost estimates, and recommending cost-saving measures.

Crew: See Single Resource.

D

Delegation of Authority: A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints, and other considerations or guidelines as needed. Many agencies require written Delegation of Authority to be given to Incident Commanders prior to their assuming command on larger incidents.

Demobilization Unit: Functional Unit within the Planning Section responsible for assuring orderly, safe, and efficient demobilization of incident resources.

Deputy: A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a Deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies can be assigned to the Incident Commander, General Staff, and Branch Directors.

Director: The ICS title for individuals responsible for supervision of a Branch.

Dispatch: The implementation of a command decision to move a resource or resources from one place to another.

Dispatch Center: A facility from which resources are ordered, mobilized, and assigned to an incident.

Division: Divisions are used to divide an incident into geographical areas of operation. A Division is located within the ICS organization between the Branch and the Task Force/Strike Team. (See Group.) Divisions are identified by alphabetic characters for horizontal applications and, often, by floor numbers when used in buildings.

Documentation Unit: Functional Unit within the Planning Section responsible for collecting, recording, and safeguarding all documents relevant to the incident.

E

Emergency: Absent a Presidentially declared emergency, any incident(s), human-caused or natural, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

Emergency Management Coordinator/Director: The individual within each political subdivision that has coordination responsibility for jurisdictional emergency management.

Emergency Operations Centers (EOCs): The physical location at which the coordination of information and resources to support domestic incident management activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., Federal, State, regional, county, city, tribal), or some combination thereof.

Emergency Operations Plan (EOP): The plan that each jurisdiction has and maintains for responding to appropriate hazards.

Event: A planned, non-emergency activity. ICS can be used as the management system for a wide range of events, e.g., parades, concerts, or sporting events.

F

Facilities Unit: Functional Unit within the Support Branch of the Logistics Section that provides fixed facilities for the incident. These facilities may include the Incident Base, feeding areas, sleeping areas, sanitary facilities, etc.

Federal: Of or pertaining to the Federal Government of the United States of America.

Field Operations Guide: (FOG) A pocket-size manual of instructions on the application of the Incident Command System.

Finance/Administration Section: The Section responsible for all incident costs and financial considerations. Includes the Time Unit, Procurement Unit, Compensation/Claims Unit, and Cost Unit.

Food Unit: Functional Unit within the Service Branch of the Logistics Section responsible for providing meals for incident personnel.

Function: Function refers to the five major activities in ICS: Command, Operations, Planning, Logistics, and Finance/Administration. The term function is also used when describing the activity involved, e.g., the planning function. A sixth function, Intelligence, may be established, if required, to meet incident management needs.

G

General Staff: A group of incident management personnel organized according to function and reporting to the Incident Commander. The General Staff normally consists of the Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance/Administration Section Chief.

Ground Support Unit: Functional Unit within the Support Branch of the Logistics Section responsible for the fueling, maintaining, and repairing of vehicles, and the transportation of personnel and supplies.

Group: Groups are established to divide the incident into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. (See Division.) Groups are located between Branches (when activated) and Resources in the Operations Section.

H

Hazard: Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

Helibase: The main location for parking, fueling, maintenance, and loading of helicopters operating in support of an incident. It is usually located at or near the incident Base.

Helispot: Any designated location where a helicopter can safely take off and land. Some Helispots may be used for loading of supplies, equipment, or personnel.

Hierarchy of Command: See Chain of Command.

I

Incident: An occurrence or event, natural or human-caused, that requires an emergency response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

Incident Action Plan (IAP): An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods.

Incident Base: Location at the incident where the primary Logistics functions are coordinated and administered. (Incident name or other designator will be added to the term Base.) The Incident Command Post may be collocated with the Base. There is only one Base per incident.

Incident Commander (IC): The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

Incident Command Post (ICP): The field location at which the primary tactical-level, on-scene incident command functions are performed. The ICP may be collocated with the incident base or other incident facilities and is normally identified by a green rotating or flashing light.

Incident Command System (ICS): A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable

to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

Incident Communications Center: The location of the Communications Unit and the Message Center.

Incident Complex: See Complex.

Incident Management Team (IMT): The Incident Commander and appropriate Command and General Staff personnel assigned to an incident.

Incident Objectives: Statements of guidance and direction necessary for the selection of appropriate strategy(ies), and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

Incident Types: Incidents are categorized by five types based on complexity. Type 5 incidents are the least complex and Type 1 the most complex.

Incident Support Organization: Includes any off-incident support provided to an incident. Examples would be Agency Dispatch Centers, Airports, Mobilization Centers, etc.

Initial Action: The actions taken by resources that are the first to arrive at an incident site.

Initial Response: Resources initially committed to an incident.

Intelligence Officer: The intelligence officer is responsible for managing internal information, intelligence, and operational security requirements supporting incident management activities. These may include information security and operational security activities, as well as the complex task of ensuring that sensitive information of all types (e.g., classified information, law enforcement sensitive information, proprietary information, or export-controlled information) is handled in a way that not only safeguards the information, but also ensures that it gets to those who need access to it to perform their missions effectively and safely.

J

Joint Information Center (JIC): A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC.

Joint Information System (JIS): Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the Incident Commander; advising the Incident Commander concerning public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort.

Jurisdiction: A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical (e.g., city, county, tribal, State, or Federal boundary lines) or functional (e.g., law enforcement, public health).

Jurisdictional Agency: The agency having jurisdiction and responsibility for a specific geographical area, or a mandated function.

K

Kinds of Resources: Describe what the resource is (e.g., medic, firefighter, Planning Section Chief, helicopters, ambulances, combustible gas indicators, bulldozers).

L

Landing Zone: See Helispot.

Leader: The ICS title for an individual responsible for a Task Force, Strike Team, or functional unit.

Liaison: A form of communication for establishing and maintaining mutual understanding and cooperation.

Liaison Officer (LNO): A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies. The Liaison Officer may have Assistants.

Logistics: Providing resources and other services to support incident management.

Logistics Section: The Section responsible for providing facilities, services, and materials for the incident.

Local Government: A county, municipality, city, town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under State law), regional or interstate government entity, or agency or instrumentality of a local government; an Indian tribe or authorized tribal organization, or in Alaska a Native village or Alaska Regional Native Corporation; a rural community, unincorporated town or village, or other public entity. See Section 2 (10), Homeland Security Act of 2002, Public Law 107-296, 116 Stat. 2135 (2002).

M

Major Disaster: As defined under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5122), a major disaster is any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under this Act to supplement the efforts and available resources of States, tribes, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

Management by Objective: A management approach that involves a four-step process for achieving the incident goal. The Management by Objectives approach includes the following: establishing overarching objectives; developing and issuing assignments, plans, procedures, and protocols; establishing specific, measurable objectives for various incident management functional activities and directing efforts to fulfill them, in support of defined strategic objectives; and documenting results to measure performance and facilitate corrective action.

Managers: Individuals within ICS organizational Units that are assigned specific managerial responsibilities, e.g., Staging Area Manager or Camp Manager.

Medical Unit: Functional Unit within the Service Branch of the Logistics Section responsible for the development of the Medical Emergency Plan, and for providing emergency medical treatment of incident personnel.

Message Center: The Message Center is part of the Incident Communications Center and is collocated or placed adjacent to it. It receives, records, and routes information about resources reporting to the incident, resource status, and administrative and tactical traffic.

Mitigation: The activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Mitigation measures may be implemented prior to, during, or after an incident. Mitigation measures are often formed by lessons learned from prior incidents. Mitigation involves ongoing actions to reduce exposure to, probability of, or potential loss from hazards. Measures may include zoning and building codes, floodplain buyouts, and analysis of hazard- related data to determine where it is safe to build or locate temporary facilities. Mitigation can include efforts to educate governments, businesses, and the public on measures they can take to reduce loss and injury.

Mobilization: The process and procedures used by all organizations (Federal, State, and local) for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

Mobilization Center: An off-incident location at which emergency service personnel and equipment are temporarily located pending assignment, release, or reassignment.

Multiagency Coordination (MAC): The coordination of assisting agency resources and support to emergency operations.

Multiagency Coordination Systems (MACS): Multiagency coordination systems provide the architecture to support coordination for incident prioritization, critical resource allocation, communications systems integration, and information coordination. The components of multiagency coordination systems include facilities, equipment, emergency operations centers (EOCs), specific multiagency coordination entities, personnel, procedures, and communications. These systems assist agencies and organizations to fully integrate the subsystems of the NIMS.

Multiagency Incident: An incident where one or more agencies assist a jurisdictional agency or agencies. May be single or unified command.

Mutual-Aid Agreement: Written agreement between agencies and/or jurisdictions that they will assist one another on request, by furnishing personnel, equipment, and/or expertise in a specified manner.

N

National Incident Management System (NIMS): A system mandated by HSPD-5 that provides a consistent nationwide approach for Federal, State, local, and tribal governments; the private sector; and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among Federal, State, local, and tribal capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the ICS; multiagency coordination systems; training; identification and management of resources (including systems for classifying types of resources); qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.

O

Officer: The ICS title for the personnel responsible for the Command Staff positions of Safety, Liaison, and Public Information.

Operational Period: The period of time scheduled for execution of a given set of operation actions as specified in the Incident Action Plan. Operational Periods can be of various lengths, although usually not over 24 hours.

Operations Section: The Section responsible for all tactical operations at the incident. Includes Branches, Divisions and/or Groups, Task Forces, Strike Teams, Single Resources, and Staging Areas.

Out-of-Service Resources: Resources assigned to an incident but unable to respond for mechanical, rest, or personnel reasons.

P

Planning Meeting: A meeting held as needed throughout the duration of an incident, to select specific strategies and tactics for incident control operations, and for service and support planning. On larger incidents, the Planning Meeting is a major element in the development of the Incident Action Plan.

Planning Section: Responsible for the collection, evaluation, and dissemination of information related to the incident, and for the preparation and documentation of Incident Action Plans. The Section also maintains information on the current and forecasted situation, and on the status of resources assigned to the incident. Includes the Situation, Resources, Documentation, and Demobilization Units, as well as Technical Specialists.

Preparedness: The range of deliberate, critical tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, respond to, and recover from domestic incidents. Preparedness is a continuous process. Preparedness involves efforts at all levels of government and between government and private-sector and nongovernmental organizations to identify threats, determine vulnerabilities, and identify required resources. Within the NIMS, preparedness is operationally focused on establishing guidelines, protocols, and standards for planning, training and exercises, personnel qualification and certification, equipment certification, and publication management.

Preparedness Organizations: The groups that provide interagency coordination for domestic incident management activities in a nonemergency context. Preparedness organizations can include all agencies with a role in incident management, for prevention, preparedness, response, or recovery activities. They represent a wide variety of committees, planning groups, and other organizations that meet and coordinate to ensure the proper level of planning, training, equipping, and other preparedness requirements within a jurisdiction or area.

Prevention: Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity and apprehending potential perpetrators and bringing them to justice.

Procurement Unit: Functional Unit within the Finance/Administration Section responsible for financial matters involving vendor contracts.

Public Information Officer (PIO): A member of the Command Staff responsible for interfacing with the public and media or with other agencies with incident-related information requirements.

R

Recognition Primed Decision Making: A model that describes how experts make decisions under stressful situations that are time critical and rapidly changing.

Recorders: Individuals within ICS organizational units who are responsible for recording information. Recorders may be found in Planning, Logistics, and Finance/Administration Units.

Reinforced Response: Those resources requested in addition to the initial response.

Reporting Locations: Location or facilities where incoming resources can check in at the incident. (See Check-In.)

Resources: Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.

Recovery: The development, coordination, and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private-sector, nongovernmental, and public-assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration;
evaluation of the incident to identify lessons learned; post-incident reporting; and development of initiatives to mitigate the effects of future incidents.

Resource Management: Efficient incident management requires a system for identifying available resources at all jurisdictional levels to enable timely and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under the NIMS includes mutual-aid agreements; the use of special Federal, State, local, and tribal teams; and resource mobilization protocols.

Resources Unit: Functional Unit within the Planning Section responsible for recording the status of resources committed to the incident. The Unit also evaluates resources currently committed to the incident, the impact that additional responding resources will have on the incident, and anticipated resource needs.

Response: Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operations plans and of mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes. As indicated by the situation, response activities include applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; continuing investigations into nature and source of the threat; ongoing public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and specific law enforcement operations aimed at preempting, interdicting, or disrupting illegal activity, and apprehending actual perpetrators and bringing them to justice.

S

Safety Officer: A member of the Command Staff responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety. The Safety Officer may have Assistants.

Section: The organizational level having responsibility for a major functional area of incident management, e.g., Operations, Planning, Logistics, Finance/Administration, and Intelligence (if established). The section is organizationally situated between the Branch and the Incident Command.

Segment: A geographical area in which a Task Force/Strike Team Leader or Supervisor of a single resource is assigned authority and responsibility for the coordination of resources and implementation of planned tactics. A segment may be a portion of a Division or an area inside or outside the perimeter of an incident. Segments are identified with Arabic numbers.

Service Branch: A Branch within the Logistics Section responsible for service activities at the incident. Includes the Communication, Medical, and Food Units.

Single Resource: An individual, a piece of equipment and its personnel complement, or a crew or team of individuals with an identified work Supervisor that can be used on an incident.

Situation Unit: Functional Unit within the Planning Section responsible for the collection, organization, and analysis of incident status information, and for analysis of the situation as it progresses. Reports to the Planning Section Chief.

Span of Control: The number of individuals a supervisor is responsible for, usually expressed as the ratio of supervisors to individuals. (Under the NIMS, an appropriate span of control is between 1:3 and 1:7.)

Staging Area: Location established where resources can be placed while awaiting a tactical assignment. The Operations Section manages Staging Areas.

Standard Operating Procedure (SOP): Complete reference document or an operations manual that provides the purpose, authorities, duration, and details for the preferred method of performing a single function or a number of interrelated functions in a uniform manner.

State: When capitalized, refers to any State of the United States, the District of Columbia, the Commonwealth of Puerto Rico, the Virgin Islands, Guam, American Samoa, the Commonwealth of the Northern Mariana Islands, and any possession of the United States. See Section 2 (14), Homeland Security Act of 2002, Public Law 107-296, 116 Stat. 2135 (2002).

Strategy: The general direction selected to accomplish incident objectives set by the Incident Commander.

Strategic: Strategic elements of incident management are characterized by continuous long-term, high-level planning by organizations headed by elected or other senior officials. These elements involve the adoption of long-range goals and objectives, the setting of priorities, the establishment of budgets and other fiscal decisions, policy development, and the application of measures of performance or effectiveness.
Strike Team: A specified combination of the same kind and type of resources with common communications and a Leader.

Supervisor: The ICS title for individuals responsible for a Division or Group.

Supply Unit: Functional Unit within the Support Branch of the Logistics Section responsible for ordering equipment and supplies required for incident operations.

Support Branch: A Branch within the Logistics Section responsible for providing personnel, equipment, and supplies to support incident operations. Includes the Supply, Facilities, and Ground Support Units.

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EMERGENCY RESPONSE PLAN

Supporting Materials: Refers to the several attachments that may be included with an Incident Action Plan, e.g., Communications Plan, Map, Safety Plan, Traffic Plan, and Medical Plan.

Support Resources: Non-tactical resources under the supervision of the Logistics, Planning, or Finance/Administration Sections, or the Command Staff.

T

Tactical Direction: Direction given by the Operations Section Chief that includes the tactics required to implement the selected strategy, the selection and assignment of resources to carry out the tactics, directions for tactics implementation, and performance monitoring for each operational period.

Tactics: Deploying and directing resources on an incident to accomplish incident strategy and objectives.

Task Force: A combination of single resources assembled for a particular tactical need with common communications and a Leader.

Team: See Single Resource.

Technical Specialists: Personnel with special skills that can be used anywhere within the ICS organization.

Threat: An indication of possible violence, harm, or danger.

Time Unit: Functional Unit within the Finance/Administration Section responsible for recording time for incident personnel and hired equipment.

Type: A classification of resources in the ICS that refers to capability. Type 1 is generally considered to be more capable than Types 2, 3, or 4, respectively, because of size, power, capacity, or, in the case of Incident Management Teams, experience and qualifications.

Tools: Those instruments and capabilities that allow for the professional performance of tasks, such as information systems, agreements, doctrine, capabilities, and legislative authorities.

Tribal: Any Indian tribe, band, nation, or other organized group or community, including any Alaskan Native Village as defined in or established pursuant to the Alaskan Native Claims Settlement Act (85 Stat. 688) (43 U.S.C.A. and 1601 et seq.), that is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians.

U

Unified Area Command: A Unified Area Command is established when incidents under an Area Command are multijurisdictional. (See Area Command and Unified Command.)

Unified Command: An application of ICS used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the Unified Command, often the senior person from agencies and/or disciplines participating in the Unified Command, to establish a common set of objectives and strategies and a single Incident Action Plan.

Unit: The organizational element having functional responsibility for a specific incident Planning, Logistics, or Finance/Administration activity.

Unity of Command: The concept by which each person within an organization reports to one and only one designated person. The purpose of unity of command is to ensure unity of effort under one responsible commander for every objective.

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List of NIMS and Emergency Management Acronyms

ALS - Advanced Life Support

COG - Continuity of Government

CONOPS - Concept of Operations

COOP - Continuity of Operations

DES - Department of Emergency Services

DHS - Department of Homeland Security

DOC - Department Operations Center

EMAC - Emergency Management Assistance Compact

EMD - Emergency Medical Dispatch

EMI - Emergency Management Institute

EOC - Emergency Operations Center

EOP - Emergency Operations Plan

ERT - Emergency Response Team

FD - Fire Department

FEMA - Federal Emergency Management Agency

FOG - Field Operations Guide

GIS - Geographic Information System

GPS - Global Positioning System

HAZMAT - Hazardous Material

HSPD-5 - Homeland Security Presidential Directive-5

HSC - Homeland Security Council

HSOC - Homeland Security Operations Center

HSPD-8 - Homeland Security Presidential Directive-8

IAEM - International Association of Emergency Managers

IAFF - International Association of Firefighters (union)

IAFC - International Association of Fire Chiefs (non-union)

IAP - Incident Action Plan

IC - Incident Commander

ICP - Incident Command Post

ICS - Incident Command System

IC or UC - Incident Command or Unified Command

IMAT 0 Incident Management Assistance Team

IS - Independent Study

JIC - Joint Information Center

JIS - Joint Information System

JOC - Joint Operations Center

LEOP - Local Emergency Operations Plan

LNO - Liaison Officer

NEMA - National Emergency Managers Association

NDMS - National Disaster Medical System

NFA - National Fireman's Association

NGO - Nongovernmental Organization

NIC - NIMS Integration Center

NIMS - National Incident Management System

NIMSCAST - National Incident Management System Capability Assessment Tool

NRCC - National Response Coordination Center

NRP - National Response Plan

ODP -Pollution Report

PIO - Public Information Officer

PVO - Private Voluntary Organizations

R&D - Research and Development

RESTAT - Resources Status

ROSS - Resource Ordering and Status System

RRCC - Regional Response Coordination Center

SDO - Standards Development Organizations

SEOP - State Emergency Operations Plan

SITREP - Situation Report

SO - Safety Officer

SOP - Standard Operating Procedure

UAC - Unified Area Command

UC - Unified Commander

US&R - Urban Search and Rescue

WMD - Weapons of Mass Destruction

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ANNEX A

COMPROMISED WATER PROCEDURES

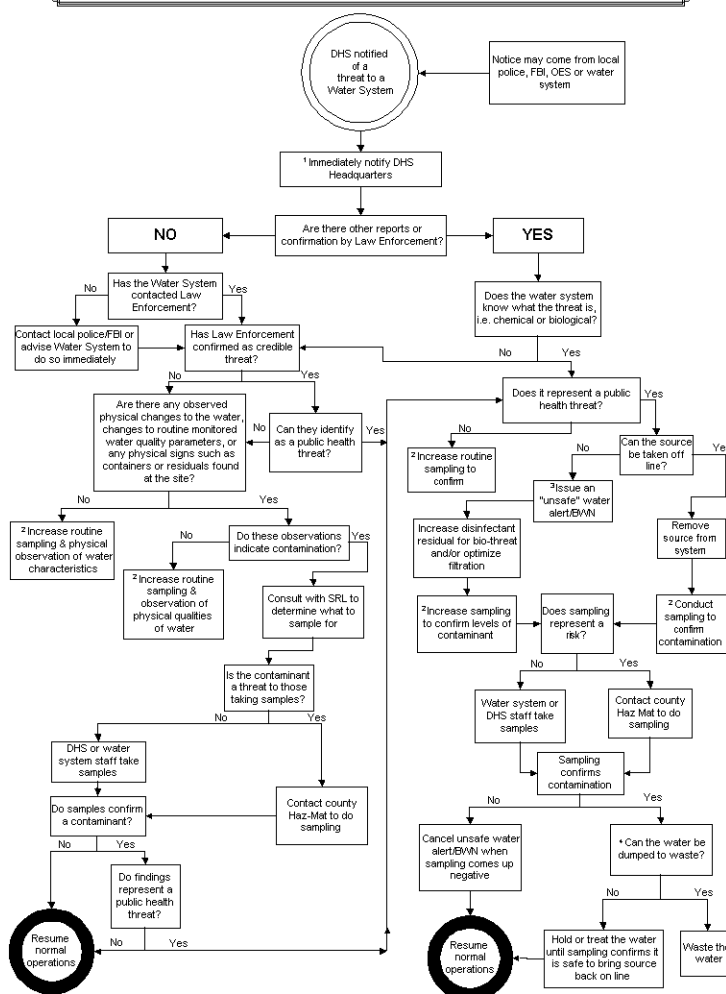***** Also Refer to APPENDIX 5 - Hazard Specific Checklists *****

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California Water Service Company
Plan for Potentially Compromised Water Supply

If CWS WATER SYSTEM is threatened or suspected of being threatened from either a Biological or Chemical Terrorism Act

IMMEDIATELY TAKE THE POTENTIALLY COMPROMISED STATION OUT OF SERVICE

<u>**Then initiate the Department of Public Health "Response Flowchart" Below:**</u>

Biological & Chemical Terrorism Response Flowchart
March 4, 2002

DHS notified of a threat to a Water System

Notice may come from local police, FBI, OES or water system

1 Immediately notify DHS Headquarters

Are there other reports or confirmation by Law Enforcement?

NO / **YES**

Has the Water System contacted Law Enforcement? — No / Yes

Contact local police/FBI or advise Water System to do so immediately

Has Law Enforcement confirmed as credible threat? — No / Yes

Does the water system know what the threat is, i.e. chemical or biological? — No / Yes

Are there any observed physical changes to the water, changes to routine monitored water quality parameters, or any physical signs such as containers or residuals found at the site? — No / Yes

Can they identify as a public health threat? — No / Yes

Does it represent a public health threat? — No / Yes

2 Increase routine sampling & physical observation of water characteristics

Do these observations indicate contamination? — No / Yes

2 Increase routine sampling & observation of physical qualities of water

Consult with SRL to determine what to sample for

2 Increase routine sampling to confirm

3 Issue an "unsafe" water alert/BWN

Can the source be taken off line? — No / Yes

Remove source from system

Increase disinfectant residual for bio-threat and/or optimize filtration

2 Increase sampling to confirm levels of contaminant

Does sampling represent a risk? — No / Yes

2 Conduct sampling to confirm contamination

Is the contaminant a threat to those taking samples? — No / Yes

Water system or DHS staff take samples

Contact county Haz-Mat to do sampling

DHS or water system staff take samples

Contact county Haz-Mat to do sampling

Sampling confirms contamination — No / Yes

Do samples confirm a contaminant? — No / Yes

Cancel unsafe water alert/BWN when sampling comes up negative

* Can the water be dumped to waste? — No / Yes

Do findings represent a public health threat? — No / Yes

Resume normal operations

Hold or treat the water until sampling confirms it is safe to bring source back on line

Waste the water

Resume normal operations

Notes
*For samples, may use CHP to transport samples.
**Source= Lake, reservoir, river, storage tank, water treatment plant,or well
1. DHS Headquarters = Field Operations Branch Chief and DDWEM Division Office.
2. Consult with SRL (Sanitation/Radiation Laboratory) as to which analyses should be conducted.
3. BWN = Boil Water Notice for microbiological contamination; unsafe water alert is issued for a chemical contamination event.
4. Must get approval of RWQCB.

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Procedures

1. The employee who notices the threat contacts his or her supervisor

2. The supervisor double checks that the station is isolated

3. The supervisor asks the following:
    a. Are any locks unlocked?
    b. Was a lock cut?
    c. Was a lock left unlocked?
    d. What is affected? – Gates? Boosters? Well? Chemical feed? Tank?
    e. Are there any unusual containers?
    f. When did the station run last?
    g. When was the station visited last?

4. The supervisor calls the Vice President of Operations & Water Quality and Water Quality Program Manager (WQPM)

    WaterQualityProgramManagers

5. The Water Quality representative will contact the Division of Drinking Water (DDW) and the county health department.

6. The supervisor contacts the local police department, and an investigation is opened.

7. If the police investigation determines that there is a credible threat to the water system then **proceed to step 12.**

8. If the police determine that there is no threat to the water supply then the District personnel take the following measurements and samples:
    a. Measure the chlorine residual
    b. Measure the pH
    c. Temperature
    d. Other field parameters as necessary
    e. Collect bacteriological samples and send them to the CSS San Jose laboratory using the overnight courier service.

9. The supervisor will write an email summary of the incident and send it to the Vice President of Operations & Water Quality, and the WQPM (utilize the Emergency Notification email group for the specific district if required) with whom he or she has been working. Include the information collected in Steps 3 and 8.

10. The WQPM will forward this email to the DDW and the county health department.

11. The WQPM will report the bacteriological results to the DDW and the county health department as soon as they are ready.

If the Terrorism act is confirmed then the following actions go into effect!

12. The part of the system (pressure zones) that may have received compromised water is isolated immediately.

13. Notice Distributed to Customers- Water Potentially Compromised "Do Not Use" – Bottled Water Available at Designated Distribution Sites- see **Appendix A** of this procedure for template and example notices. The customer notice should be coordinated through the Director of Corporate Communications. **All notification must also be approved by DDW in coordination with the WQPM.**

14. Press release issued to local TV and Radio stations. The press release should be coordinated through the Director of Corporate Communications. A template press release can be found in **Appendix A** of this procedure.

15. Supervisor will contact the HAZMAT sampling team- see the spreadsheet in **Appendix B** of this procedure to determine the appropriate contact.

16. The WQPM will contact the contract laboratories (BSK, EEA, BioVir, etc.)
    a. Request 1-2 day turnaround time
    b. Notify the contract laboratory that the water system is potentially compromised

17. The supervisor should use bottles from emergency sampling kits provided by the Water Quality Lab.

18. The following samples must be collected by HAZMAT sampling team:

Constituent Description	Container Required	Volume Required
INORGANICS		
CAM-17 Metals Profile/ Cyanide – Turbidity Screen	Plastic w/ HNO3 Red Cap Plastic w/ NaOH Green Cap	16 oz. 8 oz.
ORGANICS		
524 Volatile Organic Compounds	Amber Glass/With Teflon Cap	3-40mL 1-250mL
TPH – Diesel, Kerosene and Motor Oil – Liquid	Amber Glass/With Teflon Cap	1-500mL
TPH – Gasoline (TPH-G) – Liquid	Amber Glass/With Teflon Cap	3-40mL
505 Organochlorine Pesticides	Narrow Mouth Amber Glass	1 250mL
515.3 Chlorinated Herbicides	Narrow Mouth Amber Glass	1-250mL
525 Semi-Volatile Organic Compounds (Full List)	Narrow Mouth Amber Glass	1-1 Liter
531 Carbamates	Narrow Mouth Amber Glass	1-250mL
547 Glyphosate	Narrow Mouth Amber Glass	1-250mL
548 Endothall	Narrow Mouth Amber Glass	1-1 Liter
549 Diquat	Narrow Mouth Amber Glass	1-1 Liter
EPA 632 – Diuron only	Narrow Mouth Amber Glass	1-1 Liter
504.1 EDB/DBCP	Narrow Mouth Amber Glass	1-250mL
RADIOLOGICAL		
Gross Alpha and Beta (External)	Cubitainers	2 - One Gallon
MICROBIOLOGICAL		
Presence/Absence Coliform by MMO-MUG	Sterile Plastic With Thiosulfate	2 - 100 mL
EPA 1623- Cryptosporidia & Giardia	Sterile Plastic	2 - 10L

19. Once results are in, data must be Immediately Reviewed by:
    a. QA/QC manager
    b. Manager of Laboratory Services
    c. Water Quality Program Manager
    d. Environmental Affairs Program Manager
    e. Division of Drinking Water
    f. County Health Department
    g. Regional Water Quality Control Board (RWQCB)

**CALIFORNIA WATER SERVICE COMPANY - OROVILLE DISTRICT
EMERGENCY RESPONSE PLAN**

DECISION MATRIX

RESULTS INDICATE WATER IS NOT COMPROMISED	RESULTS INDICATE WATER IS COMPROMISED
1) The Water Quality Program Manager seeks DDW approval to return the facility to service and notify the customers to resume normal water use.	1) Water Quality Program Manager notifies VP Operations & Water Quality, Director of Water Quality and the District that the water has been compromised
2) Water Quality Program Manager notifies District to put water back into System. Water Quality Program Manager notifies VP Operations & Water Quality and Director of Water Quality	2) Water Quality Program Manager notifies DDW and the county health department that the water has been compromised. Environmental Affairs Program Manager notifies the RWQCB that the water has been compromised.
3) District Distributes Flyer to Customers stating that Water is Not Compromised - Resume Normal Use. A notification template is in **Appendix A**.	3) Compromised Reservoir and Distribution System Water is Discarded (Draining/Flushing) - These Events are Facilitated by HAZMAT Trained Personnel - RWQCB Contacted. Two Volumes of Distribution Water are Released.
	4) Once the distribution system has been flushed, testing results (Bacti's, Disinfectant Residual, pH etc.) are within acceptable ranges and DDW and the county health department have been notified - Water Quality Program Manager contacts the District and gives the OK to put the distribution system back into service. The affected reservoir remains out of service until steps 6 and 7 are complete.
	5) District distributes a Flyer to Customers stating Water System is Back to Normal and they may Resume Normal Use. A notification template is in **Appendix A**. *All public notifications must be reviewed and approved by DDW prior to release.*
	6) Reservoir is Cleaned and Disinfected by HAZMAT Personnel and - RWQCB Contacted
	7) Once Reservoir has been Cleaned and Disinfected, testing results are within acceptable parameters (Bacti's, Disinfectant Residual, pH etc.), and DDW and the county health department have been notified - Water Quality Program Manager contacts the District and gives the OK to put back into service.

20. Overview of events meeting:

Meeting to discuss all issues associated with this event and is led by Vice President of Water Quality and Engineering:

a. Mandatory Attendance to all Water Quality/Environmental Affairs Management Team, Engineering, Director of Corporate Communications, and District Management

b. Incident report generated and distributed to entire company - to be used as a training tool.

**Compromised Water Procedures
Appendix A - Notification Templates and Examples**

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DO NOT DRINK THE WATER NOTICE

Today (Wednesday, December 5) we found evidence that someone had gained illegal access to one of our water supplying facilities. A law enforcement investigation confirmed that the facility was accessed and the water quality may be compromised. We ask customers residing in the Livermore area bordered by First Street on the south, Highway 580 on the north, and North Livermore Avenue on the west to refrain from drinking water in your home until further notice. Showering, cooking, washing dishes?

MEASURES WE HAVE TAKEN OR ARE TAKING TO PROTECT OUR CUSTOMERS

- Upon discovering that someone had illegally accessed the facility, we contacted the Livermore Police Department and the California Department of Health ServicesPublic Health.
- We isolated the tank immediately to prevent the water from entering the distribution system.
- We collected samples from the tank and the distribution system. We are currently conducting a full range of water quality tests to confirm that quality was not compromised.
- We began flushing water originating from the tank out of the distribution system.
- After we receive water quality test results, which we expect in the next few days, we will drain and clean the tank before putting it back in service.
- We are making bottled water available at our office, located at 195 South N Street. If you are unable to get to our office, please call us and we will arrange delivery.

CUSTOMER HEALTH AND SAFETY IS OUR HIGHEST PRIORITY

We apologize for the temporary inconvenience. We are taking these measures for your protection. If you have any questions, please call our office at (925) 447-4900. Or contact the Department of Health ServicesPublic Health at ….

195 SOUTH N STREET
LIVERMORE, CA 94550-4350 • (925) 447-4900 • F (925) 373-6834

RESUME NORMAL WATER USE

On Wednesday, December 5 we found evidence that someone had gained illegal access to one of our water supplying facilities. A law enforcement investigation confirmed that the facility was accessed and the water quality may be compromised. We asked customers residing in the Livermore area bordered by First Street on the south, Highway 580 on the north, and North Livermore Avenue on the west to refrain from drinking water in your home until further notice.

The California Water Service Co. in conjunction with the California Department of Health ServicesPublic Health has completed water quality testing and determined that water quality was not compromised. OR The California Water Service Co. in conjunction with the California Department of Health ServicesPublic Health has completed water quality testing and determined that water quality was compromised. The contaminated water was flushed out of the distribution system and testing has confirmed that the water is free of contamination. The California Department of Health ServicesPublic Health has approved the resumption of normal water use.

MEASURES WE HAVE TAKEN TO PROTECT OUR CUSTOMERS

- Upon discovering that someone had illegally accessed the facility, we contacted the Livermore Police Department and the California Department of Health ServicesPublic Health.
- We isolated the tank immediately to prevent the water from entering the distribution system.
- We collected samples from the tank and the distribution system. We are currently conducting a full range of water quality tests to confirm that quality was not compromised.
- We began flushing water originating from the tank out of the distribution system.
-

CUSTOMER HEALTH AND SAFETY IS OUR HIGHEST PRIORITY

We apologize for the temporary inconvenience. We are taking these measures for your protection. If you have any questions, please call our office at (925) 447-4900.

NEWS RELEASE
CALIFORNIA WATER SERVICE COMPANY

CWT Listed NYSE

195 South N Street
Livermore, CA 94550
Contact: Sam Palermo (925) 447-4900

December 5, 2001
01LIV01
For Immediate Release

CAL WATER RESPONDS PROACTIVELY TO BREAK-IN;
Water System Operations Now Back To Normal

(Livermore, Calif.) California Water Service Company (Cal Water) took precautionary measures today to protect its water supply after finding that security at its water tank on Waverly Common had been breached, according to Cal Water District Manager Sam Palermo.

"Our operations are now back to normal. Although there were no indications that our water system was compromised, we took several precautionary measures to protect the 1,500 customers living in the area," Palermo said.

After a Cal Water employee found vandalism at the tank site on Wednesday, the company immediately isolated the tank from the rest of the water system and contacted the Livermore Police Department and the California Department of Health ServicesPublic Health.

The company flushed the distribution system and filled it with a fresh water supply by 6p.m. Company representatives delivered notices door-to-door and provided bottled water in the affected area, which is bordered by First Street on the south, Highway 580 on the north, and North Livermore Avenue on the west and Portola Avenue on the east. The company asked customers in this area to refrain from drinking the water until it completed flushing.

(more)

Page 2 – Water System Operations Back To Normal

Tests are now being conducted by our lab in conjunction with an independent laboratory to confirm that the water quality was not compromised. The tank will not be put back into service until test results are available. In the meantime, operations are back to normal and customers are receiving a new water supply.

"Our initial water quality assessment and site inspections indicate that there was no immediate threat to our customers. However, we wanted to respond proactively because customer health and safety is our top priority," Palermo said.

Cal Water has provided water utility services in Livermore since 1928.

Additional information about the company may be obtained online at www.calwater.com.

# # #

NEWS RELEASE CWT Listed NYSE

CALIFORNIA WATER SERVICE COMPANY

195 South N Street   December 10, 2001
Livermore, CA 94550   01 LV 02

Contact: Sam Palermo (925) 447-4900   *For Immediate Release*
         or Shannon Dean (310) 863-8045

WATER FROM CAL WATER'S WAVERLY TANK CONFIRMED CLEAN

Livermore, Calif. – Final results available today indicate that the water in California Water Service Company's Waverly Tank in Livermore meets all state and federal water quality standards, according to District Manager Sam Palermo.

Extensive testing was conducted by four separate water quality laboratories after California Water Service Company (Cal Water) personnel found that security at its Waverly Tank site had been breached. The tank was immediately isolated and the distribution system flushed as a precaution.

"All evidence indicated that there was no immediate health threat to our customers, but we decided to take several precautionary measures while waiting for the water quality test results," Palermo said.

Lawrence Livermore National Laboratory of Livermore, Calif., BSK Laboratory of Fresno, Calif., Associated Laboratories of Orange, Calif., and California Water Service Company's San Jose, Calif. laboratory conducted a range of tests, looking for bacteria, pesticides, radioactive compounds, volatile organic compounds, and inorganic compounds. Analyses for more than 100 compounds confirmed that water quality had not been compromised; copies of the test results are available upon request.

"We are enhancing security at all of our facilities and will continue to monitor them vigilantly to protect the health and safety of our customers," Palermo said.

Cal Water is an investor owned water utility company that has served Livermore since 1928. Additional information about the company may be obtained online at www.calwater.com.

# # #

Appendix B – Hazardous Materials Contacts

Emergency Contacts for CSS Districts

District	Local Fire Department, contact person(s) & phone number(s) for HAZMAT response	Sample following Suspected Terrorist Act, contact person(s) & phone number(s)
AV		ACTI in Rancho Dominguez, (310)763-1423 or (800)334-2284, Daytime- ask for Bea Esparza, After hours- ask for Dispatch
BAY		Pending agreement with San Mateo County Enviro Health Dept., Bill Lent (650)363-4366
BG	**Woodside** Fire Protection Dist. Any acting battalion chief (650)363-4915 or (650)369-4962. **Menlo Park** Fire Protection Dist., Ron Keefer (650) 688-8400	Pending agreement with San Mateo County Enviro Health Dept., Bill Lent (650)363-4366
BK	City of Bakersfield Fire Department HAZMAT (Kirk Blair) (661)326-3979 Count of Kern Fire Department Always call 911 first, then contact Deputy Chief Mark Chaffin (661)330-0123	ACTI in Bakersfield (661)392-7765, Contact Henry Garcia of Bob McClure 24 hours
CH	Chico City Fire Dept. Division Chief Steve Simpson, phone 911	Pending agreement with Butte County Enviro Health Dept., Dan Dyer (530)538-2131
DIX	Dixon Fire Dept., Ed Tubbs (707)678-7060- HAZMAT response handled by Sacramento F.D.	Pending agreement with Solano County Enviro Health Dept., Matt Giesert (707)421-6765
DOM	Local Fire Dept. Phone #911	ACTI in Rancho Dominguez, (310)763-1423 Or (800)334-2284, Daytime- ask for Bea Esparza, After hours- ask for Dispatch
ELA	Local Fire Dept. Phone #911	ACTI in Rancho Dominguez, (310)763-1423 Or (800)334-2284, Daytime- ask for Bea Esparza, After hours- ask for Dispatch

CALIFORNIA WATER SERVICE COMPANY- ANTELOPE VALLEY DISTRICT
EMERGENCY RESPONSE PLAN

District	Local Fire Department, contact person(s) & phone number(s) for HAZMAT response	Sample following Suspected Terrorist Act, contact person(s) & phone number(s)
HAW	LA County Fire recommends the following steps for the Hawthorn system: **1**-Contact 911, they will direct the calls **2**-Health/HAZMAT section L.A.County Fire Dept. (323)890-4000 or 4317 if an accidental spill **3**-The 24/7 # (310)679-1131 or (323)262-2111 for HAZMATteam **4**-L.A. County Fire Station in Hawthorne for local HAMAT contact (310)263-2732	ACTI in Rancho Dominguez, (310)763-1423 Or (800)334-2284, Daytime- ask for Bea Esparza, After hours- ask for Dispatch
HR	Dial 911. **Hermosa and Redondo** Fire Departments both use LA County HAZMAT team. If calling from Torrance you must be specific that the hazard is in Hermosa or Redondo. If the hazard is in **Torrance** they will respond with their own HAZMAT team	ACTI in Rancho Dominguez, (310)763-1423 Or (800)334-2284, Daytime- ask for Bea Esparza, After hours- ask for Dispatch
KRV	760-379-5336 #911	ACTI in Bakersfield (661)392-7765, Contact Henry Garcia or Bob McClure 24 hours
KC	King City Fire Department, Chief Lonnie Silva (831)385-3430, 422 Bassett St., King City, CA 93930	Pending agreement with Monterey County Enviro Health Dept., Bruce Welden (831)755-4571
LIV	Danielle Stefani, Livermore Fire Dept. (925)454-2338, dstefani@lpfd.org	Pending agreement with Livermore Fire Dept., Danielle Stefani (925)454-2338
LAS	**Los Altos, Los Altos Hills, Cupertino** – Santa Clara County Fire Dept. (408)378-4010, Steve Staump, Operations Chief **City of Mountain View** Gary Leinweber (650)903-6378 **City of Sunnyvale** Public Safety (408)730-7212	**Los Altos, Los Altos Hills, Cupertino**- Santa Clara County FD will not sign agreement- researching contractor **City of Mountain View** Pending with Gary Lienweber (650)903-6378 **City of Sunnyvale** Public Safety, Confirmed with Ron Sterycka (408)730-7219

CALIFORNIA WATER SERVICE COMPANY- ANTELOPE VALLEY DISTRICT
EMERGENCY RESPONSE PLAN

District	Local Fire Department, contact person(s) & phone number(s) for HAZMAT response	Sample following Suspected Terrorist Act, contact person(s) & phone number(s)
MRL	CDF: Marysville Fire Dept., Joe Hernandez, Chief (530)741-6622	Pending agreement with Yuba County Enviro Health Dept., Kelly Purdom (530)749-7520
ORO	Oroville Fire Dept. (530)538-2487, Chief Ron Myers	Pending agreement with Butte County Enviro Health Dept., Dan Dyer (530)538-2131
PV	A. Dial 911 & they will channel B. Health/HAZMAT Section L.A. County Fire (323)890-4000 C. 24/7 # for HAZMAT team (310)679-1131 or (323)262-2111 D. L.A. County Sta. 106 is Local HAZMAT contact at (310)377-9523	ACTI in Rancho Dominguez, (310)763-1423 Or (800)334-2284, Daytime- ask for Bea Esparza, After hours- ask for Dispatch
RDV	**Lucerne** Jim Robbins, (707)274-3100 **Guerneville** Russian River F.D., Jim Greule, (707)869-9089	**Lucerne** Pending with Lake County Enviro Health Dept., Manuel Ramirez, (707)263-1164 **Guerneville** Sonoma County Dept. of Emergency Services will not sign agreement- researching contractor **Dillon Beach** Pending with Marin County Fire Dept., Senior Capt. Mark Brown, Tomales Fire Station (707)878-2464
SLN	Non-emergency call (831)758-7321 Emergency dial 911 Contact on duty Battalion Chief	Pending agreement with Monterey County Enviro Health Dept., Bruce Welden (831)755-4571
SEL	Jeff Kestley, (559)896-2511	PARC Environmental in Fresno, Robert Lassotovitch (800)882-5362 or cellular (559)978-3246
STK	Chief Carl Mills, Operations Chief (209)937-8801	Pending agreement with San Joaquin County Enviro Health Dept., Doug Wilson (209)468-3420
VIS	Captain Dwayne Anthony, City of Visalia Fire Dept. (559)713-4226 County Fire Dept. (559)734-7477	City of Visalia Fire Dept. (559)713-4226 Captain Dwayne Anthony
WLK	Steve Baker (805)383-4752	Pending agreement with Ventura County HAZMAT Response, Steve Baker (805)383-4652
WIL		AC Industrial Services in Chico, Malcom Maxwell (530)343-5488

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ANNEX B

NPDES
BEST
PRACTICES

BMP Discharge Record Form in APPENDIX 6 – DOC Forms

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CALIFORNIA WATER SERVICE COMPANY- ANTELOPE VALLEY DISTRICT
EMERGENCY RESPONSE PLAN

MEMORANDUM
CALIFORNIA WATER SERVICE COMPANY
CUSTOMER SUPPORT SERVICES

TO: District Managers and Superintendents

CC: Water Quality Managers, Engineering Managers

FROM: Dale Gonzales, CSP, P.E., Director Environmental

DATE: December 2016

SUBJECT: NPDES Permits at California Water Service

The following is a brief overview of Cal Water's current NPDES procedures

Background:

NPDES stands for National Pollution Discharge Elimination System, and is part of the Federal Clean Water Act, which was enacted in 1972. It basically states that it is illegal to discharge pollutants (sediments, chlorine, pollutants, etc) to surface water systems (rivers, creeks, canal, etc) without an approved NPDES permit. NPDES also applies to discharges to storm water conveyance systems that empty into surface water systems. The owners of the storm water conveyance systems (systems and counties) have NPDES permit known as Municipal Separate Storm Sewer Systems (MS4's) which authorize the discharge of potable water in compliance with their permits.

Does Cal Water have NPDES permits?
All of Cal Water Districts are covered under the Statewide National Pollutant Discharge Elimination System (NPDES) permit for drinking water systems discharges to water of the United States.   The permit provides regulatory coverage for short-term or seasonal planned and unplanned (Emergency) discharges resulting from a water purveyors essential operational and maintenance activities.

Planned discharges include regularly schedules, automated or non-regularly scheduled activities that must take place to comply with mandated regulations and that the water purveyor knows in advance will result in a discharge to surface water.

Unplanned discharges include discharges that occur due to facility leaks, system failures, operational errors, or catastrophic events for which the water purveyor is not aware of the discharge until after the discharge has commenced. Refer to Swimlane Flow Diagrams below- one for Field Crew responsibilities and second for District Management responsibilities.

Planned and Unplanned (emergency) discharges may occur directly, through a constructed storm drain (Municipal Separate Storm Sewer Systems (MS4's)), or through another conveyance system, to water of the United States.

CALIFORNIA WATER SERVICE COMPANY- ANTELOPE VALLEY DISTRICT
EMERGENCY RESPONSE PLAN

Authorized discharges to water of the United States may include, but are not limited to, the following discharges:

Planned discharges:
  a. Groundwater supply well flushing or pump-to-waste.
  b. Groundwater well development, rehabilitation, and testing.
  c. Groundwater monitoring for purpose of supply well development, rehabilitation and testing.
  d. Trench dewatering of drinking water during planned repairs.
  e. Transmission system installation, cleaning, and testing.
  f. Water treatment plant operations (excluding filter backwash that is discharged to a water of the U.S.).
  g. Distribution system storage tank or reservoir releases.
  h. Distribution system dewatering, flushing, and pressure testing.
  i. Fire flow/fire hydrant testing.
  j. Meter testing.
  k. Automated water quality analyzers operations.
  l. Pressure relief valves.
  m. Unscheduled activities that must be undertaken to comply with mandates of the Federal Drinking Water Act and California Health and Safety Code

Unplanned (Emergency) Discharges due to: (Refer to Swimlane Flow Diagrams below, one for Field Crew responsibilities and second for District Management responsibilities.)

  a. Emergency drinking water system failures and repairs including transmission and distribution system failures and repairs.
  b. Trench dewatering due to an emergency failure.
  c. Operation errors.
  d. Catastrophic events.

Discharges Not Allowed:
Backwash activities are not covered under the Statewide NDPES Permit. Those discharges are covered under a separate permit.

Land discharges
Discharges that go onto land (not onto waters of the U.S.) are allowed and not required to be discharges under a permit.

Cities/Counties:
Cities and/or Counties may impose more stringent requirement on a water purveyors.

CALIFORNIA WATER SERVICE COMPANY- ANTELOPE VALLEY DISTRICT
EMERGENCY RESPONSE PLAN

<u>**What are the District's Responsibility:**</u>
1. Use the Potable Discharge Guidance Manual for Best Management Practices.
2. Communicate the use of Best Management Practices (BMPs) to all personnel.
3. Use BMPs (dechlorination and sediment removal) to protect surface waters and storm water conveyance systems.
4. For all discharges use the Best Management Practices (BMP) and Discharge Record.
5. Request training on NPDES permits and BMPs.

BMP Discharge Form Instructions

1. **Form Instructions**
   If you are planning a large discharge, it is a good idea to notify the City or County Public Works Department to let them know you will be discharging into their storm drain or watercourse.

2. **Dechlorination**
   If chlorine is present, dechlorinate the water at the point of release. Ensure no detectable amount (less than 0.09 mg/l) of chlorine enters the storm drain or water course. If chlorine is detectable at any time during discharge, adjust the dechlorinating chemical dosage rate and re-analyze for chlorine. Continue this process of adjusting the dosage and re-analyzing until chlorine is no longer detected in the discharge.

3. **Reducing Turbidity**
   <u>Preventing Erosion:</u>
   Ensure the discharge will not cause erosion. Sand bags or other devices can be used as an energy dissipater in order to minimize dirt erosion. Direct flow onto cement or vegetated area rather than dirt.

   <u>Protecting the Storm Drain Inlet:</u>
   Protect the storm water system inlet with filer fabric, sand bags, or other suitable practice. Refer to the Company's BMP Manual for guidance. When you collect the "Before Treatment" turbidity samples make sure you collect the sample before filter fabric and/or sandbags. Collect "After Treatment" turbidity samples after water passes the filter fabric and/or sandbags.

   Note: If filter fabric is used to protect the storm drain inlet, it may be impossible to collect samples of the water after it passes through the fabric. Please make note in the comment section if this problem is encountered.

4. Collecting Samples

Duration of Discharge	Sampling Requirements
Less than 20 minutes	One sample is required during the first 10 minutes of the discharge.
20 minutes to 60 minutes	One sample is required during the first 10 minutes of the discharge, plus a second sample is required within the last 10 minutes of the discharge.
Greater than 60 minutes	One sample is required within the first 10 minutes, a second sample is required within the next 50 minutes, and a third sample is required approximately within the last 10 minutes of the discharge or as close to the end of the discharge as is feasible.

5. Observations

Before you start to discharge, observe the condition of the gutter and the storm drain inlet. If trash or dirt is observed in the gutter and/or on the storm drain inlet, remove and properly dispose of it. Record the visual condition of the water quality as the discharge enters the storm water conveyance system to determine if additional BMPs are necessary.

Example 1: If the gutter was stained orange before the discharge we know we did not cause the stain. If the gutter was not stained until after our discharge, then we know that our discharge water contains something (Fe, etc.) that stains the gutter.

6. Document

Document all field measurements and observations. Keep original. Make a copy and send to Environmental Affairs email at bmpdischargerecord@calwater.com

District Management Actions for Unplanned Potable Water Discharge

Swimlanes (left side, top to bottom): Unplanned Event Process | Field Crew | District Management | Legal | Environmental Affairs | Corporate Communication | Engineering

Unplanned Discharge

Field Supervisor notifies all District Management

Field Crew report if discharge enters US waters

Did the following occur? Erosion to land, water enters dry un-named creek, damage to landscape that may contain sensitive habitat, or volume is considered significant

Field Crew report if they observed a fish kill OR sediment plume or stream bed scouring or property damage?

1. Notify VP of Operations and Director of Operations
2. Notify Corporate Communications
3. Notify Environmental Affairs
4. Notify Legal Department
5. Notify Engineering

Submit BMP Discharge Record Form: Boxes 2-5 filled out. Email to BMPDischargeRecord@calwater.com

Immediately confirm with Environmental. Reason to comply with notification requirements

District management (if necessary) conducts conference call to discuss cause and actions taken or to be taken

EA Determines if calculations are required

If confirmed, give initial notification to regulatory agency within 24 hours

Submit BMP Discharge Record Form (Boxes 2-8 filled out) and Discharge Incident Form

District to fill out Calculation Request Form

Email to BMPdischargerecord@calwater.com

District Management reviews report- approves

Legal approves review

Prepare draft / Environmental report for review

Conduct employee interviews to debrief document

If significant Conduct Event Review / Failure Analysis

Generate and distribute recommendations / Action items

Submit final report within 5 days to regulatory agency

VP Approves Review / Engineering Operations Manager Review

Engineering completes flow calculations

VP approves final calculations

Legal notified

Environmental Affairs notified

Corporate Communications notified

Engineering notified

Will give further directions

NO FLOW DATA WILL BE DISTRIBUTED TO ANY THIRD PARTY WITHOUT APPROVAL FROM VP OF ENGINEERING AND ENVIRONMENTAL AFFAIRS

Flow labels: YES, NO, UNCLEAR

Field Crew Operators Actions for Unplanned Potable Water Discharge

Swimlanes: Unplanned Event Process | Field Crew | District Management | Environmental Affairs

---

Unplanned Event Process

- Unplanned Discharge

Field Crew

- First Responder:
  - Assess the situation
  - Notify Supervisor
  - Secure Safety of Site
  - Establish Traffic Controls
  - Locate Source

- Determine if discharge entered US waters? (Storm drain, creek, stream)
  - NO → Implement BMPs (Boxes 2-5 filled out)
  - UNCLEAR → Notify Environmental Affairs of unclear discharges
  - YES → Notify Supervisor

- Implement BMPs

- Locate the point where the discharge flows or flowed into the receiving water

- Walk downstream
  - Measure TCR until you get ND
  - Make visual observations and record on BMP Discharge Form
  - Take photographs to document environmental conditions
  - Monitor all parameters on BMP Discharge Record Form

- Walk Upstream
  - Measure TCR until you get ND
  - Make visual observations and record on BMP Discharge Form
  - Take photographs to document environmental conditions
  - Monitor all parameters on BMP Discharge Record Form

- Repeat Downstream and Upstream observations on following day

- Determine if there were any fish kill OR Sediment plume OR Stream bed scouring OR Property damage
  - NO
  - YES → Notify Supervisor

Notification required for: Erosion to land, water enters dry un-named creek, damage to landscape that may contain sensitive habitat, or volume is considered significant

- Notify Supervisor

- Fill out BMP Form (Boxes 2-5 filled out)

- Fill out BMP Form (Boxes 2-8 filled out) and Discharge Incident Form

- Submit BMP Discharge Form to Supervisor

District Management

- Notified by Field Crew that discharge entered US waters

- Notified by Field Crew that there was fish kill OR Sediment plume OR Stream bed scouring OR Property damage

- Receive completed BMP Discharge Form from Field Crew

- Go to District Management Action Flow Process

- Notify Environmental Affairs of unclear discharges

Environmental Affairs

- Will give further instructions

ANNEX C

WEST VALLEY CONSTRUCTION COMPANY ERP

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West Valley Construction Company

Emergency Response Plan

ANNEX To

California Water Service Company

JULY 2016

580 East McGlincy Lane
Campbell, CA 95008
(408) 371-5510

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Equipment Division

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Section 1

EMERGENCY OPERATIONS CENTER (EOC)

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**WEST VALLEY CONSTRUCTION COMPANY
EMERGENCY RESPONSE PLAN**

Emergency Operations Center
Contact Information

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Section 1

EMERGENCY OPERATIONS CENTER (EOC)

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Emergency Organization

Emergency Operations Center (EOC)

The West Valley Construction Company's Emergency Operations Center (EOC) is the central coordination and control location following a large emergency or disaster that affects the Company's operations. It is located at the Company Headquarters second floor conference room at 580 E. McGlincy Lane, Campbell, CA 95008. In the case of a devastating regional disaster, the EOC can be relocated to the Carson City office in Nevada that serves as the Company's backup data and communications center. Emergency stand-by power generators are in place in the Bakersfield, Campbell and Redwood City locations.

The EOC is responsible for collecting the status of Company-wide operational capability, the needs of clients for emergency repairs, and the coordination of disaster-related response to these needs. EOC staff will prioritize and coordinate overall emergency operations until such a time when disaster-related repair is no longer required.

Depending on workload, WVC resources available include, but are not limited to:

- Construction Labor Employees (320)
- Management Employees (56)
- Engineering Staff (5)
- Equipment (1200)
- Subcontractors (104 registered emergency contacts with WVC)
- Fuel & Fuel Truck (up to 20,000 gal. in the Bay Area)

During major catastrophic events, WVC resources will be allocated to customers in need of assistance according to current workload and asset allocation with each customer. During localized events, resources may be brought in from outside areas.

The number of WVC personnel assigned to the Company's EOC may be modified depending on the nature of the situation. More personnel may be assigned during the initial response phase of an event, while the number may decrease as the need for disaster-related activities slows down. In the event of a major catastrophic event, such as a severe earthquake, personnel manning the EOC or working in the field may be required to work for an extended period. As part of the emergency response, accommodations will be made to feed and house those personnel due to the emergency.

EOC Function

Coordinate all disaster-related field operations of the Company; assess the functional status of the Company's facilities, equipment and employees; assess the needs of the Company's clients for a coordinated response; assess the logistical needs for a Company-wide response; obtain personnel, supplies, and equipment as needed; ensure that Company personnel abide by proper safety requirements; and provide support to employees during the disaster, as needed.

EOC Organizational Chart

West Valley Construction
EOC Organizational Chart
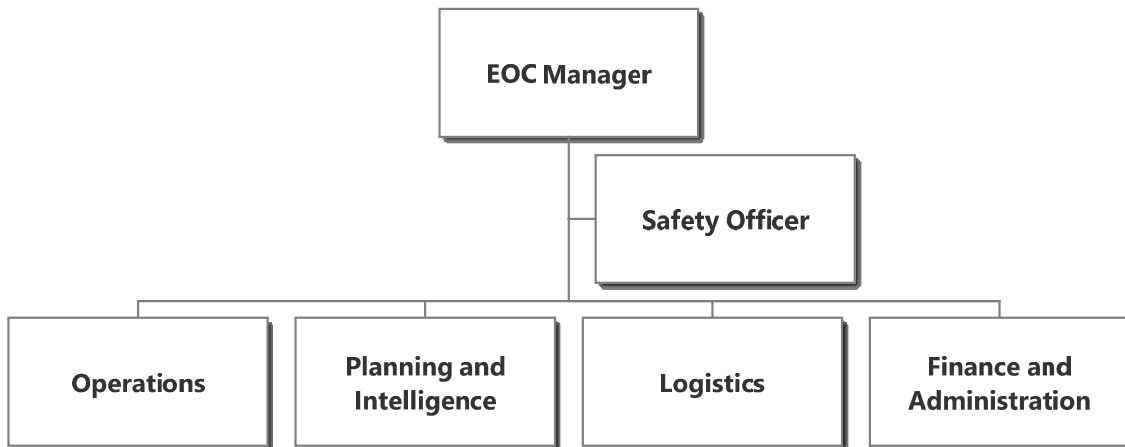
```
                    ┌──────────────┐
                    │ EOC Manager  │
                    └──────┬───────┘
                           │      ┌────────────────┐
                           ├──────│ Safety Officer │
                           │      └────────────────┘
        ┌──────────┬───────┴───────┬──────────────┐
┌───────────┐ ┌─────────────┐ ┌───────────┐ ┌────────────────┐
│ Operations│ │Planning and │ │ Logistics │ │  Finance and   │
│           │ │Intelligence │ │           │ │ Administration │
└───────────┘ └─────────────┘ └───────────┘ └────────────────┘
```

Positional Definitions

EOC Manager

The EOC Manager determines the strategy for implementing how the Company will operate following a major emergency or a disaster. The EOC Manager coordinates all response activities through the EOC Sections and keeps all interested parties informed of the progress and strategies being implemented during the Company's response.

Safety Officer

The Safety Officer's function is to develop and recommend measures for assuring personnel safety in the field, and to assess and/or anticipate hazardous and unsafe situations following a disaster. They may assign assistants, as necessary, to report on conditions at various repair sites.

Operations Section

The Operations Section is responsible for coordinating Company-wide field operations during the disaster response, including the movement of personnel to assist in major repairs.

Planning and Intelligence Section

The Planning and Intelligence Section is responsible for the collection and evaluation of information related to the disaster. Specifically, Planning and Intelligence determines how the event will effect Company operations and the potential re-allocation of Company resources. They develop information and intelligence to better understand the current situation and to predict a probable course of action in order to deal with handling multiple repairs as quickly as possible. In addition, the Planning and Intelligence Section is responsible for preparing the Action Plan that will guide the Company through the disaster response.

Logistics Section

The Logistics Section is responsible for all service and support needs of the event. This includes procuring and maintaining essential facilities, supplies, equipment, personnel, and all other items, as needed.

Finance and Administration Section

The Finance Section provides advice and support to the EOC Manager regarding financial issues. This section is also responsible for employee time and attendance records for the incident, documenting all worker compensation claims related to the incident, assuring that proper agreements are made with contractors and vendors,

tracking contractor utilization and assuring the accuracy of their time claims while on the incident scene, and managing and reporting all legal claims for compensation filed against the company related to the incident.

WEST VALLEY CONSTRUCTION COMPANY
EMERGENCY RESPONSE PLAN

EOC Layout

Second Floor Conference Room
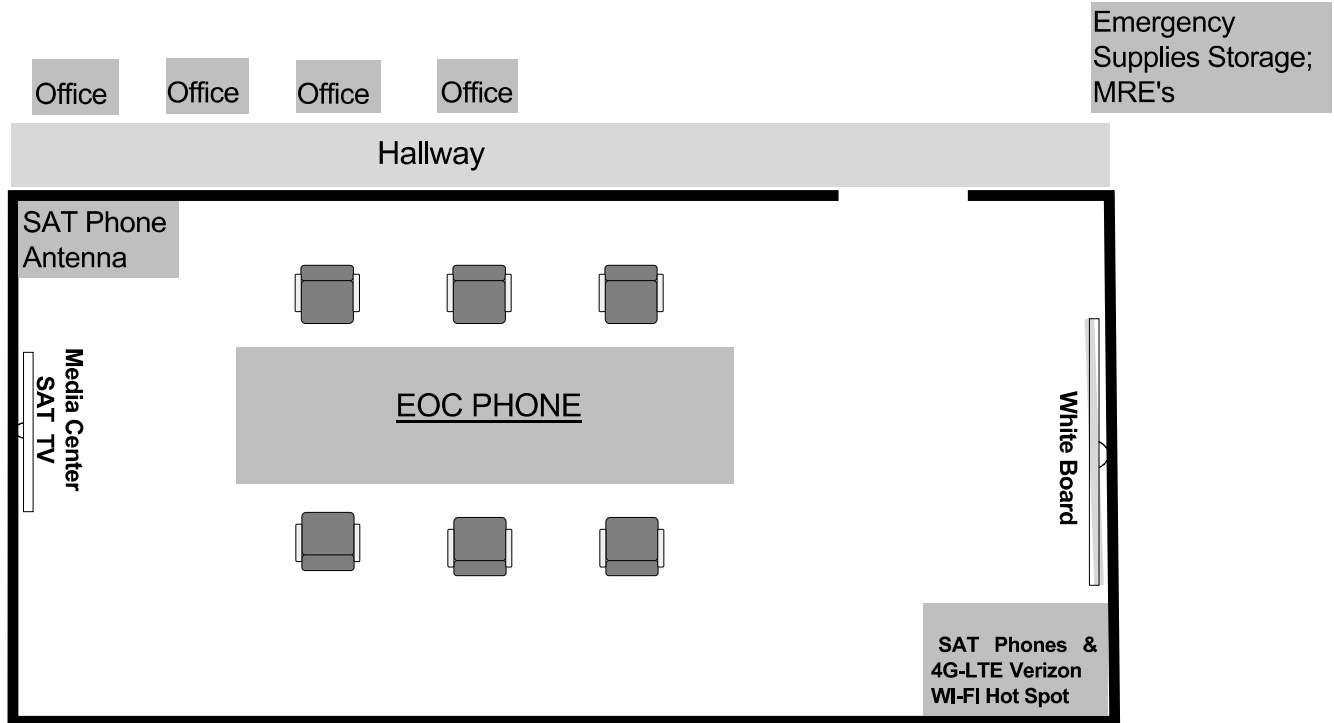
Emergency Supplies Storage; MRE's

Office   Office   Office   Office

Hallway

SAT Phone Antenna

Media Center
SAT TV

EOC PHONE

White Board

SAT Phones & 4G-LTE Verizon WI-FI Hot Spot

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Section 2

EMERGENCY RESPONSE PLAN

GENERAL INFORMATION

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Promulgation

Letter of Promulgation

The West Valley Construction Company has prepared this emergency response plan to ensure the most effective and economical allocation of the Company's personnel and resources that allows for the maximum benefit and service to the customers that we serve in time of emergency.

While no plan can completely prevent disasters, good plans carried out by knowledgeable and well-trained personnel can and will minimize losses. This plan establishes the emergency organization, assigns tasks, specifies policies, and general procedures, and provides for coordination of planning efforts by Company staff utilizing the Incident Command System (ICS) and the Standardized Emergency Management System (SEMS) as used in the public sector. The plan also meets the requirements established by the National Incident Management System (NIMS).

The objective of this plan is to incorporate and coordinate Company personnel into an efficient organization capable of responding to any emergency.

Concurrence of this promulgation letter constitutes the adoption of the Incident Management System, the Standardized Emergency Management System, and the National Incident Management System by the West Valley Construction Company.

Kevin Kelly

President and CEO
West Valley Construction Company

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Basic Plan Elements

The Emergency Response Plan

The Emergency Response Plan (ERP) addresses the Company's responsibilities in responding to our client's needs associated with natural disasters, human-caused emergencies, and technological incidents. It provides a framework for coordination of response and recovery efforts by the Company, as well as with governmental, private, and other organizations as needed. The Plan establishes an emergency organization to direct and control disaster-related operations during a period of emergency by assigning responsibilities to specific personnel.

This ERP does the following:

- Conforms to the State of California's mandated Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and effectively structures emergency response at all levels in compliance with the Incident Command System (ICS).

- Establishes response policies and procedures, providing the Company with clear guidance for planning purposes.

- Describes and details procedural steps necessary to protect lives and property.

- Outlines coordination requirements.

- Provides a basis for unified training and response exercises to ensure compliance with these emergency management systems.

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Purpose & Scope

Purpose

The Purpose of the Emergency Response Plan is to ensure that the Company maintains the ability to provide complete service to all of our customers during major emergencies and disasters.

Scope

The Scope encompasses a broad range of major emergencies. Such incidents include earthquakes, hazardous materials emergencies, winter storms, flooding, terrorist acts and wildfires. Also included are procedures for emergencies that may or may not require the full or partial activation of the Emergency Operations Center (EOC).

Objectives

The objectives of the plan are to do the following:

- Provide for a safe and coordinated response to emergency situations.

- Maintain relationships, communications, and coordination with our clients, regulatory agencies, vendors, and other underground contractors. In order to ensure proper communication, an Emergency Contact List is provided in the Appendix Section of this Emergency Response Plan for the corporate organization as well as each of the Districts.

- Protect the Company's facilities following a disaster.

- Protect the safety and welfare of Company employees.

- Enable the Company to resume normal operations with minimal confusion in the shortest time possible.

- Provide for interface and coordination between various work sites, the District Offices, and the Company's Emergency Operations Center (EOC).

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Assumptions

ERP Assumptions

In an Emergency Response Plan (ERP), assumptions are provided so that the user knows on what foundations the plan is based. In other words, the assumptions state what has been treated as (or is assumed to be) true so that the ERP can be executed effectively. Assumptions also serve to show the limitations of an ERP and alert the user that some improvisation and resourcefulness may be needed in an emergency if one or more of the underlying assumptions prove not to be true.

Here are the assumptions used in the development of this ERP:

- Our clients (public or private) will continue to recognize their responsibilities with regard to public safety. They will exercise their authority to implement emergency operations and recovery plans in a timely manner when confronted with an emergency or a disaster.

- If properly implemented, this plan will augment our customer's emergency operations, response, and recovery plans.

- If properly maintained, this plan will provide the Company's personnel with guidance and instructions for a timely response during emergencies, and providing necessary assistance to return utility systems to their normal states.

As described in this plan, the Company will support the Standardized Emergency Management System (SEMS) structure and those of our clients and other cooperating contractors.

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Concept of Operations

Concept

The Concept of Operations section of an Emergency Response Plan (ERP) is intended to explain in general terms the sequence of actions that must take place during and after an emergency. It must identify those who are charged with performing those actions. The names of Company personnel specifically charged with taking these measures are provided in **APPENDIX 1** and **APPENDIX 3** of the internal Company plan.

The term "emergency", in the context of this plan, means actual or threatened conditions of disaster or damage to the utility systems that we install, repair, and maintain. For additional information on the definition of an emergency, refer to **Page 49** of this Section. As stated earlier, these emergencies could be caused by fire, severe storms, earthquakes, hazardous material releases, power outages, freezes, water supply contamination, and intentional acts.

The initiation of emergency response actions could be triggered by any of the following types of events:

- A notice from a customer about a utility service interruption of both <u>known</u> and <u>unknown</u> causes.

- Discovery of upsets or other situations that could lead to an interruption in utility service.

- Discovery of any situation that requires immediate action on the part of the Company.

Company management staff are authorized to take action when any of these situations are brought to their attention; or when in their judgment, an emergency situation has developed.

Day-to-day functions that do not contribute directly to emergency response activity may be suspended for the duration of the emergency. The resources and efforts that would normally be required for those functions may be diverted to the accomplishment of emergency tasks.

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The Incident Command System in Water Emergencies

General ICS Information

The Incident Command System, developed for the fire service, is now used by both public and private organizations worldwide to manage emergency and non-emergency events. It can be used for both small and large situations.

West Valley Construction Company personnel need to be aware of this system as it relates to utility emergencies. Information regarding how WVC would incorporate this system into their emergency repair operations is included in **ANNEX B** of the internal Company plan.

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Standardized Emergency Management System (SEMS)

What is SEMS?

The Standardized Emergency Management System (SEMS) is the system required by Government Code §8607(a) for managing response to multi-agency and multi-jurisdiction emergencies in California. SEMS consists of five organizational levels that are activated as necessary:

- Field Response (WVC's role in assisting other agencies)

- Local Government (EOC, DOC, other cities and special districts)

- Operational Area (County)

- Regional (State OES)

- State (State OES)

SEMS incorporates the use of the Incident Command System, the Master Mutual Aid Agreement, existing mutual aid systems, the Operational Area concept, and multi-agency or inter-agency coordination. Local governments and special districts must use SEMS to be eligible for funding of their personnel-related costs under state disaster assistance programs. It is also required that all organizations involved in emergency response use SEMS to aid in the coordination of disaster activities.

Purpose of SEMS

SEMS has been established to provide an effective response to multi-agency and multi-jurisdiction emergencies in California. By standardizing key elements of the emergency management system, SEMS is intended to do the following:

- Facilitate the flow of information within and between levels of the system

- Facilitate coordination among all responding agencies

Use of SEMS improves the mobilization, deployment, utilization, tracking, and demobilization of needed mutual aid resources. Use of SEMS reduces the incidence of poor coordination and communications, and it reduces resource-ordering duplication on multi-agency and multi-jurisdiction responses. SEMS is flexible and adaptable to the varied disasters that occur in California and to the needs of all emergency responders.

Organizational / Response Levels and Activation Requirements

The five SEMS organizational/response levels are described below. The levels are activated as needed for an emergency.

Field Response Level

The Field Response Level is where emergency response personnel and resources, under the command of an appropriate authority, carry out tactical decisions and activities in direct response to an incident or threat. SEMS regulations require the use of ICS at the field response level of an incident.

Local Government Level

Local governments include cities, counties, and special districts. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction. Local governments are required to use SEMS when their emergency operations center is activated or a local emergency is declared or proclaimed in order to be eligible for state funding of response-related costs. In SEMS, the local government emergency management organization and its relationship to the field response level may vary depending upon factors related to geographical size, population, function, and complexity.

Operational Area

Under SEMS, the Operational Area means an intermediate level of the state's emergency services organization, which encompasses the county and all political subdivisions located within the county, including all special districts. The Operational Area manages and/or coordinates information, resources, and priorities among local governments within the Operational Area, and it serves as the coordination and communication link between the local government level and the regional level.

It is important to note, that while an Operational Area always encompasses the entire county area, it does not necessarily mean that the county government manages and coordinates the response and recovery activities within the county. The decision on organization and structure within the Operational Area is made by the governing bodies of the county and the political subdivisions with the county.

The emergency management organization of each incorporated city and each special district are responsible for coordination and direction of response and recovery operations within their respective jurisdictions, while the County Office of Emergency Services serves a support role. The County is responsible for coordinating and directing response and recovery operations in the unincorporated areas of the County, with the cities providing support and mutual aid as needed.

The County is the Operational Area and will be the focal point for information transfer and support requests by cities within the County. In the event of a major disaster, the County emergency organization will operate under a Unified Command Structure.

Regional

Because of its size and geography, the State has been divided into three Regions and six smaller Mutual Aid Regions. The purpose of the Regions is to provide for the effective application and coordination of mutual aid and other emergency related activities.

In SEMS, the Regional level manages and coordinates information and resources among operational areas within the Region, and also between the Operational Areas and the State level. The regional level also coordinates overall state agency support for emergency response activities within the Region.

State

The State level of SEMS manages state resources in response to the emergency needs of the other levels, and it coordinates mutual aid among the Mutual Aid Regions and between the regional level and state level. The State level also serves as the coordination and communication link between the State and the federal disaster response system.

Features Common to all Organizational / Response Levels

SEMS has several features based on the Incident Command System (ICS). The Field Response Level uses functions, principles, and components of ICS as required in SEMS regulations. Many of these Field Response Level features are also applicable at local government, Operational Area, Regional and State levels. In addition, there are other ICS features that have application to all SEMS levels. Described below are the features of ICS that are applicable to all SEMS levels.

Essential Management Functions
SEMS has five essential functions adapted from ICS. **Field Response** uses the five primary ICS functions:

- Command
- Operations
- Planning / Intelligence
- Logistics
- Finance & Administration

In an **Emergency Operations Center**, the term "**Management**" is used instead of "**Command.**" The titles of the other functions remain the same at all levels:

- Management
- Operations
- Planning / Intelligence
- Logistics
- Finance & Administration

Management by Objectives

The Management by Objectives feature of ICS as applied to SEMS means that each SEMS level establishes, for a given operational period, measurable and attainable objectives to be achieved.

An objective is the end of an action to be performed. Each objective may have one or more strategies and performance actions needed to achieve the objective. The operational period is the length of time set by command at the Field Level and by management at other levels to achieve a given set of objectives. The operational period may vary in length from a few hours to days and will be determined by the situation.

Action Planning

Action planning should be used at all SEMS levels. There are two types of action plans in SEMS:

Incident Action Plans: At the Field Response Level, written or verbal incident action plans contain objectives reflecting the overall incident strategy and specific tactical action and supporting information for the next operational period. Incident action plans are an essential and required element in achieving objectives under ICS.

DOC / EOC Action Plans: At local, Operational Area, Regional and State levels, the use of DOC / EOC action plans provide designated personnel with knowledge of the objectives to be achieved and the steps required for achievement. Action plans not only provide direction, but they also serve to provide a basis for measuring achievement of objectives and overall system performance.

Organizational Flexibility - Modular Organization

The intent of this SEMS feature is that at each SEMS level: 1) only those functional elements that are required to meet current objectives need to be activated, and 2) all

elements of the organization can be arranged in various ways within or under the five SEMS essential functions.

The functions of any non-activated element will be the responsibility of the next highest element in the organization. Each activated element must have a person in charge of it. However, one supervisor may be in charge of more than one functional element.

Organizational Unity and Hierarchy of Command or Management

Organizational Unity means that every individual within an organization has a designated supervisor. Hierarchy of command/management means that all functional elements within each activated SEMS level are linked together to form a single overall organization within appropriate span-of-control limits.

Span of Control

Maintaining a reasonable span of control is the responsibility of every supervisor at all SEMS levels. The optimum span of control is one to five, meaning that one supervisor has direct supervisory authority over five positions or resources. The recommended span of control for supervisory personnel at the field response level and all EOC levels should be in the one-to-three to one-to-seven range. A larger span of control may be acceptable when the supervised positions or resources are all performing a similar activity.

Personnel Accountability

An important feature of ICS applicable to all SEMS levels is personnel accountability. This is accomplished through the Organizational Unity and Hierarchy of Command or Management feature, along with the use of check-in forms, position logs, and various status keeping systems. The intent in bringing this ICS feature into SEMS is to ensure that there are proper safeguards in place so that all personnel at any SEMS level can be accounted for at any time.

Common Terminology

In ICS, common terminology is applied to functional elements, position titles, facility designations and resources. The purpose of having common terminology is to rapidly enable multi-agency, multi-jurisdiction organizations and resources to work together effectively. This feature, as applied to all SEMS levels, would ensure that there is consistency and standardization in the use of terminology within and between all five SEMS levels.

Resources Management

In ICS, resources management describes the ways in which field level resources are managed and how status is maintained. At all SEMS levels, there will be some functional activity related to managing resources. This will vary from level to level in terms of directing and controlling, to coordination, to resource inventorying. Procedures for effective resources management must be geared to the function and the level at which the function is performed.

Integrated Communications

This feature of ICS relates to hardware systems, planning for system selection and linking, and the procedures and processes for transferring information. At the field response level, integrated communications is used on any emergency. At all EOC levels, and between all SEMS levels, there must be a dedicated effort to ensure that communications systems, planning, and information flow are being accomplished in an effective manner. The specifics of how this is accomplished at EOC levels will be different than at the Field Response Level.

Mutual Aid

What is Mutual Aid?

Incidents frequently require responses that exceed the resource capabilities of the affected response agencies and jurisdictions. When this occurs, mutual aid is provided by other agencies, local governments, and the state. Mutual aid is voluntary aid and assistance by the provision of services and facilities including but not limited to fire, police, medical and health, communications, transportation, and utilities.

Mutual aid is intended to provide adequate resources, facilities, and other support to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation. Mutual aid is provided between and among local jurisdictions and the state under the terms of the California Disaster and Civil Defense Master Mutual Aid Agreement. This agreement was developed in 1950 and has been adopted by California's incorporated cities, all 58 counties, and the State.

Many private agencies have established mutual aid arrangements to assist other private agencies within their functional area. For example, water, electric, and gas utilities have mutual aid agreements within the industry and established procedures for coordinating with governmental EOCs.

Liaison should be established between activated EOCs and private agencies involved in a response. Where there is a need for extensive coordination and information exchange, private agencies should be represented in activated EOCs at the appropriate SEMS level.

Authorities and References

State of California

California Government Code, Section 8550

The California Emergency Plan

Promulgated by the Governor and published in accordance with the Act, the California Emergency Plan provides overall statewide authorities and responsibilities, and it describes the functions and operations of government at all levels during extraordinary emergencies, including wartime. Section 8568 of the Act states, in part, that "…the State Emergency Plan shall be in effect in each political subdivision of the state, and the governing body of each political subdivision shall take such action as may be necessary to carry out the provisions thereof." Local emergency plans are, therefore, considered to be extensions of the California Emergency Plan.

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Definitions

Incidents, Emergencies, and Disasters

Incident

An *incident* is an occurrence or event, either human-caused or caused by natural phenomena, that requires action by emergency response personnel to prevent or minimize loss of life or damage to property and/or natural resources.

Incidents may result in extreme peril to the safety of persons and property and may lead to, or create, conditions of disaster. Incidents may also be rapidly mitigated without loss or damage. While not yet meeting disaster level definition, larger incidents may call for managers to proclaim a "Local Emergency."

Incidents are usually a single event that may be small or large. They occur in a defined geographical area and require local resources or, sometimes, mutual aid. There are usually one to a few agencies involved in dealing with an ordinary threat to life and property and to a limited population. Usually, a local emergency will not be declared and the jurisdictional EOC will not be activated. Incidents are usually of fairly short duration, measured in hours or, at most, a few days. Primary command decisions are made at the scene, along with strategy, tactics, and resource management decisions.

Emergency

The term *emergency* is used in several ways. It is a condition of disaster or of extreme peril to the safety of persons and property. In this context, an emergency and an incident could mean the same thing, although an emergency could have more than one incident associated with it.

Emergency is also used in Standardized Emergency Management System (SEMS) terminology to describe agencies or facilities, e.g., Emergency Response Agency, Emergency Operations Center, etc.

Emergency is also used to define a conditional state such as a proclamation of "Local Emergency." The California Emergency Services Act, of which SEMS is a part, describes three states of emergency:

- State of War Emergency
- State of Emergency
- State of Local Emergency

Disaster

A *disaster* is defined as a sudden calamitous emergency event bringing great damage, loss, or destruction. Disasters may occur with little or no advance warning, e.g., an earthquake or a flash flood, or they may develop from one or more incidents, and e.g., a major wildfire or hazardous materials discharge.

Disasters are either single or multiple events that have many separate incidents associated with them. The resource demand goes beyond local capabilities and extensive mutual aid and support are needed. There are many agencies and jurisdictions involved including multiple layers of government. There is usually an extraordinary threat to life and property affecting a generally widespread population and geographical area. A disaster's effects last over a substantial period of time (days to weeks) and local government will proclaim a Local Emergency. Emergency Operations Centers are activated to provide centralized overall coordination of jurisdictional assets, departments and incident support functions. Initial recovery coordination is also a responsibility of the EOCs.

Emergency Phases

General Information Regarding Emergencies

Some emergencies will be preceded by a build-up or warning period, providing sufficient time to warn the population and implement mitigation measures designated to reduce loss of life and property damage. Other emergencies occur with little or no advance warning, thus requiring immediate activation of the emergency operations plan and commitment of resources. All employees must be prepared to respond promptly and effectively to any foreseeable emergency, including the provision and use of mutual aid.

Emergency management activities during peacetime and national security emergencies are often associated with the phases indicated below. However, not every disaster necessarily includes all indicated phases.

Mitigation Phase

Mitigation is perhaps the most important phase of emergency management. However, it is often the least used and generally the most cost effective. Mitigation is often thought of as taking actions to strengthen facilities, abate hazards, and reduce the potential damage either to structures or their contents.

While it is not possible to totally eliminate either the destructive force of a potential disaster or its effects, doing what can be done to minimize the effects may create a safer environment that will result in lower response costs and fewer casualties.

Preparedness Phase

The preparedness phase involves activities taken in advance of an emergency. These activities develop operational capabilities and responses to a disaster. Those identified in this plan as having either a primary or support mission relative to response and recovery should review Standard Operating Procedures (SOPs) and checklists that detail personnel assignments, policies, notification procedures, and resource lists. Personnel should be acquainted with these SOPs and checklists and periodically should be trained in activation and execution.

Response Phase

Pre-Impact: Recognition of the approach of a potential disaster where actions are taken to save lives and protect property. Warning systems may be activated and resources may be mobilized, EOCs may be activated, and evacuation may begin.

Immediate Impact: Emphasis is placed on saving lives, controlling the situation, and minimizing the effects of the disaster. Incident Command Posts and EOCs may be activated, and emergency instructions may be issued.

Sustained: As the emergency continues, assistance is provided to victims of the disaster, and efforts are made to reduce secondary damage. Response support facilities may be established. The resource requirements continually change to meet the needs of the incident.

Recovery Phase

Recovery is taking all actions necessary to restore the area to pre-event conditions or better, if possible. Therefore, mitigation for future hazards plays an important part in the recovery phase for many emergencies. There is no clear time separation between response and recovery. In fact, planning for recovery should be a part of the response phase.

Plan Maintenance and Training

Emergency Response Plan Maintenance

The West Valley Construction Company's Emergency Response Plan is designed for efficient update and additions. The responsibility of maintaining the document is assigned to the Company's Vice President of Operations.

The Vice President of Operations will conduct a thorough review of the plan annually. Updates shall be distributed every year as needed or when there are significant changes.

This plan is a management tool. Sections can be easily updated with minor modifications when there are changes to the Company's organization. The entire plan does not need to be updated every time procedures change.

Individuals with emergency assignments are to review their procedures and related information after an EOC activation; either simulated in drills or as an actual response. Individual checklists are to be revised as needed.

The checklists are designed to be used as worksheets. New and revised checklists can be reprinted after every activation. It is not necessary to reprint the entire document each time it is updated. The footer date should always be kept current.

Orientation

All new Company management and supervisory employees should review the Emergency Response Plan upon hire and attend EOC emergency training when practical.

Suggested SEMS EOC Exercises

Taking the lead from our public sector clients who are required by SEMS to conduct an exercise once year, the Company should conduct an EOC tabletop once a year as well to simulate an actual incident or disaster. This simulation serves to practice policies, procedures, and decision-making skills.

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APPENDIX 1

COMPANY EMERGENCY CONTACT INFORMATION

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WEST VALLEY CONSTRUCTION COMPANY
EMERGENCY RESPONSE PLAN

Corporate Office Personnel and EOC Staffing Assignments

WEST VALLEY CONSTRUCTION COMPANY
EMERGENCY RESPONSE PLAN

Corporate Office Personnel and EOC Staffing Assignments

WEST VALLEY CONSTRUCTION COMPANY
EMERGENCY RESPONSE PLAN

Corporate Office Personnel and EOC Staffing Assignments

WEST VALLEY CONSTRUCTION COMPANY
EMERGENCY RESPONSE PLAN

Corporate Office Personnel and EOC Staffing Assignments

Campbell District
580 McGlincy Lane., Campbell, CA 95008
Phone: (408) 371-5510
Fax: (408) 371-4379

Campbell District Management
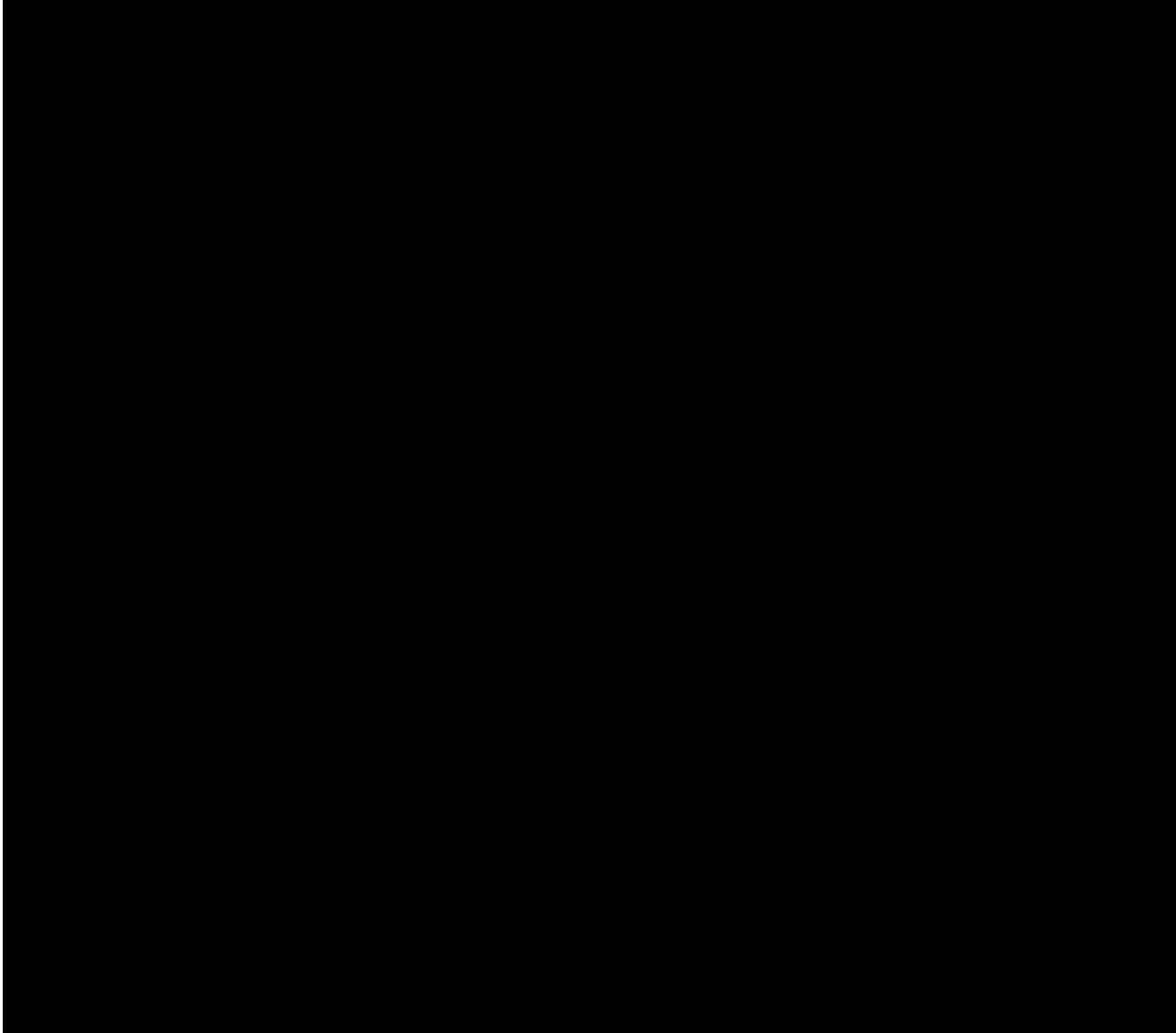
Redwood City District
828 Hurlingame Ave., Redwood City, CA 94063

Phone: (650) 364-9464
Fax: (650) 364-8290

Redwood City District Management
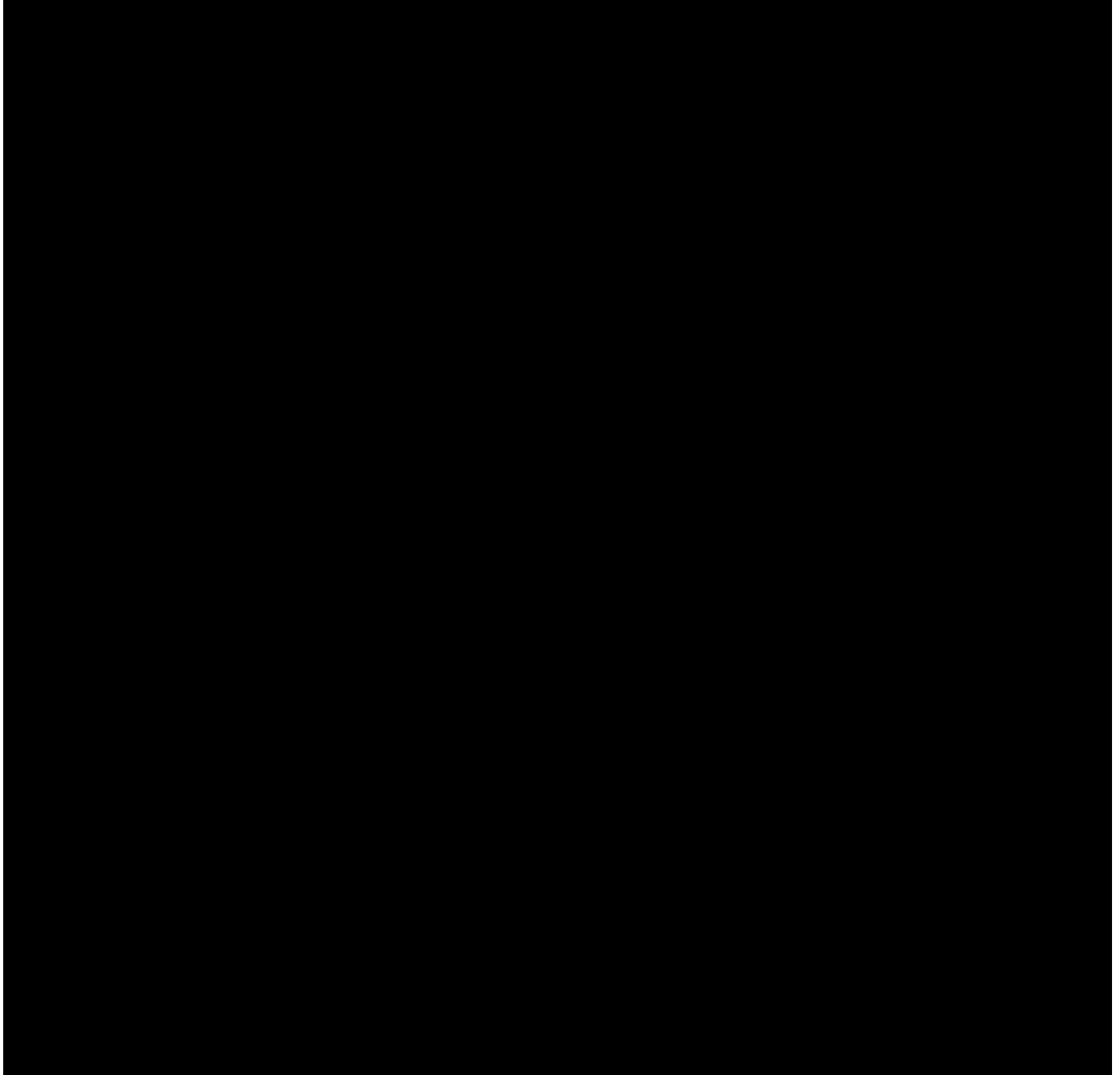
Salinas District 1127 Madison Lane., Salinas, CA. 93907
Phone: (831) 758-9821
Fax: (831) 758-2661

Salinas District Management
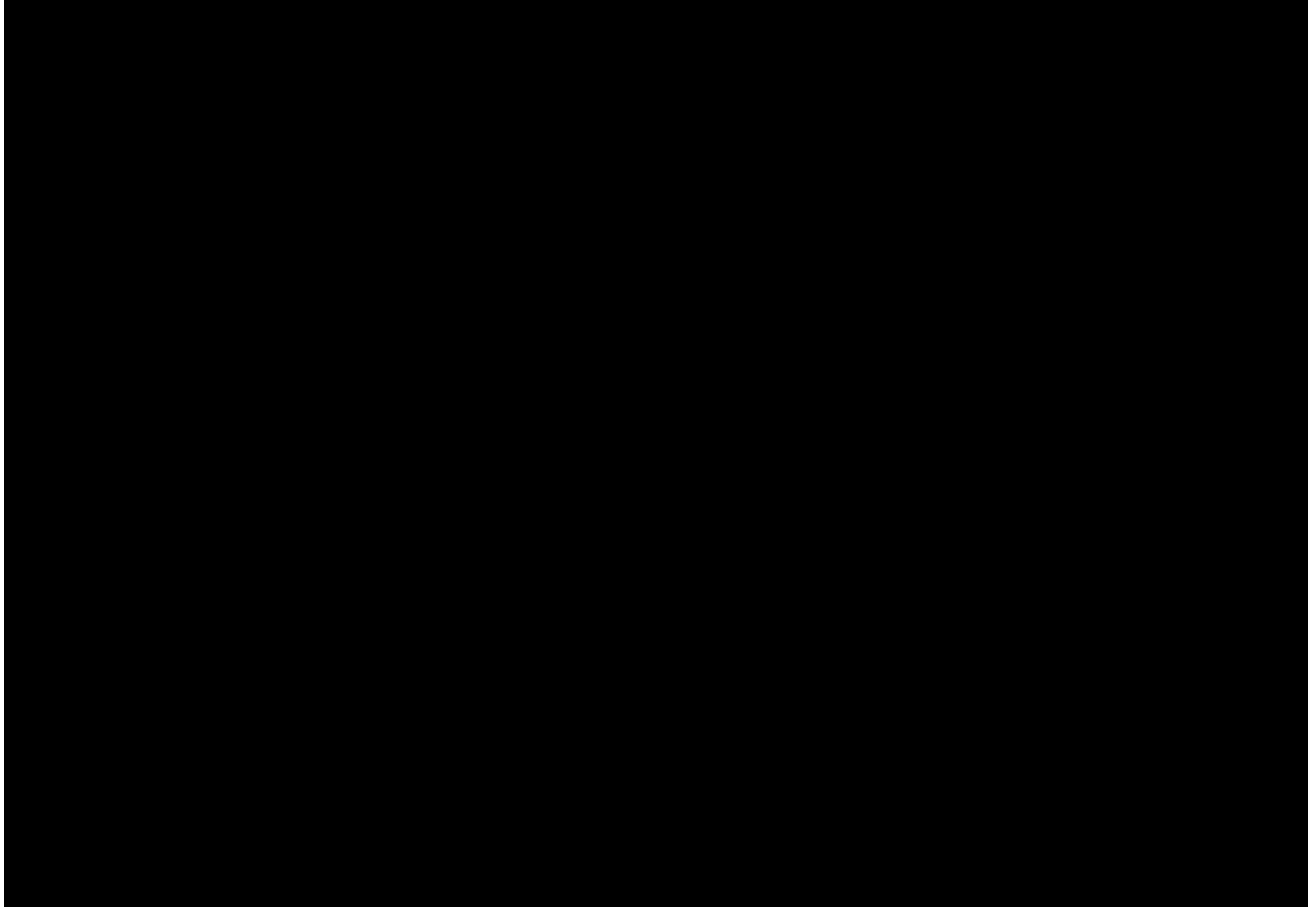
WEST VALLEY CONSTRUCTION COMPANY
EMERGENCY RESPONSE PLAN

Chico District
11276 Midway., Chico, CA. 95928
Phone: (530) 895-0216
Fax: (530) 895-1613

Chico District Management
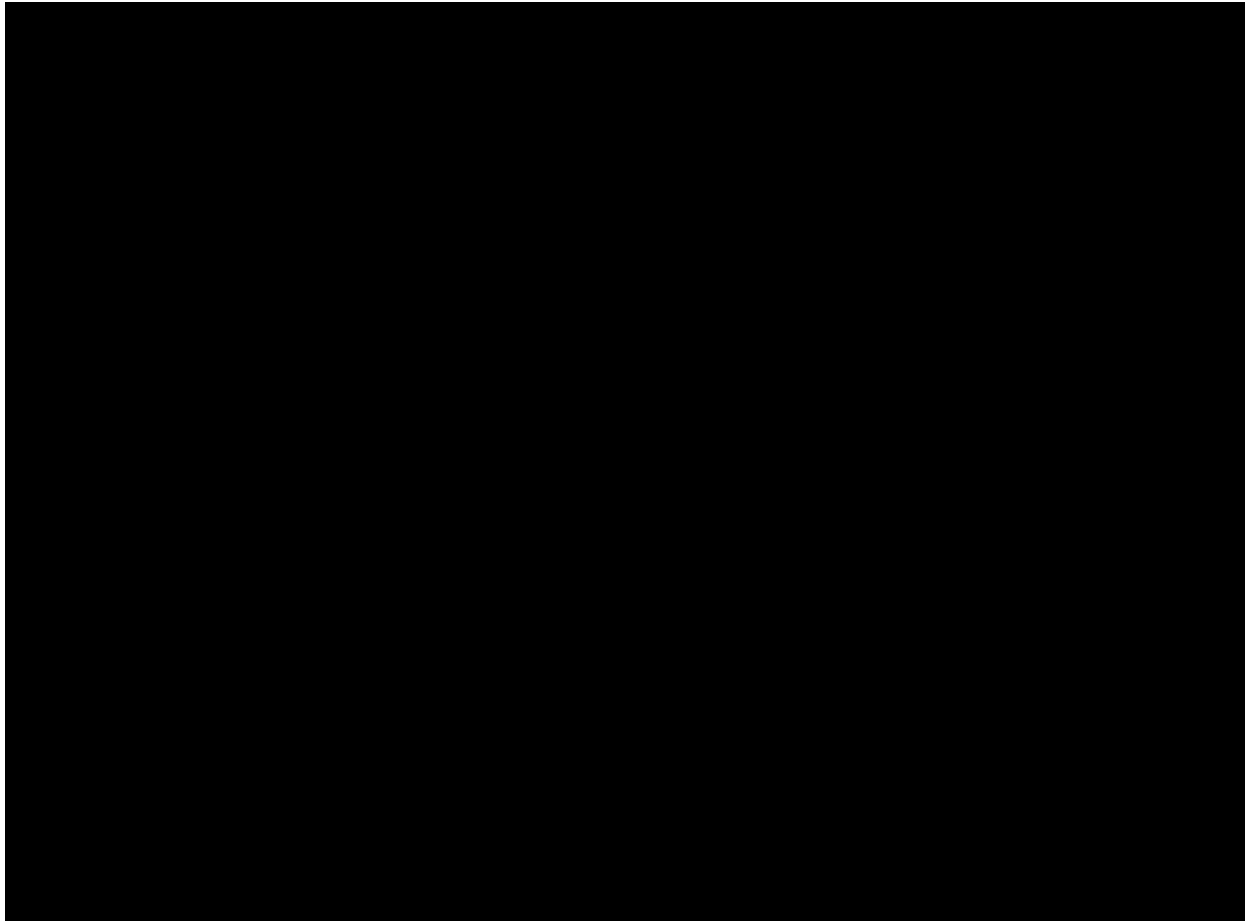
Stockton District 2655 E. Miner Ave., #B Stockton, CA 95205
Phone: 209) 943-6812
Fax: (209) 943-6893
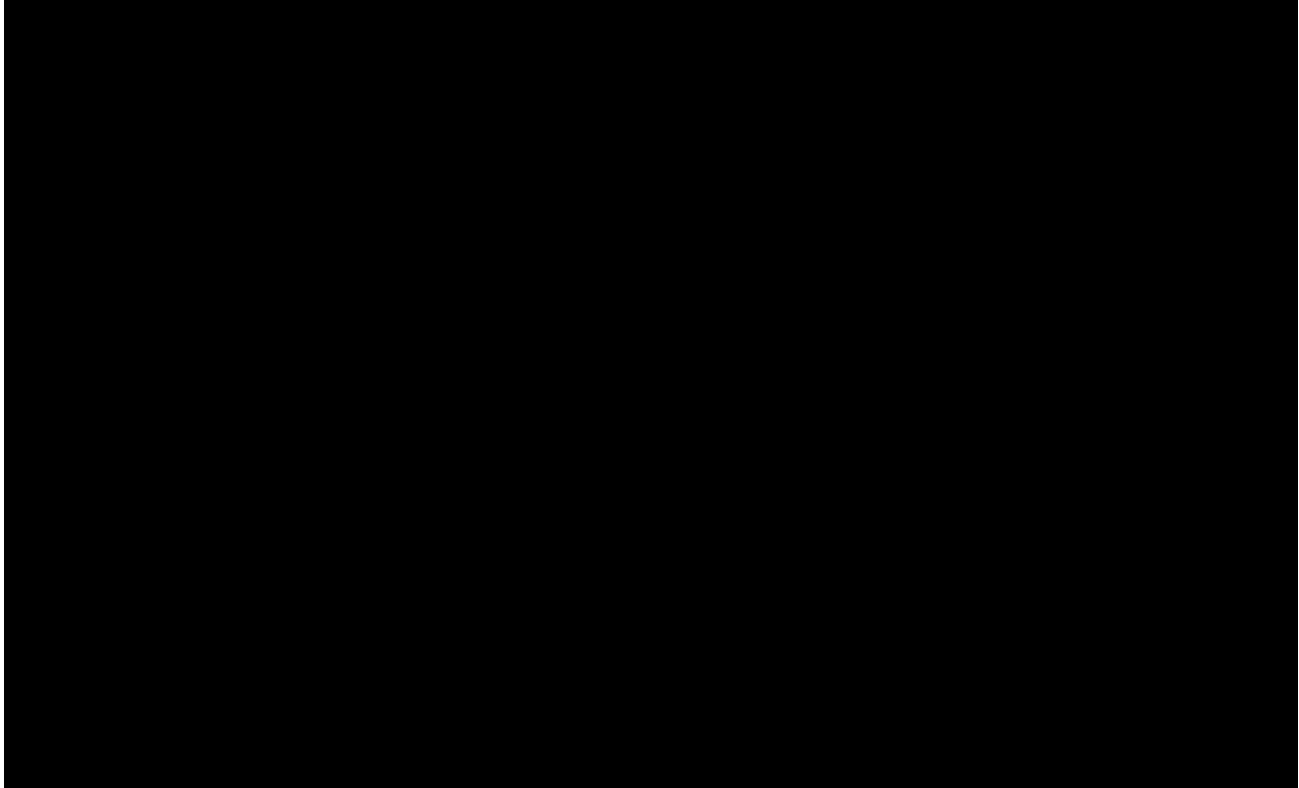
Fresno District 2793 S. Golden State Blvd., Fresno, CA. 93725
Phone: (559) 443-1105
Fax: (559) 443-1106

Fresno District Management
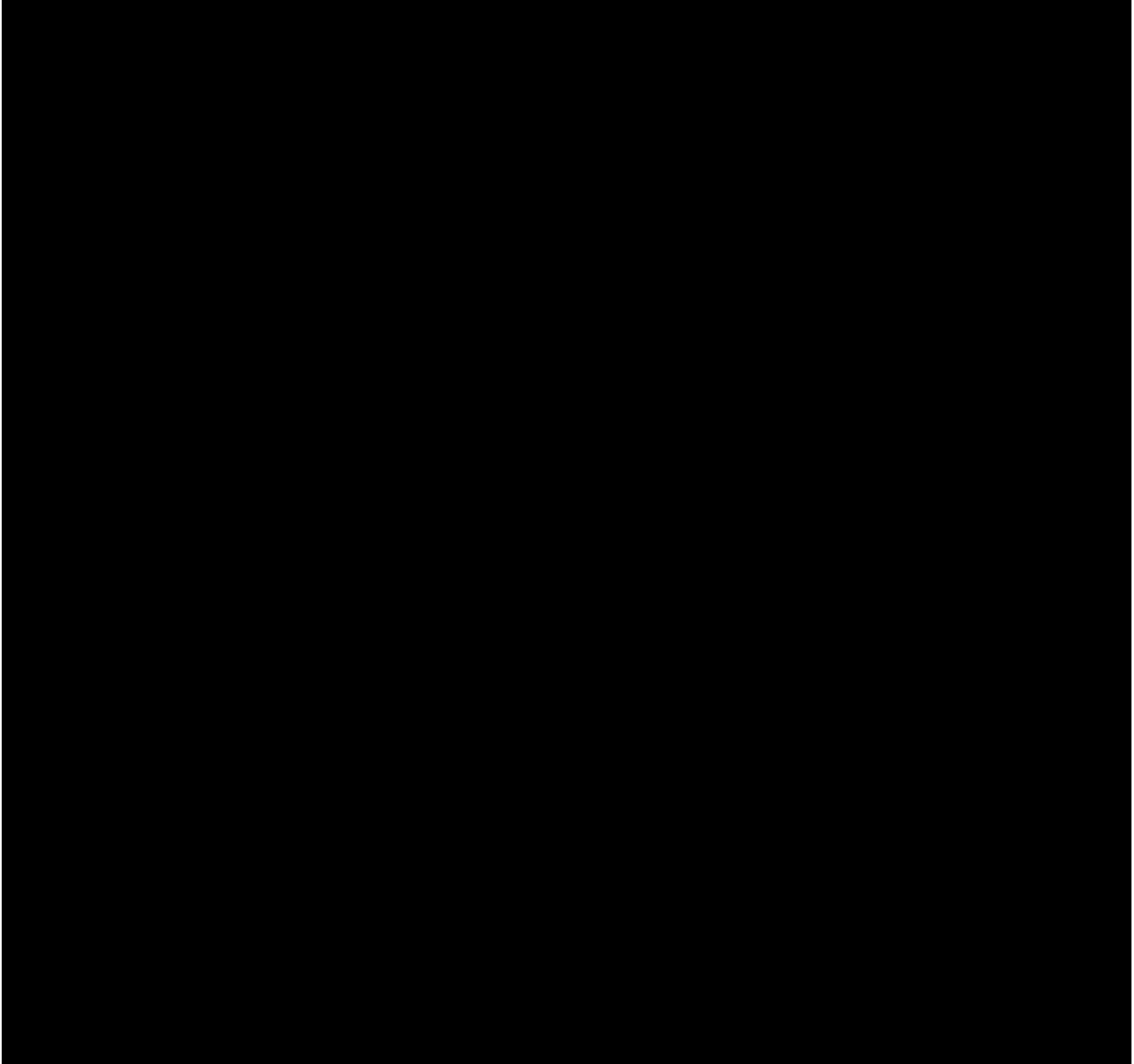
WEST VALLEY CONSTRUCTION
EMERGENCY RESPONSE PLAN

Visalia District 2616 E. Valley Oaks Dr., Visalia, CA. 93292
Phone: (559) 732-7447
Fax: (559) 732-5880

Visalia District Management
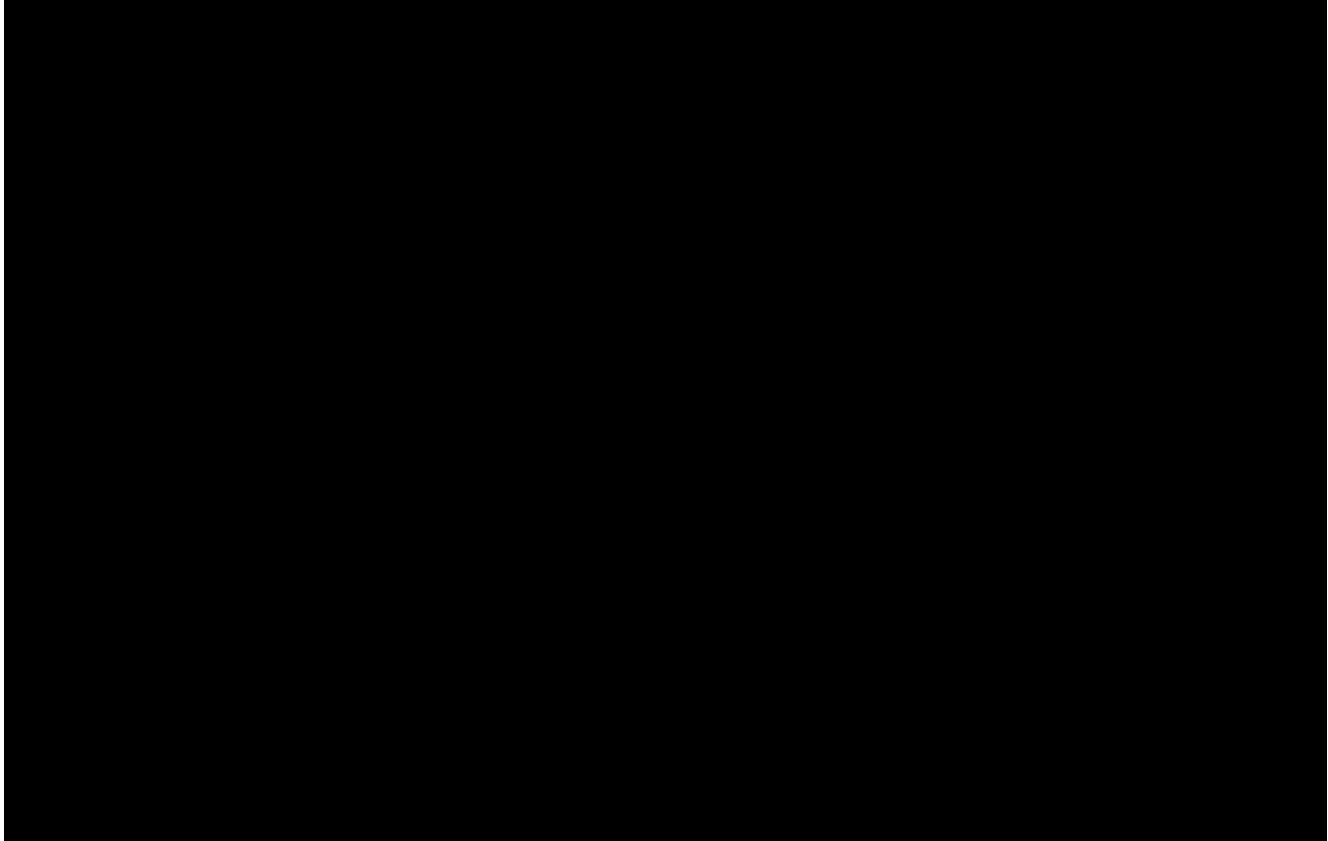
WEST VALLEY CONSTRUCTION
EMERGENCY RESPONSE PLAN

Bakersfield District 3701 South H Street., Bakersfield, CA. 93304
Phone: (661) 832-9012
Fax: (661) 832-9470

Bakersfield District Management
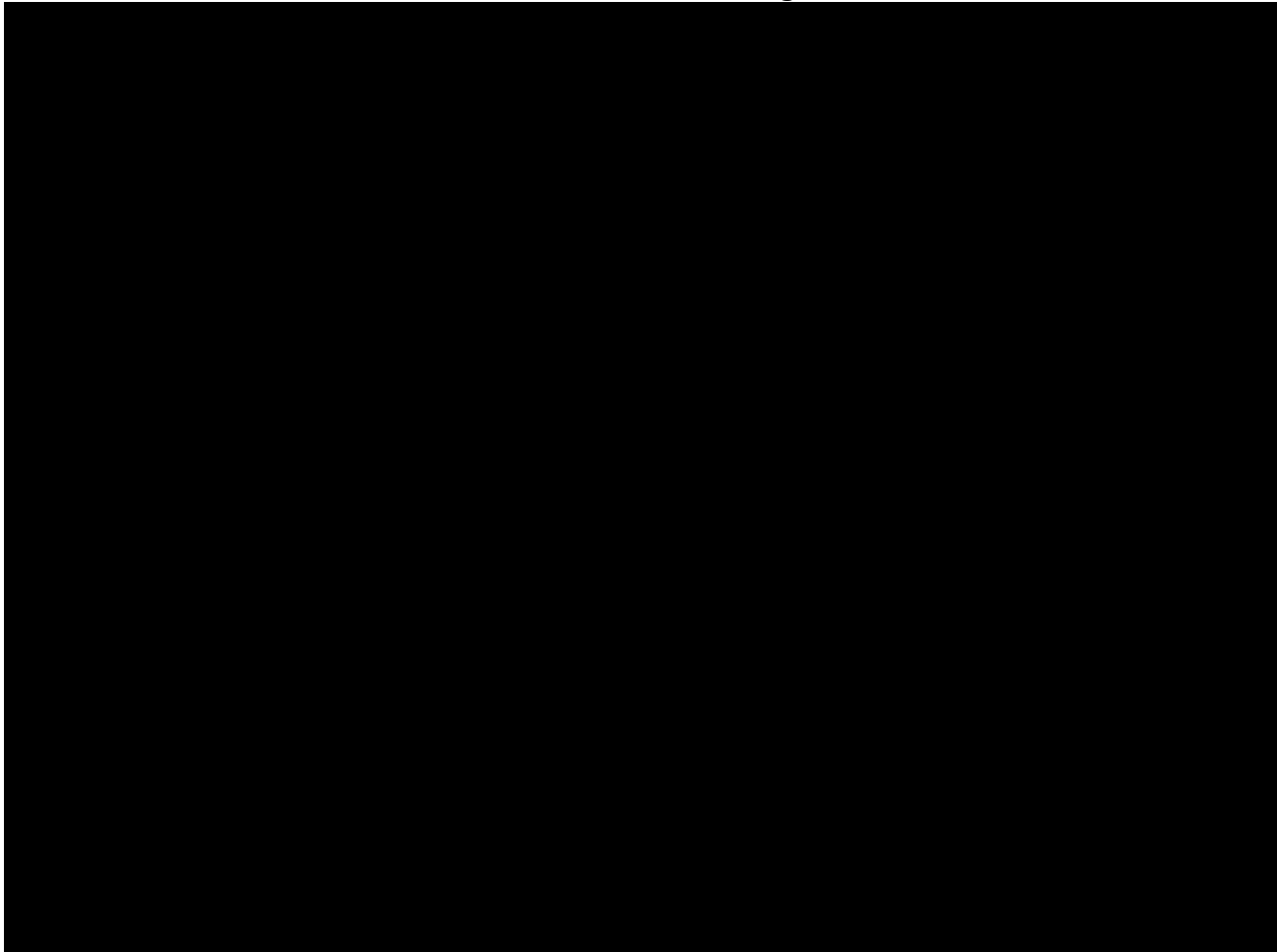
Carson City **1000 E. Williams St., #119., Carson City, NV. 89701**
Phone: (775) 883-1610
Fax: (775) 883-1643

Carson City Management
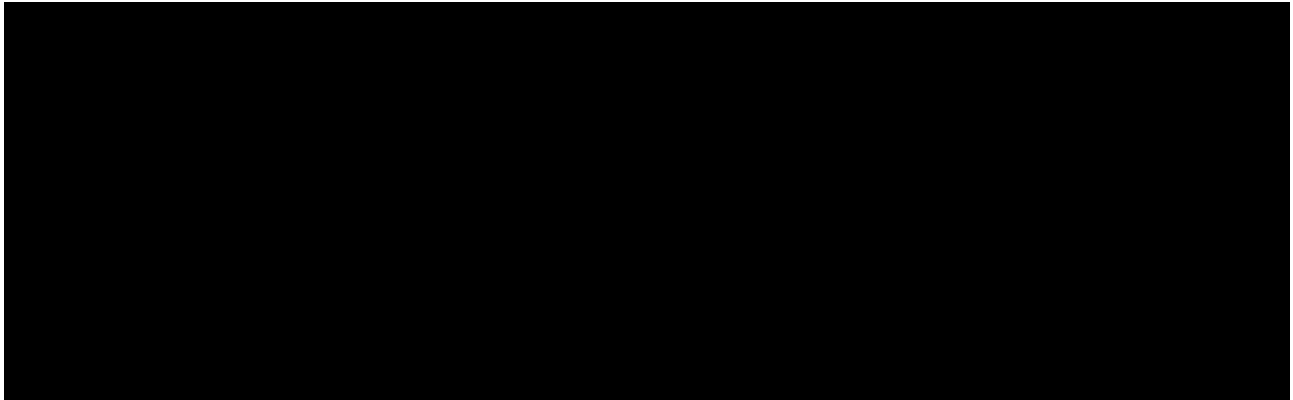
WEST VALLEY CONSTRUCTION
EMERGENCY RESPONSE PLANNER

Sacramento Office - Design Build/Engineering
8950 Cal Center Drive, Suite 343., Sacramento, CA 95826
Phone: (916) 662-7049
Fax: N/A

Sacramento Office - Management
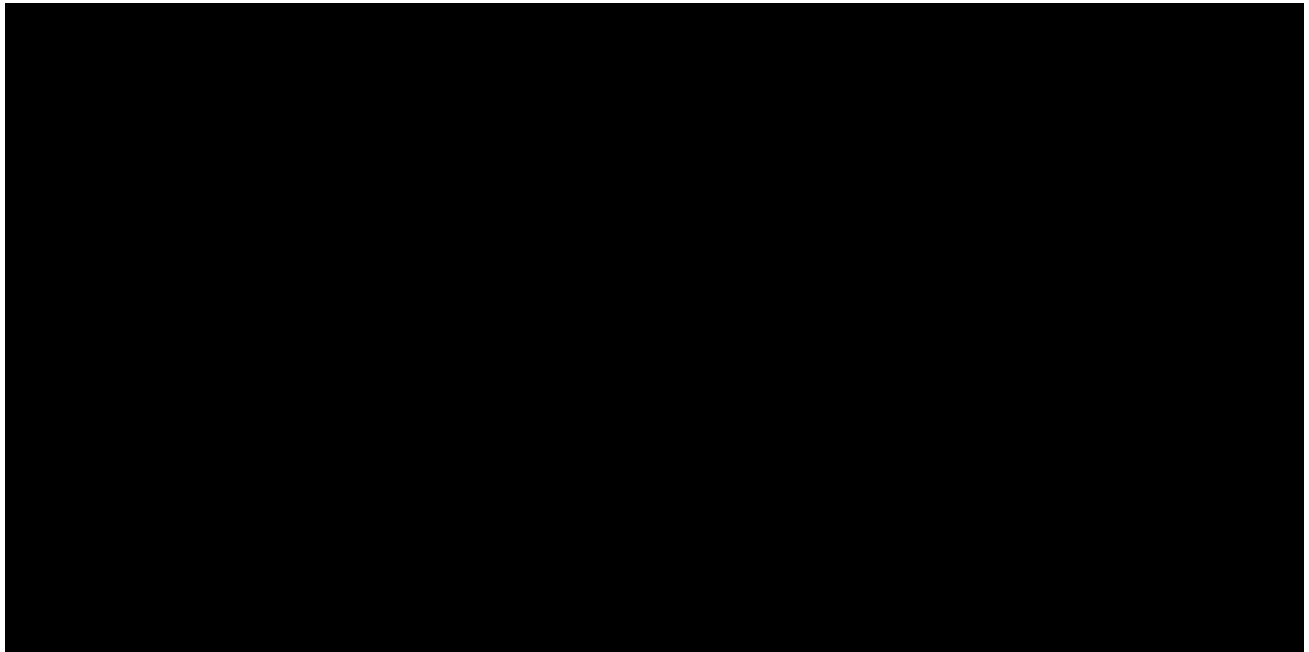
Equipment Division **580 McGlincy Ln., Campbell CA. 95008**
Phone: (408) 371-5510
Fax: (408) 371-1318

Campbell District Management – Equipment Division
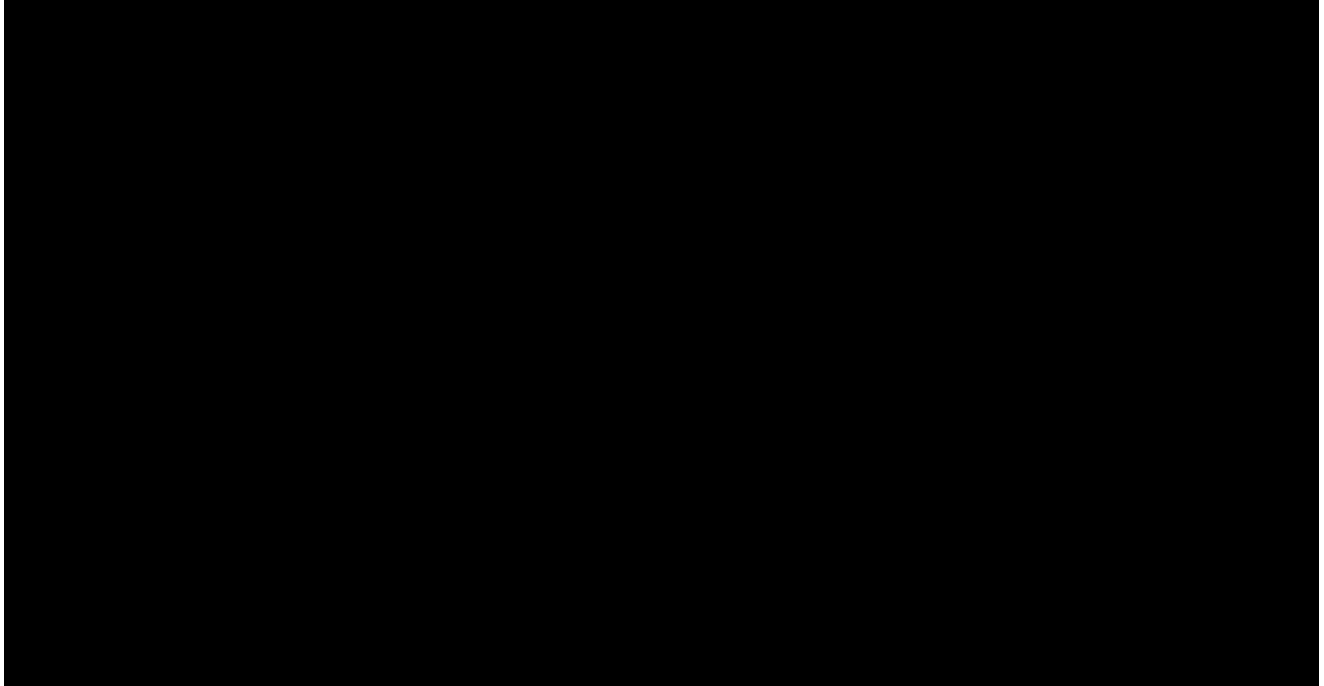
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APPENDIX 2

COMPANY EQUIPMENT

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WEST VALLEY CONSTRUCTION COMPANY
Company Wide Equipment

Dump Trucks
10 - 2 Yard Dump Trucks
20 - 3 Yard Dump Trucks
19 - 5 Yard Dump Trucks
2 - 7 Yard Dump Trucks
5 - 10 Yard Dump Trucks
15 - 3 Yard Crane Dump Trucks
Work Trucks
112 - Pickup Trucks
57 - Small Flatbed Crew Trucks
54 - Large Flatbed Crew Trucks
3 - Paving Trucks
5 - Rodding Trucks
16 - Boom Trucks
3 - Winch Trucks
9 - 2000 Gallon Water Trucks
1 - Fuel Trucks
17 - Mechanic's Trucks
Other Vehicles
11 - SUVs and/or Sedans
Trailers
47 - Equipment Trailers
7 - Paving Oil Trailers
14 - Reel Trailers
10 - Pipe Trailers
1 - Fuel Trailer
18 - Vacuum Trailers
7 - 500 gal. Water Trailers
3 - Utility Trailers
63 - Air Compressors
Forklifts
7 - Forklifts
6 - Rough Terrain Forklifts
1 - Telehandler Forklift

WEST VALLEY CONSTRUCTION COMPANY
Company Wide Equipment

Earth Moving Equipment
20 - Backhoes
22 - Skid steer Loaders
5 - Excavators
7 - Mini Excavators
7 - Skip Loaders
11 - Wheel Loaders

Electrical Equipment
9 - Light Towers
26 - Generators
34 - Welding Machines

Pumps
7 - Water Main Test Pumps
42 - 1" Centrifugal Pumps
70 - 2" Centrifugal Pumps
20 - 3" Centrifugal Pumps

Portable Equipment
1 - Hydra Hammer Pavement Breaker
106 - Pneumatic Piercing Tools
5 - Horizontal Directional Drill Rigs
120 - All Purpose Saws
14 - Walk Behind Concrete Saws
6 - Concrete Coring Machines
1 - Walk behind Trencher
1 - Rock Trencher
40 - Tapping Machines
12 - Vibra-plate Compactors
14 - Double Drum Vibratory Rollers
137 - Trench Compactors

Miscellaneous
9 Storage Containers

ANNEX D

POINT OF DISTRIBUTION FIELD OPERATIONS GUIDE

Point of Distribution Field Operations Guide

Introduction

This Point of Distribution* (POD) Field Operations Guide (FOG) is designed to assist local government, partner agencies, and volunteers in the opening, operation, and demobilization of a POD. The guidance in this FOG is intended for the POD Manager, POD Deputy Manager, and Crew Leaders; however, POD line staff may also benefit from the guidance contained in this FOG.

NOTE: "Distribution" describes the process of providing goods to the public. For the purposes of this FOG, distribution does not include the process of procurement, staging, or transportation of supplies to the POD.

This Field Operations Guide (FOG) is intended to provide structure to disaster logistics operations and is neither prescriptive nor comprehensive. The actions described in this guide will not necessarily be completed during every disaster event nor is every activity that may be required described in this guide. Federal, State, and local agency personnel will use judgment and discretion to determine the most appropriate actions at the time of the incident.

How To Use this Field Operations Guide

This FOG has been formatted for use at a POD site and uses tabs for easy reference.

OVERVIEW

1

1. What Is a POD?

A POD is a designated area where commodities are distributed to the public following a disaster or emergency.

- POD staff members safely and efficiently distribute life-sustaining commodities to the public on a first-come, first-served basis.

- Items distributed at a POD often include emergency meals and water. Other items such as ice and baby formula may be distributed at the local government's discretion.

- PODs are activated only when local residents do not have access to life-sustaining resources; PODs should close once services are restored.

2. What Does a POD Look Like?

The POD is usually located on a flat, paved area that is easily accessible to the public. Depending on the number of people expected at the site and the mechanism for distribution, there are several layout options, as indicated below.

Vehicular POD	
Type I	• Can serve up to 20,000 people per day. • Four-lane operation (100,000 sq ft minimum space).
Type II	• Can serve up to 10,000 people per day. • Two-lane operation (75,000 sq ft minimum space).
Type III	• Can serve up to 5,000 people per day. • One-lane operation (50,000 sq ft minimum space).
Pedestrian POD	
Type I	• Can serve up to 20,000 people per day. • Used in parks, parking lots, and other large, open spaces.
Type II	• Can serve up to 10,000 people per day. • Used in parks, parking lots, and other open spaces.

NOTE: The number of people served per day is based on operations in which distribution takes place during daytime hours only and restocking occurs at night.

Diagrams of all five layout options follow.

Layout Key

M — MANAGER

DM — DEPUTY MANAGER

MEMBER OF THE PUBLIC

FC — FLOW CREW LEADER

FC — FLOW CREW
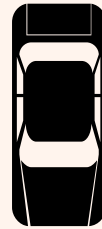
PERSONAL VEHICLE

53 FT TRACTOR TRAILER

LR PC — LOADING/ RATION POINT CREW LEADER

LR PC — LOADING/ RATION POINT CREW

FORKLIFT

PALLET

WTR — WATER

ICE — ICE

MRE — FOOD

TRP — TARP

OL SC — OFF-LOADING/ SUPPLY CREW LEADER

OL SC — OFF-LOADING/ SUPPLY CREW
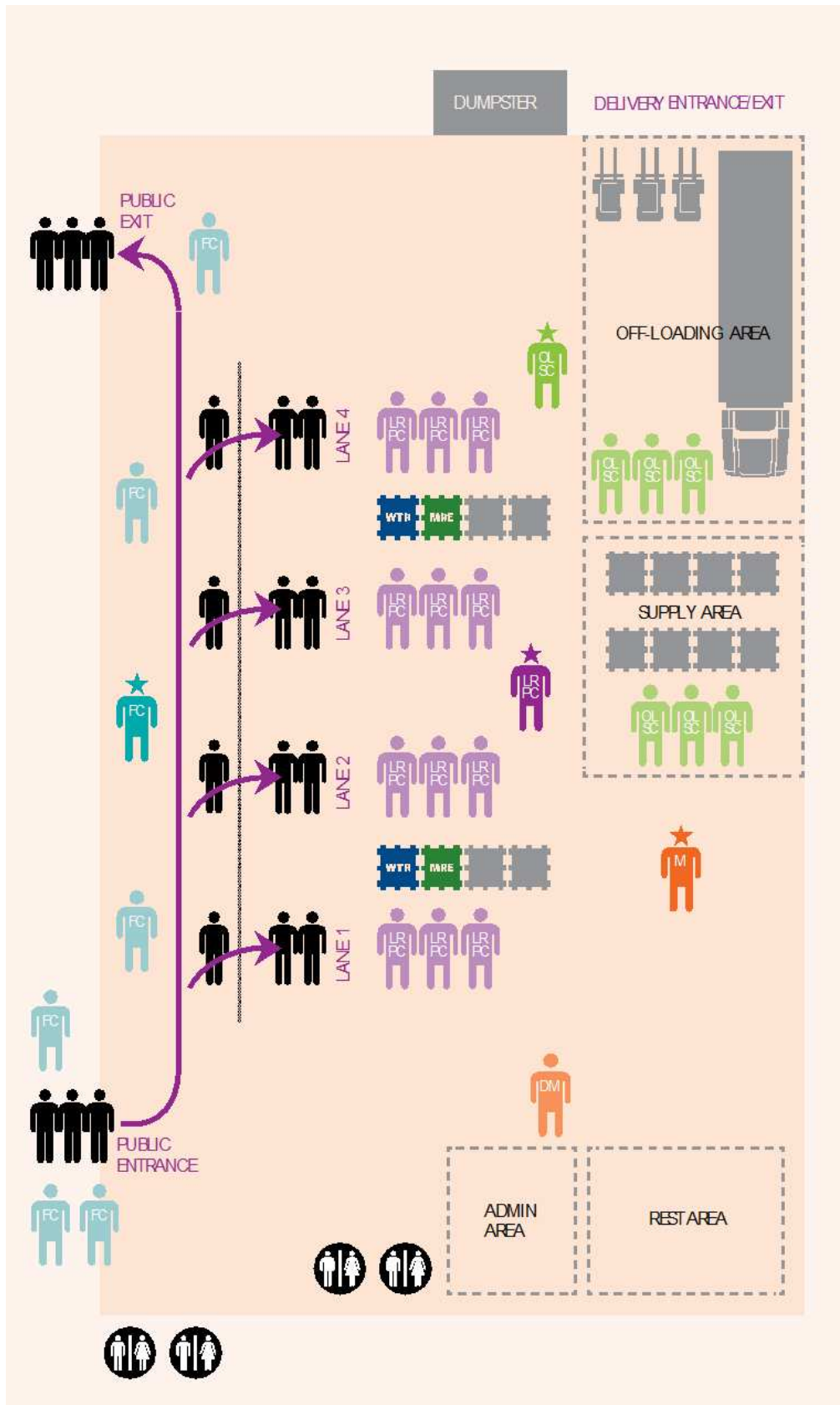
RESTROOM

TRAFFIC CONE

Type II – Vehicular POD Layout
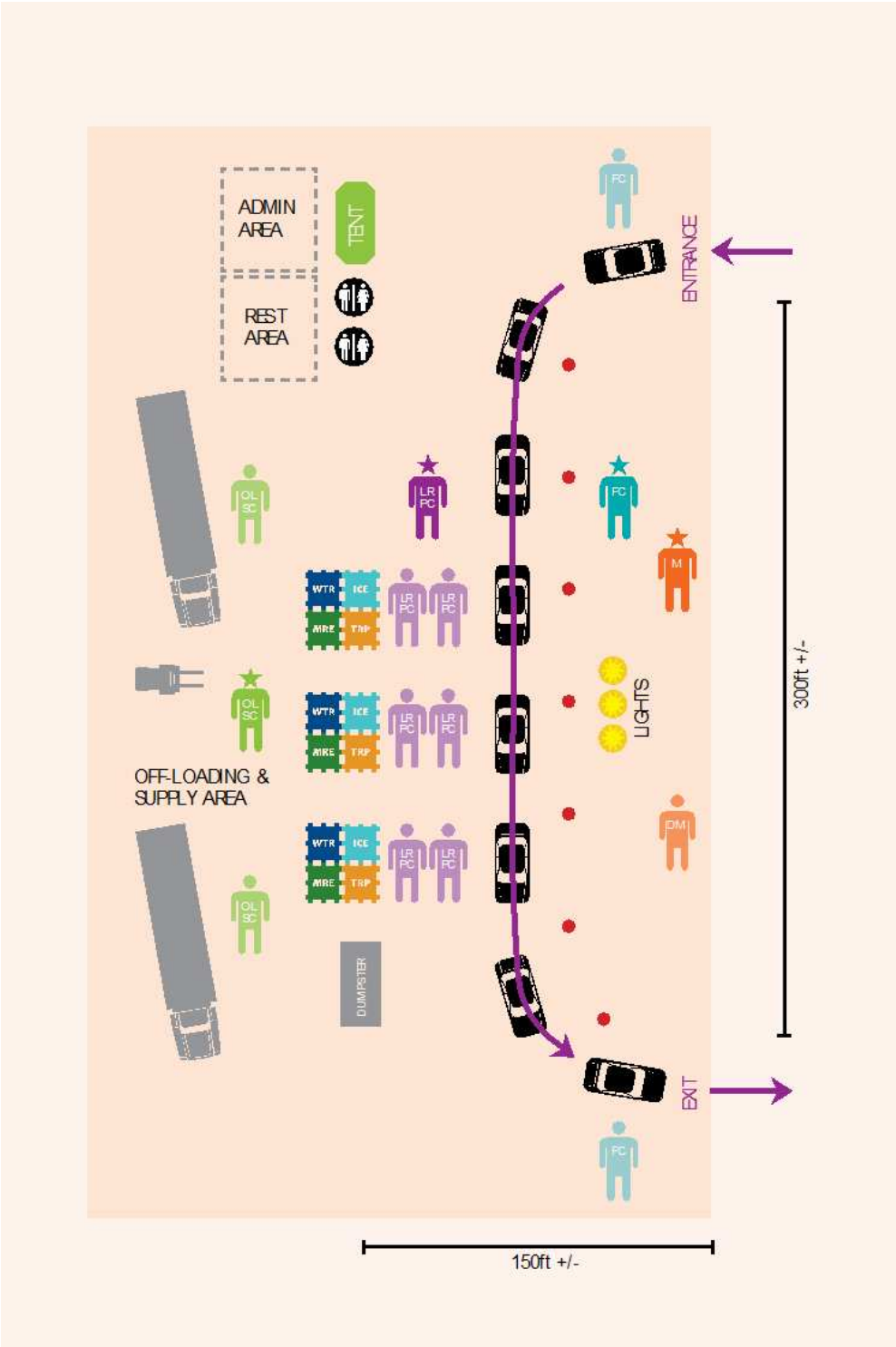
Type II – Pedestrian POD Layout
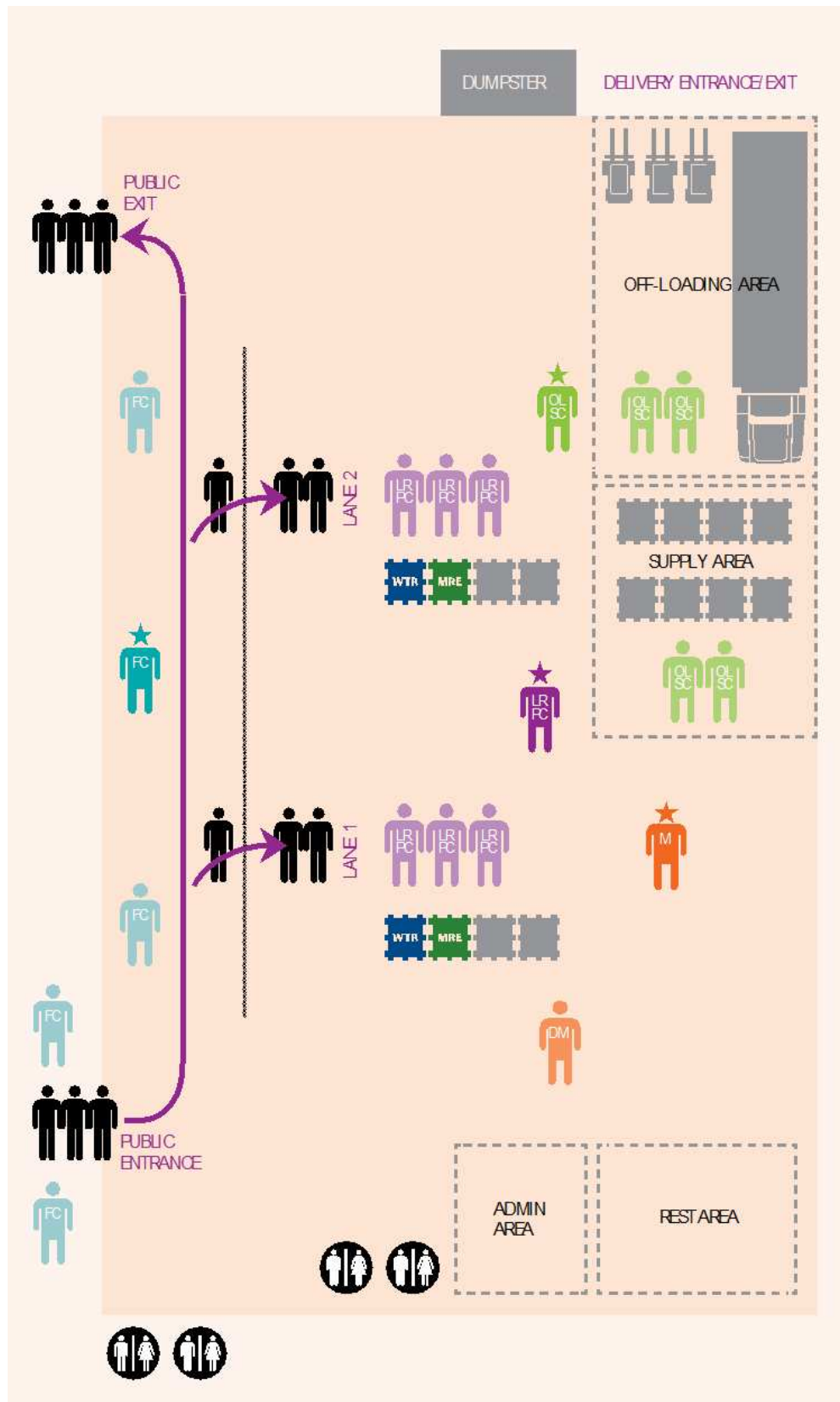
POD Areas

Entrance

There is one point of public access for people or vehicles. Staff and security personnel maintain order at the entrance and along the line that forms leading up to the entrance.

Distribution Area

As people or vehicles enter the POD they are directed to the Distribution Area, where commodities (food, water, and any other supplies) are distributed by a Loading/Ration Point Crew member. Members of the public are then directed to the exit.

- In pedestrian pods, commodities are distributed using multiple lanes.
- In vehicular pods, commodities are distributed using multiple loading points.

Exit

People or vehicles leave the POD through the exit. Staff and security personnel help move people out of the POD and count the total number of individuals who have received commodities.

Off-Loading Area

This is the area where staff members unload supplies from trucks.

Supply Area

This is the area where supplies are temporarily placed before they are distributed to the public.

Rest Area

This is an area where staff and truck drivers may rest, eat, and have access to restrooms.

Administration Area

This is an area where administrative supplies are stored, forms are completed, and staff sign in and out.

3. Where Is the POD?

Local government (the emergency management agency or lead agency responsible for PODs) should have pre-designated POD sites. They should be able to provide some basic information before your arrival at the POD, including POD layout, location, major nearby highways or intersections, and a general description of the area.

4. Who Staffs the POD?

Local governments are responsible for identifying the managers, staff, and security for a POD. Ideally, volunteers (e.g., a community organization) will provide the bulk of the non-supervisory staff at the POD. Staff members fill the various roles outlined in the following pages.

Key Positions

POD Manager (Task Force Leader)

- Oversee and manage all aspects of the POD operation.
- Establish and maintain proper lines of command, control, and communications.
- Manage external communications.

See *Job Action Sheet C-1: POD Manager* (page 127)

POD Deputy Manager

- Support the POD Manager.
- Ensure that all roles in the POD are staffed, staff are signed-in and trained, and operations run smoothly.

See *Job Action Sheet C-2: POD Deputy Manager* (page 130)

Security/Law Enforcement Supervisor

- Oversee security outside and within the POD.
- Provide protection and deter criminal activity.
- Control crowds and manage traffic.
- Coordinate with law enforcement personnel.
- Work with the Off-Loading/Supply Crew Leader to control truck and/or delivery entry to the POD.
- Work with the Flow Crew Leader to control public entry to the POD.

See *Job Action Sheet C-3: Security/Law Enforcement Supervisor* (page 132)

Safety Officer

- Develop and recommend measures for ensuring personnel safety, and assess and mitigate hazardous or unsafe situations.

See *Job Action Sheet C-4: Safety Officer* (page 134)

Loading/Ration Point Crew Leader

- Oversee safe and efficient distribution of commodities to the public.
- Ensure goods are distributed according to set guidelines.
- Coordinate with the Off-Loading/Supply Crew Leader to maintain a steady and efficient commodity distribution flow.

See *Job Action Sheet C-5: Loading/Ration Point Crew Leader* (page 135)

Flow Crew Leader
- Serve as the public face of the POD.
- Lead a crew to direct the public through the POD entrance, distribution area, and out of the exit.
- Manage the line leading into the POD; inform the public on hours of operation, per person rations, and commodity status.
- Ensure that the number of pedestrians or vehicles receiving commodities is recorded.

See *Job Action Sheet C-6: Flow Crew Leader* (page 137)

Off-Loading/Supply Crew Leader
- Oversee the unloading, positioning, and movement of commodities within the supply and distribution areas.
- Manage documentation and inventory control.
- Ensure that work areas are organized and free of trash and debris.

See *Job Action Sheet C-7: Off-Loading/Supply Crew Leader* (page 140)

Flow Specialist
- Direct members of the public to and through the POD.
- Inform the public on hours of operation, per person rations, etc.
- Determine individual eligibility for additional rations as necessary.
- Record the number of recipients exiting the POD.

See *Job Action Sheet C-8: Flow Specialist* (page 143)

Loading/Ration Point Specialist
- Distribute commodities to the public.
- Perform the final check to ensure that commodities have not expired and are not otherwise unfit for consumption.

See *Job Action Sheet C-9: Loading/Ration Point Specialist* (page 145)

Off-Loading/Supply Specialist
- Unload commodities and operate equipment.
- Secure, organize, and position commodities for distribution.

See *Job Action Sheet C-10: Off-Loading/Supply Specialist* (page 147)

ANNEX E

HOME DISASTER PREPAREDNESS GUIDE

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<u>INTRODUCTION</u>

Local and Federal government emergency services generally concede that they CANNOT fully respond to a major catastrophe in our area in less than 72 hours. This document has been prepared to help you and your neighbors to SURVIVE until government assistance becomes available.

This document is designed to lead you through quick, easy, individual steps to SURVIVE 72 hours. The WHY has been avoided where generally obvious, while presenting the most current information to support the WHAT and HOW.

First, read the document through, and then read it a second time; you'll be surprised what you missed. Second, decide what your family needs to SURVIVE, recognizing that advance preparation greatly improves your family's chances of survival. Using this document without any advance preparation only marginally improves your family's chances of survival in a major catastrophe.

Finally, proceed through the preparation process by overcoming the rationalization that nothing will happen or, if it does, it will "not be that bad." Fires, earthquakes, tornadoes, riots, etc., are reported daily in the news. IT CAN BE THAT BAD! Be diligent in your preparations for an event we hope will never occur. Work with your neighbors to help them prepare too.

To begin using this document following an emergency, turn to **Page 5** and begin with the Day 1 Checklist. The checklist is a table of contents directing you to the appropriate subject.

CALIFORNIA WATER SERVICE COMPANY - OROVILLE DISTRICT
EMERGENCY RESPONSE PLAN

SCOPE

This document is designed to guide you through the basic steps of preparing for a local or area-wide disaster, as well as executing the necessary actions to stay alive during and after a major catastrophe.

ASSUMPTIONS

The assumptions used to prepare this document are as follows:

1. Fire, police, medical and ambulance services may be unable to respond to residential and industrial areas for at least 72 hours following a major catastrophe, because roadways generally may be impassable.

2. Following a major earthquake, most local disaster plans require the CLOSING of all bridges in the area until they can be inspected for safety. This probably will catch many family members away from home and emphasizes the need for advance planning.

3. Hospitals may be full to overflowing with victims from the immediate vicinity who can reach these medical facilities by walking or by driving extremely short distances.

4. Material needs, such as water, food, blankets, etc., will not be available from local or federal government sources for at least 72 hours after the disaster occurs.

5. Electrical power, natural gas, water, sewer and telephone services may be virtually or completely unavailable.

6. If the family home is unable to provide structurally safe shelter, move in with friends, set up shelter outside the home, or possibly, if conditions allow you to get there, move into a motel.

REMEMBER
To Fail to Plan is to Plan to Fail

DAY 1 CHECKLIST

IMMEDIATE (1-2 hours) AT HOME:

1.   _   Check for personal injury, be calm
2.   _   Check for fire
3.   _   Account for family members who are home
4.   _   Check for family member injuries
5.   _   Check utilities (no electrical switch movement if you smell gas!)
6.   _   Assess home for structural damage
7.   _   Put phone(s) back on hook, make <u>only</u> essential calls
8.   _   Check for damage to car
9.   _   Check water, food, first aid supply
10.   _   Monitor TV/Radio
11.   _   Account for family members away from home

IMMEDIATE (1-2 hours) AT WORK:

1.   _   Check for personal injury, be calm
2.   _   Observe safety of structure/fire - evacuate if necessary
3.   _   Provide emergency aid to co-workers
4.   _   Get 72-hour kit from car. Put on heavy sole shoes, jacket, gloves.
5.   _   Turn on car radio. Listen for emergency information:
6.   _   Check in with out-of-area/state family emergency phone contact
7.   _   Be sure your car is safe to drive.
8.   _   If car is left, leave name on a note and what route you are taking,
9.   _   Beware of dehydration. Drink at least a pint of water immediately.
10.   _   Eat if you feel like it and have water available.
11.   _   Take medications on time. Set your watch.
12.   _   Keep checking in with out-of-area/state phone contact until you reach rendezvous point/home.
13.   _   Observe weather conditions.

AFTER INITIAL DISASTER (2-12 hours):

1.   -   Recheck yourself and your family members' first aid needs.
2.   -   Perform structural inspection
3.   -   Evacuate home (if required)
4.   -   Evacuate area (if required)
5.   -   Set up sanitation facility
6.   -   Check on neighbors
7.   -   Eat/drink/rest
8.   -   Monitor TV/Radio

REMAINDER OF DAY (12-24 hours):

1.   -   Recheck first aid needs
2.   -   Improve shelter as required
3.   -   Monitor TV/Radio
4.   -   Set up alternative heat sources
5.   -   Salvage debris for potential use
6.   -   Collect garbage
7.   -   Check on neighbors
8.   -   Set up job assignments
9.   -   Eat/drink/rest

DAY 2 CHECKLIST

1. - Check for personal injury
2. - Check for radio, TV messages
3. - Check food, water
4. - Assure phone is on hook
5. - Evacuate home (if required)
6. - Evacuate area (if required)
7. - Check sanitation facility
8. - Check on neighbors
9. - Collect garbage
10. - Take pictures, notes for recovery assistance

DAY 3 CHECKLIST

1. - Check personal injuries
2. - Listen for radio, TV messages
3. - Check sanitation facility
4. - Check on neighbors
5. - Report status
6. - Collect garbage
7. - Take pictures, notes for recovery assistance

EVACUATE HOUSE

1.   -   Locate family members

2.   -   Turn off gas only if you smell gas

3.   -   Load 72-hour kit in car

4.   -   Load important papers

5.   -   Turn off water

6.   -   Turn off unnecessary electrical appliances, except refrigerator / freezer

7.   -   Place telephones on hook

8.   -   Lock all doors, including garage

9.   -   Lock all windows

10.   -   Load family and pet(s) into car

11.   -   Lock front door as you leave

12.   -   Review evacuation route map

13.   -   Leave note telling where you can be contacted

14.   -   Leave

Note: Do not enter buildings that are unsafe. Further collapse may occur due to aftershocks.

# TURN OFF UTILITIES

GAS:

1.   Turn gas off **ONLY** if you smell gas.

2.   If you do smell gas, open the windows and leave the house. **DO NOT** use the phone. **DO NOT** turn **OFF** any electrical switches, or anything that will cause a spark.

3.   Turn OFF the main gas shut-off valve. This valve is located next to your gas meter outside the house. Use a crescent wrench to turn the valve one quarter-turn, in either direction, to the "OFF" position (vertical is "ON" (!); horizontal is "OFF" (--).

5.   For safety purposes, only the gas company should turn the meter back on. Only turn the gas off when absolutely necessary. **DO NOT** experiment with the valve to see if it is "working." To have it checked, call the utility company for assistance.
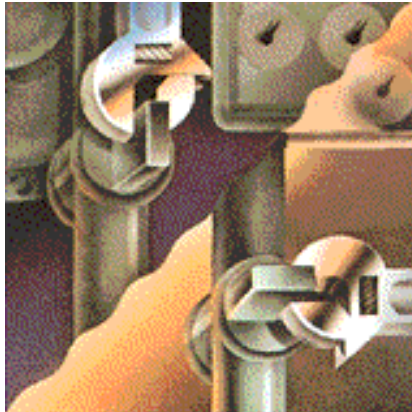
ELECTRICITY:

1. Turn "OFF" **ONLY** if you see sparks or a fallen wire, or have reason to believe there is an electrical system malfunction.

2. Locate the main circuit box. It may be outside the house (often near gas meter), in the garage toward the outside wall, or in the hall in one of the rooms (primarily apartments).

3. Locate the "Main" circuit breaker or fuse. Turn the circuit breaker to the "OFF" position/or pull the fuse out.

4. To restore electrical service call your power company.
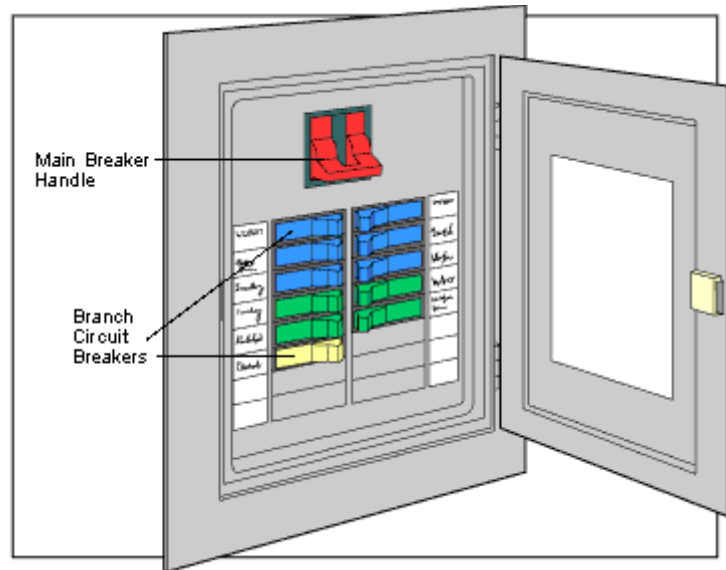
WATER:

1. Turn off water service of the house. It is usually located in the front of the house near the hose bib. If there is damage to the piping in this area, or you are unable to locate the shut off, turn off at the water meter.

2. Locate the main shut-off valve outside the house. It is usually in a concrete box at ground level next to the sidewalk with cover that says "Water Meter". You will need a screw driver/knife/stick to open the metal cover.

3. Turn the valve clockwise to turn "OFF". Replace the cover.

4. Turn each valve counterclockwise (to the left) to restore water flow.

5. For any concerns regarding your water, contact your local water company.

DETERMINE EVACUATION ROUTES

EVACUATION FROM YOUR HOME:

1.   Keep detailed maps of the local area in your car. Have each potential evacuation route noted with a marking pen.

2.   Drive those routes that you do not normally travel so you are aware of any changes. It is vital that you <u>completely </u>understand each of these routes <u>now </u>as your mind could go blank in a crisis.

3.   It is also important to keep your car in good condition so you can leave on a moment's notice. Have extra oil, oil filter, and water available. Storing large amounts of gasoline (5-10 gallons) around your home, even in approved containers, is **NOT** advised due to the explosion hazard. Always keep your car gas tank at least half full. Snow chains and jumper cables should be kept in your car at all times. Extra wiper blades, fan belts, tow rope, signal whistle, and mirrors are also useful.

4.   Be sure to include a 72-hour kit for each family member (**Page 92**).

5.   If appropriate, turn off utilities (Page 8) before evacuating your home. Leave a note in a prominent position on the outside of your home to let others know you are okay and where you may be contacted.

EVACUATION FROM YOUR BUSINESS TO YOUR HOME:

This will depend very much on the type of disaster.

Fire
Take your normal route home as this is assumed to be a local disaster.

Earthquake

ALL bridges will likely be closed to traffic. If you must use a bridge to cross a river, a lake or another highway, decide if you can get home by another route that has no bridges or overpasses. If this alternate route can be made on foot only or part way by auto and part by foot, decide if you are physically capable of walking the distance. Leave a note on your car stating where you are and what route you are taking home, e.g., "Plan B: (be sure your family fully understands that route). Be sure to have your 72-hour kit in your car.

In An Earthquake
DROP, COVER, and HOLD

Earthquake procedures in the home or office

At the first indication of ground movement, you should **DROP** to the ground. It will soon be impossible to stand upright during the earthquake. Getting to the ground will prevent being thrown to the ground.

You should seek protective **COVER** under or near desks, tables, or chairs in a kneeling or sitting position. If in a hallway, drop next to an inside wall in a kneeling position and cover the back of the neck with your hands.

You should **HOLD** onto the table or chair legs. Holding onto the legs will prevent it from moving away from you during the quake. Protect your eyes from flying glass and debris with your arm covering your eyes.
You should remain in the DROP position until ground movement ends. Be prepared to DROP, COVER and HOLD during aftershocks.

After ground movement ends, check for injuries and safely evacuate the building. Move to a safe, open area, away from power lines and other overhead hazards.

Earthquake procedures while outside or in a vehicle

At the first indication of ground movement, move away from overhead hazards such as power lines, trees, and buildings. **DROP** to the ground and **COVER** the back of the neck with your hands. Be aware of aftershocks. Do not re-enter buildings until it is determined safe to do so.

While in a vehicle, you should pull over to the side of the road and stop. If you are on a bridge, overpass, or under power lines, continue on until you are away from the overhead dangers. Wait until the ground movement stops and check for injuries. Be aware of after shocks, downed wires, or roads blocked by debris.

LOCATE CHILDREN

Know how to get to them at school and at play

AT SCHOOL:

- They should remain at school until you come for them. Make sure your child understands it may take a while to get to them (see Children's 72-hour kit (page 27).

- Plan ahead to have someone pick them up if you are unable to get to them. Know the policies of your school or daycare center. Most schools require a letter be kept on file giving specific permission for someone else to pick up your child, e.g., your mother, daycare provider, etc.

- Contact your child's school to determine if and where they will be moved if school evacuation is necessary.

AT PLAY:

- Agree on a place to meet--neighbor, relative, home. Sometimes it will be safer for the children to stay right where they are. Train your children to know when it is safe to go somewhere else and when it is safe to stay where they are.

- Reassure children. They probably will still be afraid after the disaster, even when you are united. Let them talk -- listen to them.

- Rehearse these situations after Sunday dinners, first day of school, first day of summer vacation, etc., so they really know what to do.

DETERMINE FAMILY ASSEMBLY POINT

HAVE FAMILY PLANNING MEETINGS:

Make decisions where to meet. The following suggestions are provided:

1. Where to meet after a disaster:
    - Home, if possible
    - Neighbor's
    - Relative or friend

2. In case of fire:
    - Next door
    - Nearby corner
    - Neighbors

Go over the plan often; keep it up-to-date. Playact different situations and practice the plan to see if you need to make changes.

Review on each family member's birthday.

Each family member should carry the phone number of a relative or family friend who lives far from your home. If family members are separated at the time of the major catastrophe, they should try to call the relative/friend and tell them they are OK and where they are going, or where they are staying. (Often times you can call out of a disaster area, but no one can call in.) This simple action can bring much comfort to many people, including yourself.

RECREATIONAL ACTIVITIES

After we do all we can it is important to be able to take children's minds and ours off the disaster. Have games of all kinds, books, toys, portable radios, coloring books and crayons, etc.

<u>If you must evacuate, take the following:</u>

- Portable radios
- Favorite snacks
- Card games (Skip Bo, Old Maid, etc.)
- Game books (crossword puzzles, word search, etc.)
- Favorite books
- Favorite toy, stuffed animal
- Small pocket games
- Pencils and paper
- Coloring books and crayons

Be sure to include some of these items in you 72-hour kit.

EMERGENCY PREPARATIONS

FOOD STORAGE GUIDE

The following pages provide basic food storage information. In general, you should try to have foods that are:

- Non-perishable (canned or dried)

- Nourishing (from each of the basic food groups)

- Easily prepared and served

- Able to be eaten as-is (to conserve water and cooking heat)

- Completely edible, in small servings, with little or no waste or leftovers.

Store only food that you normally eat. Avoid commercial storage foods that contain items that are not part of your normal diet, or that you are unfamiliar with. It is important to maintain a sense of normalcy in any emergency to keep everyone calm. "Normal" food will help to achieve this good feeling.

It is very common that people are not hungry for the first 24 hours after a catastrophe. Their bodies will tell them when to eat. Remember to include baby foods, special dietary foods, favorite snacks, and food for your pets.

STORAGE
Keep food stored in the driest, coolest and darkest areas. Monitor storage area temperatures.

Critical Storage Temperatures

- 32 degrees F - Freezing
- 48 degrees F - Insects become active
- 95 degrees F - Fats melt

Storage Containers

Metal storage cans or heavy plastic containers with airtight lids are recommended.

- Use unbreakable containers, if possible.

- Do not stack breakable storage containers.

- Only plastic containers that are approved by the FDA should be used to store food or water. If you don't know, ask at the place of purchase or the manufacturer. Determined rodents are known to gnaw through heavy plastic containers.

- Date all containers when placed in storage and rotate on a regular basis to insure freshness.

Food Storage Tips

1. Store NOTHING on cement floors. Place slats of lumber between cement and the storage area to prevent sweating and rusting.

2. Store supplies in various locations in the house; if one part is damaged, you still have something left.

3. ALWAYS obtain top grade food products for storage.

4. Approximately 2 percent of food value is lost each year in canned foods stored under ideal conditions.

5. Buy nitrogen-packed food when possible. It has longer storage life, better quality and no insect infestation.

6. Heavy wire or a small piece of lumber should be attached to the front of storage shelves to keep contents from falling in the event of an earthquake.

7. Use clear plastic bags for food storage; colored plastic bags have been chemically treated and SHOULD NOT be used to store food.

8. Food, unlike water, may be rationed safely, except for children and pregnant women.

WATER STORAGE GUIDE

Stocking water reserves and learning how to purify contaminated water should be among your top priorities in preparing for an emergency. You should store at least one gallon of water per person per day for *at least* three days, preferably, two weeks. Children, nursing mothers, and ill people will need more. You will need additional water for food preparation and hygiene.

If your supplies begin to run low, remember: **Never ration water.** Drink the amount you need today, and try to find more for tomorrow. You can minimize the amount of water your body needs by reducing activity and staying cool.

Water Storage Tips:

You can store your water in thoroughly washed plastic, glass, fiberglass, or enamel-lined metal containers. Never use a container that held toxic substances, because tiny amounts may remain in the container's pores. Plastic soda bottles will degrade and have to be replaced at least every six months. Containers that are FDA approved for water storage are best. Replenish your water supplies annually (when you inventory all your emergency preparations).

Before storing your tap water, treat it with a preservative, such as chlorine bleach, to prevent the growth of microorganisms. Use liquid bleach that contains 5.25 percent sodium hypochlorite and no soap, dyes, or scenting. See the Purification table below for proper amounts.

HIDDEN WATER SOURCES IN YOUR HOME:

If a disaster catches you without a stored supply of clean water, you can use water in your hot-water tank, in your plumbing, and in ice cubes. As a last resort, you can use the water in the reservoir tank of your toilet (not the bowl), but only if has <u>never</u> held any bowl cleansers, and you purify it.

To use water in your pipes, let air into the plumbing by turning on the highest faucet in your house and draining the water from the lowest one.

To use water in your hot-water tank (water heater), be sure the electricity or gas is off, and open the drain at the bottom of the tank. Start the water flowing by turning off the water intake valve and turning on a hot water faucet. Do not turn on the gas or electricity when the tank is empty (post a note next to the thermostat not to use it, just in case.)

Do you know the location of your incoming water valve? You'll need to shut it off to stop contaminated water from entering your home if you hear reports of broken water or sewage lines.

WATER PURIFICATION:

In addition to having a bad odor and taste, contaminated water can contain microorganisms that cause diseases such as dysentery, cholera, typhoid, and hepatitis. You should therefore purify all water of uncertain purity before using it for drinking, food preparation, or hygiene.

There are many ways to purify water. None are perfect. Often, the best solution is a combination of methods. Before purifying, let any suspended particles settle to the bottom, or strain them through layers of paper towel or clean cloth. Three purification methods are outlined below. These measures will kill microbes but will not remove other contaminants such as heavy metals, salts, most other chemicals and radioactive fallout.

Boiling

This is safest method of purifying water. Bring water to a rolling boil for 10 minutes, keeping in mind that some water will evaporate. Let the water cool before drinking. Boiled water will taste better if you put oxygen back into it by pouring it back and forth between two containers. This will also improve the taste of stored water.

Chlorination

Uses liquid chlorine bleach to kill microorganisms.

Chlorination Table

For this amount of **clear** water	Use this amount of bleach*	Let stand this amount of time
1 quart	2 drops	30 minutes
1 gallon	8 drops	30 minutes
5 gallons	1 teaspoon	30 minutes

* 5.25 percent sodium hypo chlorite without soap, dyes, or scents

If the water is cloudy, double the amount of bleach above, stir, and let stand 30 minutes. If the water does not taste and smell of chlorine at that point, add another dose and let stand another 15 minutes.

If you do not have a dropper, use a spoon and square-ended strip of paper or thin cloth about ¼ inch by 2 inches. Put the strip in the spoon with an end hanging down about ½ inch below the scoop of the spoon. Place bleach in the spoon and carefully tip it. Drops the size of those from a medicine dropper will drip off the end of the strip.

Purification Tablets

Releases chlorine or iodine. They are inexpensive and available at most sporting goods stores and some drugstores. Follow the package directions. Usually one tablet is enough for one quart of water; double the dose for cloudy water.

FAMILY EMERGENCY FIRST- AID KIT

- Box to hold supplies
- First aid Manual
- 1 Ace Bandage, 3" wide
- Rescue Blanket
- 2 Rolls Adhesive Tape, 10 Yds.
- 12 Assorted Safety Pins
- Alcohol Swabs
- Trauma Scissors
- Ammonia Inhalant
- Cotton Balls
- Antacid Tablets
- Feminine Hygiene Supplies
- Antibacterial Soap
- Eye Drops
- 20 Aspirin Tablets/Children's Tylenol
- Heat Tablets
- 12 Band-Aids, Medium Size
- Thermometer
- Compresses (strips 2" wide)
- Ice Bag or Cold Pack
- 5 Triangular bandages (40" square)
- Extra Pair of Eyeglasses

- Table Salt
- 2 Face Cloths
- Ipecac (Induce Vomiting)
- Matches In Waterproof Container
- Diarrhea Medicine
- First-aid Ointment, Antibacterial
- Cotton-Tipped Swabs
- 8 Gauze Pads, 2" x 8"
- Butterfly Bandages
- 8 Gauze Pads, 3" x 3"
- Splints (finger, arm, leg)
- 8 Gauze Pads, 4" x 4"
- Hydrogen Peroxide
- 3 Rolls of Gauze, 2" x 10 Yds.
- Calamine Lotion
- Methiolate or Iodine
- Tweezers
- Razor and Blades
- Snake Bite Kit
- Prescription Drugs
- 2 Pair Latex Gloves
- Duct Tape

FIREFIGHTING TECHNIQUES AND EQUIPMENT

The firefighting techniques listed below are only for small fires. Leave the big fires for the pros. If the pros are unavailable, do your best to keep the fire from spreading. For all the firefighting techniques described below, apply at the base of the fire, not at the flames themselves.

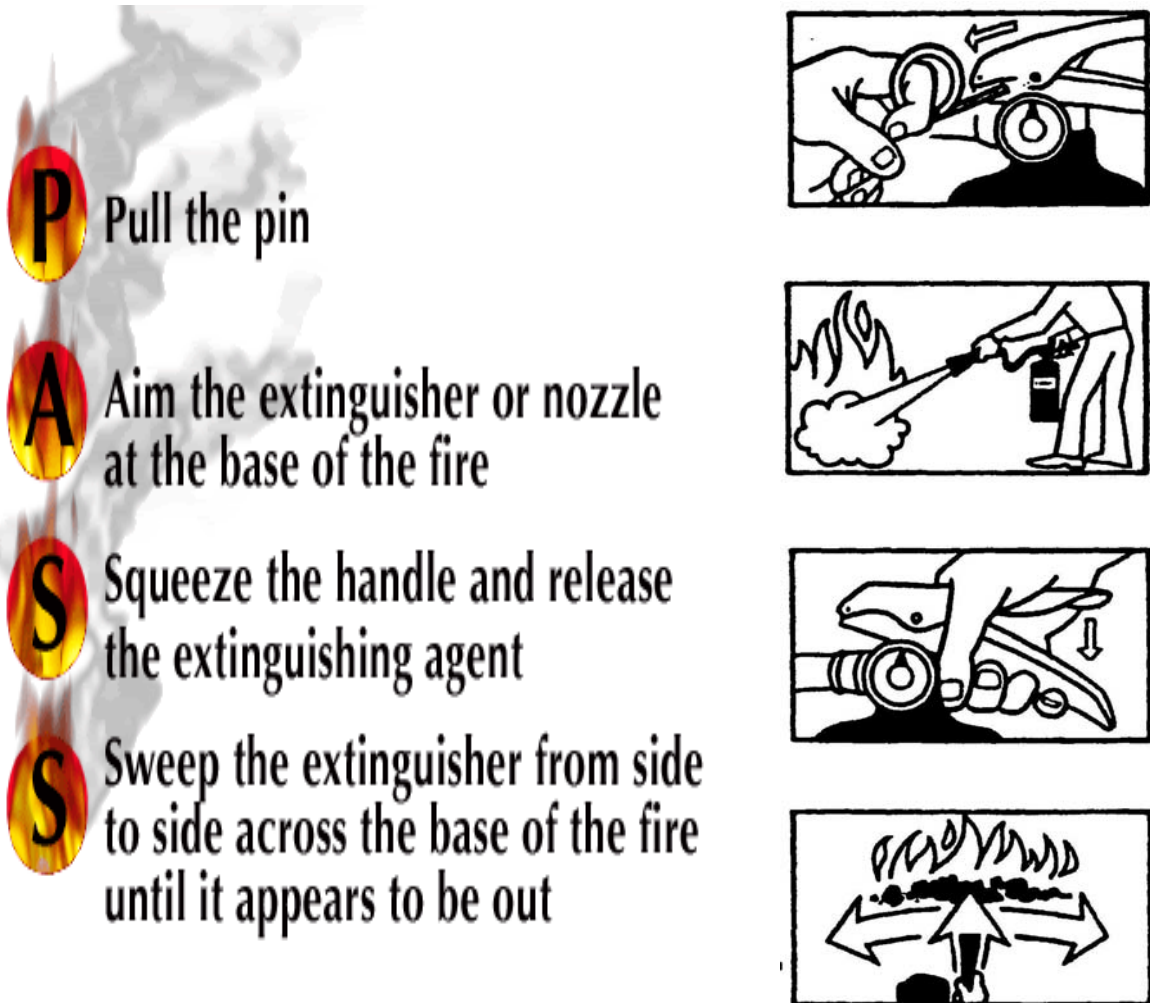| SYMBOLS & COLORS FOR EXTINGUISHER CLASSES BASED ON TYPE OF FIRE FUELS	INTENDED FIRE EXTINGUISHER PURPOSE	TYPE OF FIRE EXTINGUISHING AGENT(s) REQUIRED
A — Ordinary Combustibles	Class A Extinguishers – For ordinary combustibles like wood, cloth, plastic, paper, rubber etc.	Water, Foam Dry Chemical
B — Flamable Liquids	Class B Extinguishers – For fires due to flammable liquids like oil, gasoline, oil-based paints, petrol etc.	Foam Dry Chemical Carbon Dioxide
C — Electrical Equipment	Class C Extinguishers – For fires generating from equipment or appliances connected to electricity.	Dry Chemical Carbon Dioxide
D — Combustible Metals	Class D Extinguishers – For flammable metal. Needs special extinguishing agents. Found typically in factories.	
K — Combustible Cooking	Class K Extinguishers – For combustible cooking oils like vegetable oils, fats, animal oils & more. In general meant for commercial kitchens.	Foam Carbon Dioxide

TECHNIQUES

WATER:

Water is the most common and generally most effective extinguishing agent. Good for wood and paper-type fires. Apply at base of fire. **DO NOT** use water on burning oil, gasoline, kerosene, diesel or electrical wiring. Water will only cause the fire to spread, or cause you to receive an electrical shock.

EXTINGUISHER:

Fire Extinguisher Operation

P.A.S.S.

P Pull the pin

A Aim the extinguisher or nozzle at the base of the fire

S Squeeze the handle and release the extinguishing agent

S Sweep the extinguisher from side to side across the base of the fire until it appears to be out

PREFERRED FIRE EQUIPMENT

Water Hose
      50 - 100 feet long with adjustable spray nozzle.

Hand-held Extinguisher
      At least 2-A:B:C fire extinguishers will be suitable for all types of small home fires.

EMERGENCY SHELTERS

GEODESIC DOME TENT:
Considered by some to be the best tent on the market today. They are space efficient, repel water, very sturdy and are easy to set up. Be sure to fit the tent to your family plus some margin. For example, an 8-person rated tent would be more comfortable for six people. Putting a plastic tarp over the tent, with an airspace, will provide better protection in heavy rain.

CAMPING TENTS:
A good waterproof material is required. A tent with a tent liner is more expensive but will keep the inside very cozy when the outside temperature is very cold. Size the tent as in the geodesic dome. You may be able to get military surplus tents that require repairs. However, while they are rugged and warm, they are bulky and <u>very </u>heavy.

POLYETHYLENE PLASTIC SHEETS:
10 x 15 foot sheet can provide adequate warm weather shelter for the average family.

RECREATIONAL VEHICLES:
MOTOR HOMES, TRAILERS, AND TENT TRAILERS MAKE IDEAL SHELTERS.

IMPROMPTU SHELTERS:
Consult Boy Scout, mountaineering and survival handbooks on how to build shelters for the emergency environment using available materials. Utilize materials from damaged buildings such as 2x4's, plywood, etc.

ALTERNATIVE SOURCES OF HEATING, COOKING AND LIGHTING

The following are ideas for alternate sources of heat; cooking and lighting that could be used in an area-wide catastrophic or emergency event.

HEATING:
Use <u>blankets</u> and <u>clothing</u> to stay warm. <u>Heat packs</u> are an inexpensive way to warm hands and feet. These chemical source heat packs come in a variety of sizes and prices. The longevity and temperature of these heat packs vary from 130 degrees F. for two (2) hours to 160 degrees for 12 hours. Some of them are also reusable.

COOKING:
Camp stove, or Barbecue may be used outdoors **ONLY.**

LIGHTING:
Lighting is very important; it provides a lot of reassurance in the dark. New products are developed constantly to provide ways to "light the way". (1) battery-operated lanterns, (2) hand-held flashlights, and (3) light stick (light producing chemicals). Convenience and feasibility should be kept in mind. If you need both hands free, a battery-operated lantern with a head strap is best. Make sure you have spare batteries in the appropriate size needed for your lighting source.

SANITATION FACILITIES

PERSONAL HYGIENE SUPPLIES:
- "Tall Kitchen" white plastic bags (1-2 packages) with ties
- Toilet paper or diaper-wipes

Bail out toilet: use the water in the reservoir for drinking (only if there has NEVER been any disinfectant used in the tank). Place the bag over the edges of the seat, and then use the bag. After use remove from toilet, and dispose of it in a slit trench or bury it thoroughly. You can use diaper-wipes (containing alcohol) in place of toilet paper. The added disinfectant will help reduce the spread of disease when soap and water are hard to come by. If a toilet is not available, a large can or 5-gallon bucket can be used, following the same procedure as above.

HOUSEHOLD TRASH SUPPLIES:
- Keep trash away from the house and out of reach of dogs and other animals.
- Use 32-40 gallon heavy-duty plastic bags (2-3 packages) with ties.
- Collect household trash per normal living standards. When full, tie off very securely. Set off in yard

QUICK FIX 72-HOUR PERSONAL AND CAR / HOME KIT:

CONTAINERS

Kit containers can be pillowcases, small daypacks, old duffel bags, or whatever your ingenuity comes up with. Just remember that you may end up carrying it some distance, so plan accordingly.

WATER

1 gallon per day for each person in your vehicle. (More water will be needed for small children/babies if dehydrated baby food and formula is used, plus nursing mothers).

FOOD

12 (2-bar) packs of granola bars, times the number of people your car will carry, protected by sealing in boilable, seal able bags. (Granola bars should be replaced yearly.) Dehydrated baby food in plastic zipper bags resealed in boilable, seal able bags is an alternative.

WARMTH

Heavy-duty space blanket or wool blanket for each occupant of the vehicle. Any blanket is better than nothing, but warmth is important. Heat packs are an inexpensive way to warm hands and feet.

LIGHT

Small, sturdy flashlight (2 sets extra batteries / 2 extra light bulbs). Three (3) Cyalume plastic light sticks that last 12 hours each without producing heat or acting as a fire hazard.

RADIO

Small, inexpensive AM radio and two spare batteries. Replace batteries at Christmas. Solar/battery powered radios are available.

TOILET

Four "tall kitchen" white plastic bags, and ties.

PERSONAL HYGIENE

Bar soap, shampoo, toothbrush / toothpaste, deodorant, feminine hygiene supplies, baby wipes, baby diapers and baby powder.

FIRST AID

Rubber gloves - 4 pairs; six Band-Aids; six alcohol wipes; Neosporin ointment - 1 small tube; Aspirin/Tylenol - 1 small bottle; clinging gauze - 1 roll; insect repellent - 1 small can; six - 4" x 4" dressings; and prescription mediations, spare set of eyeglasses.

CLOTHING

One change of clothing should be sufficient except where very small children are concerned. Although an adult may be uncomfortable, the same clothing can be worn for 72 hours, depending upon circumstances. Also, a good pair of leather, work gloves should be added to the adult kit.

CAR KITS

For your basic car kit, simply multiply the personal kit times the number of people your vehicle will hold. Because your car will hold more, consider an additional 50 feet of parachute cord and a pair of boots/heavy walking shoes for each member of the family. Remember, do not use new boots or shoes; you do not want to break them in during an emergency. Add other items as you find necessary, but remember you may end up carrying them if you have to abandon your vehicle. In addition to these personal articles, you should include the following for your car:

- Tow Rope
- Booster Cables
- Flares
- 3A-40BC Fire Extinguisher

OTHER

- Boy Scout handbook, survival book, Map of your area
- Food, water, and leash or carrier for pets
- Money-at least $20 (small bills, some change). Credit Cards may be useless if there is no power in the area.
- Signal whistle and mirror
- Extra house/car keys
- Watch or clock (battery or wind-up)
- Paper plates, cups and plastic utensils
- Paper, pens, stamps
- Game books, crayons, pocket games

NOTE:

Understand the difference between NEEDS and WANTS.

NEEDS = What will help you survive
WANTS = Useless weight, space

CHILDREN'S 72-HOUR SCHOOL KIT:

CONTAINERS

Kit containers can be green plastic bags, small day pack, pillowcase, etc.

WATER

1 Gallon of water per day.

FOOD

Nine (2-bar) packs of granola bars, and a few of their favorite snacks. Protect unopened individual packages in plastic zipper bags.

WARMTH

Heavy-duty space blanket.

LIGHT

Three (3) Cyalume plastic light sticks that last 12 hours each.

RADIO

Small, inexpensive AM radio and two spare batteries. Replace batteries at Christmas. Solar/battery powered radios are available.

INFORMATION

5 x 7 cards with names, phone numbers, addresses of next of kin in and out of state. Picture of family. Small stuffed cuddly animal for smaller children. Letter from parents to child, saying that you love him/her, be good, and you will be there when you can.

IMPORTANT DOCUMENTS

Copies of the following documents should be kept readily available in a waterproof container, or even in a 72-Hour Home Kit.

(Originals should be stored in a safety deposit box).

- Social Security Cards
- Birth Certificates
- Stocks and Bonds
- Driver's License
- Money and Credit Cards
- Savings/Checking Account Book
- Wills
- Insurance Policies
- Deeds
- Genealogy
- Address & Telephone Numbers

REHEARSALS

THE BEST PLANS ARE USELESS UNLESS THEY ARE EXERCISED

When a catastrophe strikes, everyone in your home needs to understand what they are supposed to do. Rehearsing your emergency response plan best instills that knowledge. The following activities are suggested:

1. Contact your local emergency management or civil defense office and American Red Cross chapter to find out the following.

- What types of disasters are likely to happen in your area?
- What are your community's warning signals: What they sound like and what you should do when you hear them?
- Ask about animal care during and after a disaster. Animals may not be allowed
- inside emergency shelters due to health regulations.

2. Read this "Emergency Preparedness section completely through at least twice.

3. Take a course in basic First Aid and CPR.

4. Show your spouse and older children where the gas, water and electrical utilities are located. Show how to turn these utilities off. DO NOT MOVE THE GAS SHUT OFF VALVE. You may inadvertently turn off the gas, which should only be turned back on by the gas utility company. Assign each individual a responsibility, with another assigned as a backup.

5. Practice your emergency evacuation route from your home/place of employment at least twice a year. Also drive the alternate route along the way at least twice a year. (Find out about disaster plans at your work place, your children's school or daycare center and other places where your family spends time.)

6. Be sure everyone knows where the water, food and medical supplies are located.

7. Use family gatherings to practice various parts of your emergency response plan, e.g., how to turn off utilities, practice first-aid techniques, etc.

8. After everyone is trained, use a family gathering, or some other convenient time, to run through the Day 1 Checklist, 0-2 hours. If your individual practices were done correctly, this "dress rehearsal" should work well. If it does not, simply review what was not done well and decide how to improve it for your circumstances.

9. Give special consideration for care of small children and handicapped persons.

PET CARE

Here are some steps you can take now to protect your animal companions in case disaster strikes.

1. Make sure that your pet has a current license or ID tags and proof of vaccinations. Animals should always wear identification. During an emergency, frightened animals can quickly slip through open doors or windows. The disorienting effects of an earthquake or fire may cause them to lose their way.

2. Include the following pet supplies in your family emergency kit:
    *   Pet Food
    *   Potable water in a non-breakable container
    *   Food Dishes
    *   Newspaper and/or paper towels
    *   Blankets
    *   Special medication, regularly checked for expiration

3. Pet carriers and leashes should be stored near your emergency supplies, preferably by an outside door. Carrying a frantic cat or dog in your arms is nearly impossible, especially when you are frantic too!

4. Keep all property fences in good repair. Even a small hole can become an avenue of escape during an emergency.

AFTER THE EMERGENCY:
Like their human counterparts, animals deal with disaster in different ways. Be patient, and watch for potential problems.

1. If possible, try to keep your animals inside. Dogs and cats will look for any avenue of escape to avoid a frightening situation.

2. Check birds immediately. Birds can break blood feathers while frantically flying around in their cage. If not treated at once, they can easily bleed to death. If you notice the bird bleeding from a broken blood feather, immediately pull out the feather.

3. As a comfort to your animals, keep the household calm and quiet. It also helps to their favorite toy and bedding available. Familiar objects and smells are always calming.

4. Allow animals to cope in ways that work for them. Don't worry if they want to hide out for a while or refuse food for a day or two.

5. Don't coddle! Give your pet extra rations of love and understanding during the emergency, but try not to overreact.

IF YOUR ANIMAL ESCAPES:
Despite your best efforts, your animal may manage to escape during the commotion of the emergency. Don't give up! Get to work quickly:

1. Call your local Animal Control Officer and report the loss.

   Call the Humane Society and report the lost animal.

2. Distribute "Lost" posters around the neighborhood. Be sure to include a current photograph of your animal, a description, the animal's name, your name, address and phone number, and any other pertinent information about your pet.

3. Go door-to-door. Talk with your neighbors about your lost pet. Describe the animal to them, give them a copy of your poster and ask them to help spread the word.

4. Leave a scent trail. Dragging a personal article of clothing along the ground leading to your home may enable your dog or cat to follow this familiar scent home, even if they are disoriented.

5. Like children, animals are sensitive to your reactions. If you act as if everything is fine, they will feel better.

ADDITIONAL EMERGENCY INFORMATION:

**To obtain additional emergency and earthquake preparedness information
contact the following agencies:**

American Red Cross (ARC)
National Headquarters Web Site: www.crossnet.org

Federal Emergency Management Agency (FEMA)
Web Site: www.fema.gov