STANDARD OPERATING PROCEDURE

DELEGATED COUNTY – WATER EMERGENCY NOTIFICATION

Division:	ADEQ, Drinking Water Monitoring and Protections Unit Delegated Agencies: MCESD, PDEQ
Scope:	Outlines when and how delegated agencies notify ADEQ of water emergencies
Creation Date:	3/27/2020 TH5
Last Revision:	**8/17/2021 HML**

General: This standard work will go into detail regarding when to notify the Arizona Department of Environmental Quality (ADEQ), what to communicate, and how ADEQ will notify the Water Emergency Team. Steps include how to communicate information regarding the emergency with the water system, and what information to summarize for the Water Emergency Team (WET). The procedures will end with who and how to send the notification form. See Arizona Administrative Code, R18-4-211 for requirements.

PROCEDURE OVERVIEW

1. ADEQ gets notified of a delegated-PWS Water Emergency
2. Delegated County gets notified of a Water Emergency

Arizona Administrative Code, R18-4-211

1. **R18-4-211 (B) Emergencies**. A public water system shall notify the Department, by telephone or facsimile, as soon as possible but no later than 24 hours after the occurrence of any of the following emergencies:
   1. Loss of water supply from a source;
   2. Loss of water supply due to major component failure;
   3. Damage to power supply equipment or loss of power;
   4. Contamination of water in the distribution system from backflow;
   5. Collapse of a reservoir, reservoir roof, or pumphouse structure;
   6. Break in a transmission or distribution line that results in a loss of service to customers for more than four hours; and
   7. Chemical or microbiological contamination of the water supply.
2. **R18-4-211 (C) Waterborne disease outbreak**. A public water system shall report to the Department the occurrence of a waterborne disease outbreak that may be attributable to water provided by the public water system as soon as possible but no later than 24 hours after the public water system receives actual notice of the waterborne disease outbreak.

PROCEDURES

1. **SITUATION 1: ADEQ gets notified of a delegated-PWS Water Emergency via phone or email**
    a. Delegated County CAC (ADEQ CAC) will:
        i. Ask Water Emergency Team (WET) Notification Questions
        ii. Write down answers
        iii. Let the PWS know that an email summary will be provided to the Delegated County, and that the Delegated County will be the agency responsible for assistance and to provide updated with the water system.
    b. CAC will notify the Delegated County supervisor via email with a phone summary ('ccing the PWS):
        i. How ADEQ was notified, Contact Name, Number, Email
        ii. Any WET Notification Answers
    c. Delegated County will follow up with the PWS Point of Contact as the agency responsible in keeping updated with the emergency, providing any assistance and cc'ing the ADEQ CAC
    d. When updated, the Delegated County will provide CAC any updated information until Water Emergency is resolved. ADEQ CAC will create or update the WET Notice to send to the WET Team.
    e. ADEQ CAC will send out a WET Form notification to the WET Team (See SOP: WET Notification) with the updates from the Delegated County/PWS
        i. If ADEQ requires more information, or on a more urgent basis, ADEQ will reach out to the delegated agency for more information.
    f. Once PWS resolves emergency, PWS will update Delegated County/ADEQ CAC
        i. ADEQ CAC will close out WET Notice and notify WET Team that the emergency has been resolved.

2. **SITUATION 2: Delegated County gets notified of a Water Emergency**
    a. Delegated County will:
        i. Ask Water Emergency Team (WET) Notification Questions
        ii. Write down answers
        iii. Let the PWS know that an email summary will be provided to ADEQ, and that the Delegated County will be the agency responsible for assistance and to provide updated with the water system.
    b. Delegated County will notify the ADEQ CAC via email with a phone summary ('ccing the PWS):
        i. How the Delegated County was notified, Contact Name, Number, Email
        ii. Any WET Notification Answers
    c. Delegated County will follow up with the PWS Point of Contact as the agency responsible in keeping updated with the emergency, providing any assistance and cc'ing the ADEQ CAC

d. When updated, the Delegated County will provide CAC any updated information until Water Emergency is resolved. ADEQ CAC will create or update the WET Notice to send to the WET Team.
e. ADEQ CAC will send out a WET Form notification to the WET Team (See SOP: WET Notification) with the updates from the Delegated County/PWS
    i. If ADEQ requires more information, or on a more urgent basis, ADEQ will reach out to the delegated agency for more information.
f. Once PWS resolves emergency, PWS will update Delegated County/ADEQ CAC
    i. ADEQ CAC will close out WET Notice and notify WET Team that the emergency has been resolved.

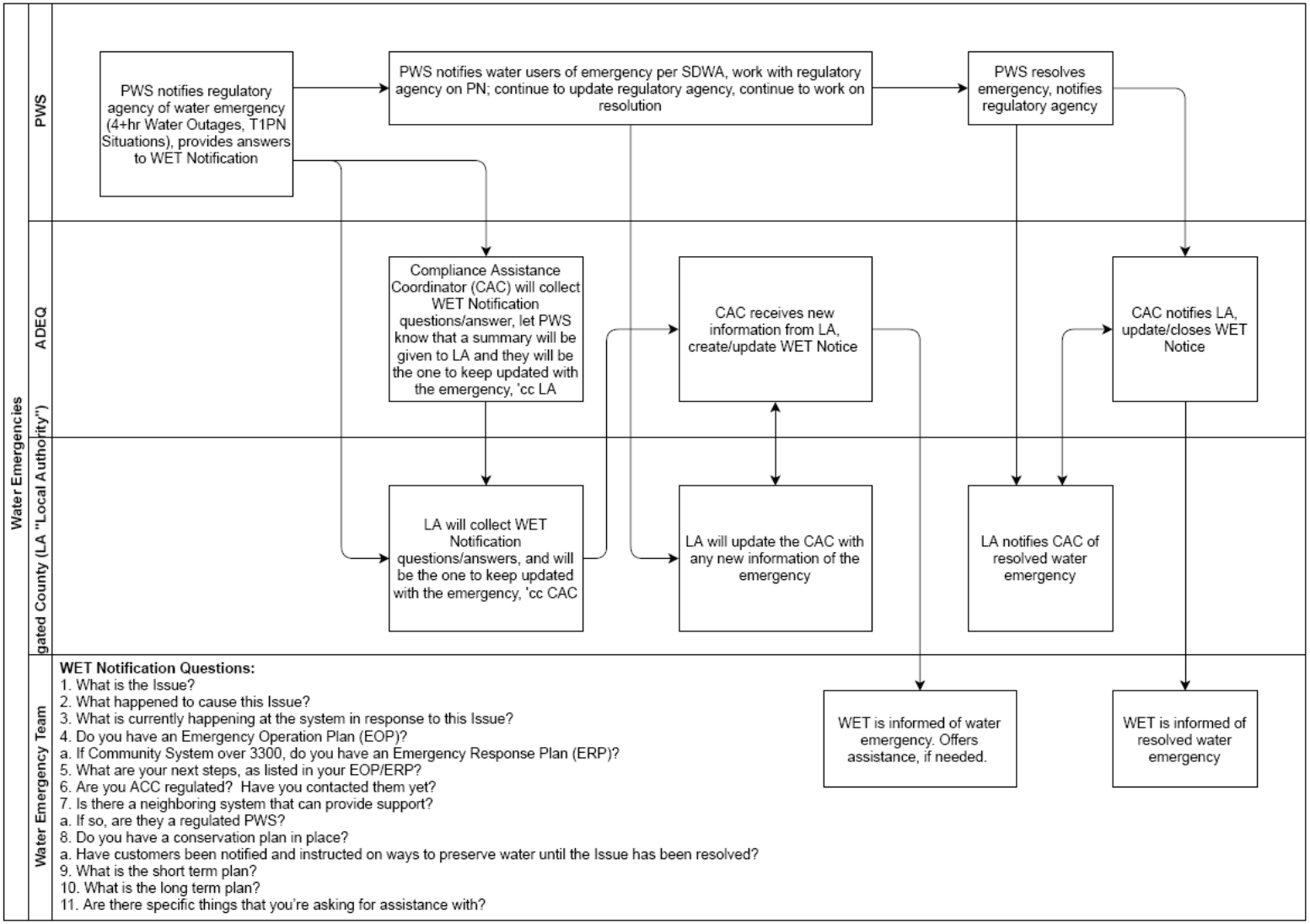
Appendix A – Notification Matrix from Delegated Agency to Regulating Agency

SITUATIONS	YES, NOTIFY IMMEDIATELY	YES, NOTIFY AFTER RESOLUTION	NO, DO NOT NOTIFY
R18-4-211(A) Cross Connection Incident?	X		
Loss of water source that causes loss of water service to customers for more than 4 hours. (based on R18-4-211(B)(1))	X- Follow water emergency notification process		
Loss of water source that causes loss of water service to customers for less than 4 hours. (based on R18-4-211(B)(1))		X-Recommendation for water systems to notify regulatory agency. Regulatory agencies will escalate situation as needed but Water Emergency process does not apply	
Loss of water supply due to major component failure that causes loss of water service to customer more than 4 hours (based on R18-4-211 (B)(2))	X- Follow water emergency notification process		
Loss of water supply due to major component failure that causes loss of water service to customers less than 4 hours (based on R18-4-211 (B)(2))		X-Recommendation for water systems to notify regulatory agency. Regulatory agencies will escalate situation as needed but Water Emergency process does not apply	
Damage to power supply equipment or loss of power that causes loss of water service to customers for more than 4 hours or treatment plant failure that can cause imminent public health impact (based on R18-4-211 (B)(3))	X- Follow water emergency notification process		

R18-4-211(B)(4) Contamination of water in the distribution system from backflow	X- Follow water emergency notification process		
R18-4-211(B)(5) Collapse of a reservoir, reservoir roof, or pumphouse structure	X- Follow water emergency notification process		
R18-4-211(B)(6) Break in a transmission or distribution line that results in a loss of service to customers for more than four hours	X- Follow water emergency notification process		
R18-4-211(B)(6) Break in a transmission or distribution line that results in a loss of service to customers for less than four hours		X-Recommendation for water systems to notify regulatory agency. Regulatory agencies will escalate situation as needed but Water Emergency process does not apply	
R18-4-211(B)(7) Chemical or microbiological contamination of the water supply.	X- Follow water emergency notification process		
R18-4-211(C) Waterborne Disease outbreak	X- Follow water emergency notification process		
Planned water outages or outages where alternative sources are supplied		X-Recommendation for water systems to notify regulatory agency. Regulatory agencies will escalate situation as needed but Water Emergency process does not apply	
Water outages that are no longer ongoing		X-Recommendation, unless caused by distribution line break, for water systems to notify regulatory agency. Regulatory agencies will escalate situation as needed but Water Emergency process does not apply	
Water line breaks or other facility failure that does not cause water outages			X

Appendix B – WET Notification Questions

1. What is the issue?
    a. What happened to cause this issue?
    b. Number of customers affected?
2. What is currently happening at the system in response to this issue?
3. Do you have an Emergency Operations Plan (EOP)?
    a. If CWS over 3,300 Persons, do they have an Emergency Response Plan (ERP)?
4. What are the next steps listed in the EOP/ERP?
5. Are you regulated by the Arizona Corporations Commission (ACC)? Have they been contacted?

6. Is there a neighboring system that can provide support?
    a. If so, are they a regulated public water system?
7. Do you have a conservation plan in place?
    a. Have customers been notified and instructed on ways to preserve water until the issue has been resolved? If yes, can we have a copy of the public notice?
    b.
8. What is the short-term plan?
9. What is the long-term plan?
10. Are there specific things that you are asking for assistance with?
11. Additional Information/Description of Health and Safety Issues?
12. If a main break or water line break(s) are suspected, please have the PWS take a special purpose RTCR sample to confirm contamination concerns.

Appendix C – Flowchart on Water Emergency