**EMERGENCY OPERATIONS PLAN TEMPLATE   
FOR PUBLIC WATER SYSTEMS**

**Purpose**

To assist drinking water systems with the development of system specific emergency response plans. Designed for use by any community water system to fit the need of each system.   
  
**About**

The emergency operations plan must meet the requirements of Title 18, Chapter 4, Article 204 of the Arizona Administrative Code and, at a minimum, detail the steps that the community water system will take to assure continuation of service in the following emergency situations:

1. Loss of 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 pump house structure
6. A break in a transmission or distribution line
7. Chemical or microbiological contamination of the water supply

The emergency operations plan shall also address the following:

1. Provisions of alternate sources of water during emergency
2. Notice procedures for regulatory agencies, news media, and users
3. Disinfection and testing of the distribution system once service is restored
4. Identification of critical components that shall remain in service or be returned to service quickly
5. Critical spare parts inventory
6. Staff training in emergency response procedure

Once completed, the plan should be updated regularly and the staff should be informed of any changes to the plan. At minimum, this document needs to be reviewed annually to ensure its contingencies are up to date and applicable to the design of the water system.

In the event that an emergency situation that is listed above occurs, the Emergency Operation Plan shall be implemented by the community water system.

***Note:*** *The plan should be kept in an easily accessible location on site and be available for review by ADEQ staff.*

      Public Water System

Emergency Operations Plan

PWS ID No: AZ04

**Contact Information**

Address:

Phone:

Email:

Fax:

**Date** **Created:**

**Date Revised:**

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1. **Public Water System Overview with System Map**

|  |
| --- |
| **GENERAL INFORMATION** |
| Public Water System Name: |
| Public Water System ID: |
| Population Served: |
| Number of Service Connections: |
| Classification: Choose an item. |
| Average daily demand:       gal/day |
| Design capacity:       gal/day |
| This system consists of \_\_ well(s), \_\_ surface water intake(s), \_\_ consecutive connection(s), \_\_ treatment plant(s), \_\_ storage tank(s), \_\_ pressure tank(s), \_\_ Entry Point(s) to Distribution System (EPDS), and \_\_ distribution system(s). |
| **PWS WATER SOURCE(S)** |
| List all water sources (ground water wells and/or surface water intakes):   |  |  | | --- | --- | | Water Source | Water Source ID | |  |  | |  |  | |  |  | |  |  | |  |  |   List any disinfection and treatment plants:   |  |  | | --- | --- | | Type of Treatment | Treatment For | |  |  | |  |  | |  |  | |  |  | |  |  |   List all storage tanks:   |  |  | | --- | --- | | Storage Tank Name or ID | Capacity/Size | |  |  | |  |  | |  |  | |  |  | |  |  |   List all Entry Point(s) to the Distribution System:   |  |  | | --- | --- | | EPDS number | Location | |  |  | |  |  | |  |  | |  |  | |  |  | |  |  | |
| **SYSTEM FLOW** |
| **(Example: Source 🡪 Treatment 🡪 Disinfectant 🡪 Storage Tank 🡪 Entry Point to the Distribution System (EPDS))** |
| **SYSTEM MAP(S) OR SCHEMATIC** |
| Details on sources, plant and distribution information on map below or attached. |

1. **Staff Emergency Responders**

*For Medical, Police or Fire Emergencies call 911*

Director, CEO or Owner: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Numbers: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Certified Operator: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Numbers: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

After Hour Staff Name and Numbers: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Public Water System Staff Contact List**

Staff Member/ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Phone Numbers: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­\_\_\_/\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Staff Training Skill(s) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Staff Member/ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Phone Numbers: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­\_\_\_/\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Staff Training Skill(s) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Staff Member/ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Phone Numbers: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­\_\_\_/\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Staff Training Skill(s) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Staff Training in Emergency Response Procedures**

|  |  |
| --- | --- |
| Yes  No | The public water system has provided staff with up-to-date Emergency Operations Plan. |
| Yes No | The public water system has reviewed emergency procedures with staff. |

**Training provided:**

|  |  |
| --- | --- |
| Date | Comments |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

1. **Local Emergency Responders**

This section should include the contact information of first responders including public emergency services such as the fire department and local law enforcement, and other relevant contacts such as an electrician, well pump repair services, etc.

General Emergency Assistance – 911

Business Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Numbers: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Business Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Numbers: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Business Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Numbers: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Business Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Numbers: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Business Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Numbers: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Business Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Numbers: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Loss of a Source**

|  |
| --- |
| **CONTACT** |
| First Public Water System Contact: |
| Second Public Water System Contact: |
| **PROCEDURE STEPS** |
|  |
| **PROVISION OF ALTERNATE SOURCE OF WATER DURING AN EMERGENCY** |
| **Other sources** (well, surface water):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Other Public Water System:** Provided by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Bottled water**  Provided by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact name and phone :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Hauled water**: Provided by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact name and phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Other**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. **Loss of Water Supply Due to Major Component Failure**

This public water system is:

**A single well system**

Please specify procedures to follow if anything goes wrong with the well. Items include but are not limited to; well pump failure, booster pump failure, well casing failure, well electrical wiring failure, lightning strikes, pressure tank replacement and well site electrical problems.

Contact information for well driller:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact information for electrician:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
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**A multi-well system**

The system will switch to another well and look into why the primary well is not operating. List procedures for switching over to other wells:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
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The system has an interconnection with another water system(s). List procedures for using the interconnect to another system:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The system will contact the well driller to come out for emergency work.

* + 1. Name:
    2. Address:
    3. Phone #:

The system will provide an alternate source of water during an emergency as listed in section 4, Loss of a Source.

Other procedures:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Surface water system**

Please specify procedures to follow if anything goes wrong with the systems intake line or pump(s). Items include but are not limited to; inlet/suction line damage, pump failure, lift pump failure, any treatment plant failures, system electrical wiring failure, lightning strikes, pressure tank replacement and site electrical problems.

The system will switch to the back up well(s) and look into why the primary source water is not operating. List procedures for switching over to back up well(s):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
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Contact information for system technician:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
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Contact information for electrician:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
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1. **Damage to Power Supply Equipment or Loss of Power**

|  |  |  |  |
| --- | --- | --- | --- |
| **PROCEDURE DESCRIPTION** | | | |
| This water system is too small to have emergency power equipment of its own. In case of a power outage, that last more than four hours the following power supplier will be contacted to get an estimate of when power will be restored to the water source.  **Power Company:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Phone Number:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  In case of power equipment failure on the water system side, contact the following company or companies for repair services:  **Company:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Phone Number:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Address:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  This water system has access to a power generator:  **Location of generator(s):** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Connection instructions are**:  located with the generator  attached | | | |
| **OTHER CONTACTS** | | | |
| **Primary Electrician** |  | **Phone** |  |
| **Backup Electrician** |  | **Phone** |  |
| **PROCEDURE STEPS** | | | |
|  | | | |

1. **Contamination of Water in the Distribution System from a Backflow Incident**

|  |  |  |  |
| --- | --- | --- | --- |
| **STEPS TO IDENTIFY A CROSS-CONNECTION OR A BACKFLOW INCIDENT** | | | |
| **Backflow/Cross Connection Specialist** |  | **Phone** |  |
| (Please describe how the system will identify the cross-connection location, the service connection(s) that are affected include how the system will disconnect or stop the cross-connection, flush or replace the affected lines before returning to service). | | | |
| **STEPS FOR EMERGENCY DISINFECTION PROCEDURE** | | | |
| The purpose of disinfection is to kill disease producing organisms which may have gained entrance into a water supply. ***ADEQ Engineering Bulletin No. 8, Disinfection of Water******Systems*** can be used as a guideline for disinfecting drinking water systems. | | | |

\*\*In the event of a backflow incident, the public water system must complete and submit to ADEQ a backflow incident report as required by R18-4-211(A).\*\*

1. **Collapse of a Reservoir, Reservoir Roof or Pump House Structure**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **PROCEDURE DESCRIPTION - COLLAPSE OF STRUCTURE** | | | | |
| **CONTACT** | | | | |
| **1st Contact** |  | | **Phone** |  |
| **2nd Contact** |  | | **Phone** |  |
| **3rd  Contact** |  | | **Phone** |  |
| **HEAVY EQUIPMENT** | | | | |
| **HEAVY EQUIPMENT PROVIDER** | | **PHONE** | | |
|  | |  | | |
|  | |  | | |
|  | |  | | |
|  | |  | | |
| **ON-SITE HEAVY EQUIPMENT NAME** | | **LOCATION** | | |
|  | |  | | |
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|  | |  | | |
|  | |  | | |
| **PROCEDURE STEPS** | | | | |
|  | | | | |

1. **A Break in a Transmission or Distribution Line**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **PROCEDURE DESCRIPTION - BREAK IN A TRANSMISSION/DISTRIBUTION LINE** | | | | |
| **CONTACT** | | | | |
| **1st Contact** |  | | **Phone** |  |
| **2nd Contact** |  | | **Phone** |  |
| **3rd  Contact** |  | | **Phone** |  |
| **HEAVY EQUIPMENT** | | | | |
| **HEAVY EQUIPMENT PROVIDER** | | **PHONE** | | |
|  | |  | | |
|  | |  | | |
|  | |  | | |
|  | |  | | |
| **ONSITE HEAVY EQUIPMENT NAME** | | **LOCATION** | | |
|  | |  | | |
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|  | |  | | |
|  | |  | | |
|  | |  | | |
| **PROCEDURE STEPS** | | | | |
|  | | | | |

1. **Disinfection and Testing of the Distribution System Once Service is Restored**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CONTACTS** | | | | | | | | |
| **1st Contact** | |  | | | **Phone** | |  | |
| **2nd Contact** | |  | | | **Phone** | |  | |
| **3rd Contact** | |  | | | **Phone** | |  | |
| **CHEMICALS** | | | | | | | | |
| **Chemical** |  | | **In-stock Location** |  | | **Chemical Supplier/Phone** | |  |
| **Chemical** |  | | **In-stock Location** |  | | **Chemical Supplier/Phone** | |  |
| **STEPS FOR EMERGENCY DISINFECTION PROCEDURE OF DISTRIBUTION SYSTEM** | | | | | | | | |
| Include Blue Stake and isolation mechanism in description. | | | | | | | | |
| **STEPS FOR EMERGENCY DISINFECTION PROCEDURE OF SOURCE** | | | | | | | | |
|  | | | | | | | | |

1. **Chemical or Microbiological Contamination of the Water Supply**

|  |  |  |  |
| --- | --- | --- | --- |
| **PROCEDURE DESCRIPTION - CHEMICAL OR MICROBIOLOGICAL CONTAMINATION OF THE WATER SUPPLY** | | | |
| **CONTACT** | | | |
| **1st Contact** |  | **Phone** |  |
| **2nd Contact** |  | **Phone** |  |
| **3rd  Contact** |  | **Phone** |  |
| **PROCEDURE STEPS – Chemical Contamination of the Water Supply** | | | |
|  | | | |
| **PROCEDURE STEPS – Microbiological Contamination of the Water Supply** | | | |
|  | | | |

1. **Critical Spare Parts Inventory**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CRITICAL PARTS** | | | | |
| **Critical Part** | **Location** | **In-stock/Location** | **Supplier** | **Supplier Contact** |
|  |  |  |  |  |
|  |  |  |  |  |
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| **IDENTIFICATION OF CRITICAL COMPONENTS THAT SHALL REMAIN IN SERVICE OR BE RETURNED TO SERVICE QUICKLY** | | | | |
| **Critical Part** | **Location** | **In-stock/Location** | **Supplier** | **Supplier Contact** |
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| **PROCEDURE STEPS** | | | | |
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1. **Notice Procedures for Regulatory Agencies, News Media, and Users**

When notification is required, the water system will call ADEQ in Phoenix for specific notification guidance and notification templates. If we are unable to contact anyone at the noted phone numbers below, we will call 1-800-234-5677 to leave a detailed description of the ongoing current emergency and contact number(s).

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| **PROCEDURE DESCRIPTION - PUBLIC NOTICE PROCEDURES** | | | | |
| **PWS CONTACT** | | | | |
| **PWS Public Relations/Media Specialist** |  | | **Phone** |  |
| **1st Contact** |  | | **Phone** |  |
| **2nd Contact** |  | | **Phone** |  |
| **REGULATORY AGENCIES** | | | | |
| **REGULATORY AGENCY** | **PHONE** | **EMAIL AND ADDRESS** | | |
| ADEQ Drinking Water Monitoring & Protection Unit Manager | 602-771-6403 | **Email:**  **Mailing Address:** Attn:  ADEQ – Drinking Water Monitoring & Protection Unit  1110 W. Washington Street  Phoenix, AZ 85007 | | |
| ADEQ Compliance Assistance Coordinator for County | 602-771-XXXX | **Email:**  **Mailing Address:**  Attn:  ADEQ – Drinking Water Monitoring & Protection Unit  1110 W. Washington Street  Phoenix, AZ 85007 | | |
| **NEWSPAPERS** | | | | |
| **NEWSPAPER** | **PHONE** | | | |
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| **NEWS CHANNELS** | | | | |
| **NEWS CHANNEL** | **PHONE** | | | |
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1. **Regulatory Reporting Requirements**

**R18‑4‑211. Reporting Requirements**

1. Cross connection incidents. A public water system shall submit a written cross connection incident report to the Department and the local county health department within five days of the occurrence of a cross connection problem that results in contamination of water provided by the public water system. The report shall address all of the following:

1. Date and time of discovery of the cross-connection incident,

2. Nature of the cross-connection incident,

3. Affected area,

4. Cause of the cross-connection incident,

5. Public health impact,

6. Date and text of any public health advisory issued,

7. Corrective action taken, and

8. Date of completion of corrective action.

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 pump house 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.

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 actual notice of the waterborne disease outbreak.

D. Department requests for records. A public water system shall submit to the Department, within the time stated in the Department’s request, copies of any records that the public water system is required to retain under this Chapter or copies of any documents that the Department is entitled to inspect under 42U.S.C. 3009j-4(2001).

E. Department reporting forms. A public water system shall report to the Department the results of all analyses completed under this Chapter on Department-approved forms.

F. Direct reporting. A public water system may contract with a laboratory or another agent to report monitoring results to the Department, but the public water system remains legally responsible for compliance with reporting requirements.

G. 48-hour reporting requirement. A public water system shall report the failure to comply with any of the provisions of this Chapter to the Department within 48 hours, except where a different reporting period is specified in this Chapter.