Emergency Response Plan Supplemental Template

Oregon-specific requirements for community water systems serving more than 3,300 people

Introduction
Under America's Water Infrastructure Act (AWIA) of 2013 and 2018, all water systems serving more than 3,300 people must conduct a risk and resilience assessment (RRA) and develop an emergency response plan (ERP) based on findings from the assessment. Community water systems serving more than 3,300 people should incorporate this supplemental template in their current AWIA compliant ERPs to satisfy Oregon's ERP requirements as described in OAR 333-061-0064(2). Oregon Health Authority – Drinking Water Services (OHA-DWS) has developed a checklist outlining required components of a completed RRA and ERP.

The ERP should be updated at least every 5 years or whenever changes to water system staff or components are made. Water systems are not required to certify or verify completion of the RRA or ERP to OHA-DWS and should not send documents with critical systems information to our offices. ERPs should be made available for review during the water system survey.

Contents

System Information

Public water system ID number	
Water system name	
Water system address	
Basic description and location of system facilities	
Total population served and total service connections	
Name, title, phone number of owner, primary contact, or DRC	
Location of treatment, distribution, schematics, maps, and operation manuals	
Emergency equipment available	

Chain of Command

Staff name & title	Responsibilities during an emergency	Regular and emergency contact info

Emergency Procedures

Use the following table to describe procedures for staff to complete during emergency situations, immediate actions, equipment needed, who to notify, and follow-up actions. Include procedures for reasonably anticipated emergencies. Note any pre-existing procedures utilized by the system and its location. Emergencies can include but are not limited to; events leading to loss of pressure, disinfection or other treatment failures, microbial or chemical contamination over the MCL, source water contamination, flooding or other natural and man-made emergencies.

Emergency Type	Immediate Actions	Notifications	Follow-up Actions
Distribution loss of pressure			
Disruption or failure of disinfection or other treatment			
Detection of E. coli or chemical contaminant over the MCL			
Emergency disinfection			
Loss of SCADA, computer networks, monitoring, or automated control systems			
Wildfires			
Water hauling or alternative drinking water sources			
Water rationing or conservation			
Chemical spill			

High-Risk Contaminant Sources

OHA and Oregon Department of Environmental Quality (DEQ) have completed "source water assessments" for all Community water systems. Communities have both a detailed map of their drinking water source area and a list of the potential contaminant sources (natural and man-made) that may affect water quality. Water systems can use the results to develop strategies to protect the source area including emergency response procedures. Water systems can focus limited resources on higher-risk areas within a watershed or recharge zones for wells. Information on how to access your source water assessment can be found on DEQ's source water assessment website.

Community water systems serving more than 3,300 people are required to develop response procedures for events involving high risk contaminant sources or activities identified in the source water assessment for the following areas:

- One-year time-of-travel for wells or zone 1 in springs for groundwater sources with delineated drinking water source area.
- Within 500 ft radius of a GW well, spring, infiltration gallery without a delineated drinking water source area.
- Eight-hour time-of-travel (or area within eight-hour time-of-travel) that captures high-risk sources based on sensitive area info for surface water sources.

Groundwater or Spring Sources

Potential Pollutant Type	Relative Risk	Potential Impact	Response Procedures for Pollutant
[Example: chemicals stored or used in close proximity to well or spring]	[Example: high]	[Example: chemicals, fuels and equipment maintenance materials may impact groundwater or spring sources]	[Example: verify that fuels, fertilizers, or other chemicals are not being used or stored within 100 ft of the well or spring, consider increased setbacks based on aquifer sensitivity and level of risk, correct any well/spring constructing deficiencies]
[Example: agricultural cropland or grazing animals]	[Example: high]	[Example: improper or over-application of pesticides or fertilizers, improper storage and management of animal wastes in areas of concentrated animals may impact groundwater and drinking water supply]	[Example: encourage farm operator to work with local Soil and Water Conservation District (SWCD), Natural Resources Conservation Service (NRCS) or university extension agent to implement management measures that protect water quality]

Surface Water Sources

Potential Pollutant Type	Relative Risk	Potential Impact	Response Procedures for Pollutant
[Example: commercial or industrial sites]	[Example: high]	[Example: chemicals, fuels and equipment maintenance materials may impact groundwater or spring sources]	[Example: implement best management practices to minimize potential impact from wastewater and stormwater runoff, request notification of spills or releases, develop spill response plan, provide secondary containment for fuels and chemicals]
[Example: managed forest land]	[Example: high]	[Example: cutting of trees, road building, usage or maintenance and improper management of pesticide and fertilizer applications may increase erosion resulting in turbidity and chemical changes to drinking water supply]	[Example: work with landowner to set up direct communication or notification of any chemical application, encourage management practices protective of drinking water for steep slopes or erodible areas]
[Example: transportation corridors, right-of-ways, roads, railroads, transmission lines]	[Example: medium to high]	[Example: vehicle use increases risk for fuel and other chemical leaks, spills and emissions affecting drinking water. Over-application or improper handling of pesticides or fertilizers may impact drinking water supply]	[Example: notify the owner (City, County, ODOT, railroad, transmission line, etc.) and local first responders of your DW Source Area location, request water system notification of any spills, request minimized pesticide use near waterbodies or streams]

Emergency Contact Information

Organization	Contact Name	Contact Info	After Hours Info
OHA Drinking Water Services Duty Officer		**Regular hours: (971) 673-0405**	**(971) 704-1174**
County Health Department			
Fire Department			
Law Enforcement			
Emergency Management Agency			
Oregon Emergency Response System (OERS)	Spill response - 24 hour	1-800-452-0311	Salem: 503-378-6377
ORELAP Accredited Drinking Water Lab			
Equipment or Chemical Supply			
Cybersecurity Emergency - Cybersecurity & Infrastructure Security Agency (CISA) Region 10	CISA Region 10	CISARegion10@hq.dhs.gov	888-282-0870
Engineering Company			
Electrical Utilities			
Alternate Water Suppliers			
Pump Maintenance Company			
Media			
Medical/Nursing/Rehab Facilities			
Schools or Day Care Centers			

To Report a Drinking Water Emergency

Be prepared provide the following when contacting emergency response personnel, primacy agency, or other responding agencies:

1. Your name, phone number & current location
2. Type of incident
3. Exact location of incident
4. The date and time the incident occurred
5. Nature of threat to the water system

Notification Procedures

If your system does not have procedures in place for notifying customers, your primacy agency or other important contacts use the following chart to identify steps to be taken and by whom. Community systems serving over 3,300 people must identify institutions serving vulnerable populations they are serving and notifying them during a water advisory or emergency.

Notify water system customers, institutions serving vulnerable populations, etc.

Who is responsible?	
Procedures:	

Issuing a boil water advisory or other public health issue

Who is responsible?	
Procedures:	

Notify OHA-DWS, local public health department, emergency manager, etc.

Who is responsible?	
Procedures:	

Emergency intertie, alternate water sources

Who is responsible?	
Procedures:	

Institutions Serving Vulnerable Populations

Use this section to identify institutional customers serving vulnerable populations and list their emergency contact information to notify them during a water advisory or emergency. Customers serving vulnerable populations can include but are not limited to, hospitals, day-care facilities, schools, nursing homes or rehabilitation facilities.

Hospitals or Medical Facilities

Institution Name	Contact Information (person, emergency phone number, etc.)	Advisory, emergency or contaminant over the MCL these customers are vulnerable to
		[Example: nitrate detection over the MCL, lead and/or copper detections, etc.]

Nursing or Elder-Care Facilities

Institution Name	Contact Information (person, emergency phone number, etc.)	Advisory, emergency or contaminant over the MCL these customers are vulnerable to
		[Example: nitrate detection over the MCL, lead and/or copper detections, etc.]

Rehabilitation Facilities

Institution Name	Contact Information (person, emergency phone number, etc.)	Advisory, emergency or contaminant over the MCL these customers are vulnerable to
		[Example: nitrate detection over the MCL, lead and/or copper detections, etc.]

Child-Care Facilities

Institution Name	Contact Information (person, emergency phone number, etc.)	Advisory, emergency or contaminant over the MCL these customers are vulnerable to
		[Example: nitrate detection over the MCL, lead and/or copper detections, etc.]

Schools or Educational Facilities

Institution Name	Contact Information (person, emergency phone number, etc.)	Advisory, emergency or contaminant over the MCL these customers are vulnerable to
		[Example: nitrate detection over the MCL, lead and/or copper detections, etc.]

Additional Resources for Water Systems

- Oregon Local and Tribal Emergency Manager Contact List

- Oregon Environmental Laboratory Accreditation Program (ORELAP) Lab Search

- Oregon Water/Wastewater Agency Response Network (ORWARN) system to system mutual aid assistance

- Cybersecurity Incident Reporting - Cybersecurity & Infrastructure Security Agency (CISA)

- OHA-DWS Emergency Response and Planning:
  - Emergency response resources
  - Preparedness and planning resources

- OHA-DWS Public Notice Templates

- OHA-DWS Fact Sheets and Best Management Practices (BMPs)
  - Service Outages Due to Reduced Pressure Events
  - Cutting Into or Repairing Existing Water Mains

- DEQ's drinking water source protection:
  - Pollutant reduction strategies for land uses or activities for groundwater sources
  - Pollutant reduction strategies for land uses or activities for surface water sources
  - Developing strategies for drinking water protection
  - Surface Water Resource Guide
  - Groundwater Resource Guide

- EPA's AWIA requirements for CWSs serving over 3,300 people:
  - Risk & resilience assessment requirements and template
  - EPA's Vulnerability Self-Assessment Tool (VSAT)
  - Emergency response plan requirements and template
  - EPA certification instructions