

# BARLOW WATER IMPROVEMENT DISTRICT (BWID)

## EMERGENCY RESPONSE PLAN

Revised 06/18/20

The purpose of this plan is to assist personnel and provide direction in the event of an emergency or catastrophe. The Water System Operator is Don Veenker. Should the Water System Operator be unavailable, the contact person is the Board Chairperson. All operations, maintenance, repairs and management are to be consistent with acceptable standard procedures commonly known and practiced in the profession of public water system operations and consistent with OAR Chapter 333.

### EMERGENCY CONTACT NAMES AND TELEPHONE NUMBERS

Oregon Health Authority – Data On-line <https://yourwater.oregon.gov/>

1. Water System Operator	Don Veenker	Office (541)544-2920 Cell (503)680-2641
2. Board Chair	Daily Holman	(503)964-1232
3. Alternate/Backup Operator		
4. County Health Department	Nicole Baily	(541)506-2753
5. Oregon Health Authority Drinking Water Section (DHS/DWS)	Nicole Baily	(541)506-2753
6. Engineer/System Design	Tenneson Engineering	(541)296-9177
7. Telemetry / SCADA –	Portland Engineering	(503)256-7718
8. Hazardous Material Response Team		(800)452-0311
9. Wasco County Sheriff		(541)506-2580
10. Neighboring Water System-Secretary	Pam Peterson/WW&S	(541)993-7627
11. Excavation & Repairs	See list	
12. OR Association of Water Utilities	Jason Green	(503)837-1212
13. OAWU – Circuit Rider	Hans Schroeder	hschroeder@oawu.net
14. Consolidated Pipe Supply		(541)382-1999
15. Parts – Ferguson Waterworks		(503)240-6747
16. Parts – United Pipe		(541)382-9311
17. Sodium Hypochlorite 12.5%	NW Solvents	(503)286-9019
18. Chlorination Pump – Pacific Supply Whitney Equipment	Greg Brown Tim Brown	(503)647-5869 (503)998-5169
19. Generator – Pacific Power Group		(360)887-7400
20. Generator Fuel – Carson Oil	Marc Reed	(541)645-0383
21. Cathodic Protection – Corrpro		(330)725-6681
22. Wasco Co. Emergency Operations		(541)506-2790
23. Wasco Co. Road Dept. /Bulk Water Tanker Hauler		(541)506-2640 ODOT
24. Wicks Lab – City of The Dalles		(541)298-2248
25. Edge Analytical – Water Testing		(360)757-1400
26. Ashley Pump	Office	(541)296-4700
27. Fred Ashley (Pump Issues)	Cell	(541)980-4586
28. Wasco Electric	Office	(541)296-2740
29. Locate for excavation	ID #BWID01	(800)332-2344
30. IT Support – Cash Register Supply	Ron Peper	(541)544-2098
31. Accountant / Bookkeeper Maddie Viens	Norstar Tax & Accounting	(541)728-2082

**IN ALL ABNORMAL SITUATIONS or EMERGENCIES, THE FOLLOWING WILL APPLY:**

- Water System Operator will assess the situation and in his absence, backup operator or Board Chair
- Identify the problem and source of the problem
- Make appropriate notifications and contacts if necessary which include: Board of Directors, County Health Dept., DHS/DWS, Emergency Management Center, and system customers, etc.
- Seek solutions from Water System Operator, Board of Directors, County Health Dept., DHS/DWS, Emergency Management, System Engineers, Repair Contractors, Lab, etc.
- Take Action(s) as Required to Implement Solution
- Monitor and evaluate results
- Provide updated status of system to proper authorities, customers and Board members

**COORDINATION WITH COUNTY AND STATE EMERGENCY RESPONDERS:**

- Should questions arise as to health and safety of customers and water users of BWID due to an emergency or water quality condition, immediate contact and notification is necessary.
- Provide information as detailed as possible including:
  - Identify yourself and relationship to BWID
  - Provide your telephone number
  - Identify who is in charge/contact person of system
  - Describe what was/is affected
  - Describe when it occurred
  - Describe how much of the system has been affected
  - Describe who at County or State level has been contacted
  - If contacting OHA, refer to District ID #41009-09
  - Describe which customers have been contacted – action status: contact, boil notice, water provisions
  - Describe what has been done to address the problem or plan to address the problem and who is carrying it out
  - Estimate the time of expected return to normal operation, if known
  - Request assistance and direction if needed

**WATER DELIVERY POTENTIAL ISSUES:**

1. **Pressure loss:** Locate source of loss, make adjustments or repairs as needed per standard practice in the field of water management and operations
2. **Leak:** Identify, use systems maps and turn off system (if required) in affected areas, make repairs and disinfection of repairs consistent with standard acceptable practices. If repair can be accomplished hot/live, that is preferred over system area shut down. Disinfect, flush and sample according to circumstances. Return system to normal upon completing all required procedures and testing. Make customer notifications as applicable or as time and emergency conditions permit.
3. **Depletion of source:** Identify reason, adjust system operations or apply conservation plan and customer notification as necessary. Monitor situation; make plans to supply short and long-term water needs if required by contacting neighboring water system(s).
4. **System water production:** Identify reason for low or lack of water production and/or quality. Check source water, reservoir level, incoming/outgoing plant pressures, gauges, print outs and panels, telemetry and SCADA, electrical sources and fuses, HOA and control switches, etc. If

problem cannot be identified and repaired following these measures and operations manual, contact Pacific Power at (360)887-7400 for emergency assistance.

### **WATER QUALITY ISSUES:**

1. **Bacteriological contamination:** Follow sampling plan and state rules/guidelines, notification of customers and county/state authorities as necessary. Locate source of contaminate, address problem/remove contaminate, ensure adequate disinfection is present, system flush and resample (follow state sampling/re-sampling guidelines). Request assistance if needed from contact list.
2. **Backflow contamination:** Identify location of contamination and contaminant, shut down affected area if necessary. Customer, state and county notification if applicable. Remove contaminate, flushing of system and testing as needed (lab work as required). Request assistance from list as needed. Ensure proper backflow protection is provided (inspections) before leaving.
3. **System breached from an unknown source,** such as terrorist activity, identify the location and source of contamination and damages/vandalism followed with proper notification of authorities as listed. Implementation of action plan to resolve situation such as flushing and testing, providing alternate water source if needed.
4. **Chemical contamination/releases:** Same as (2) if in water system. If chlorine or other gaseous materials, follow containment procedures and/or emergency release procedures. Contact of hazardous material team or 911 if arrangements have been made for this type of response (include specifics to plan as required). If surface water source contaminations are concerns, additional action outlines may be necessary and contacts such as Department of Transportation, Fish and Wildlife, Corp of Engineers, etc.

### **EARTHQUAKES**

1. Assess the source; pump house, reservoirs and distribution system for damages.
2. Address damages, provide for water to customers and provide notification as necessary.

### **POWER OUTAGES**

1. Contact local power supplier to determine extent/longevity of outage.
2. Assess the reservoir level and monitor. Disinfection monitoring is required and should be provided for by manual means if needed.
3. Start up standby generator should power outage last longer than four (4) hours or beyond storage/system supply capabilities. If emergency generator is inoperable, contact Pacific Power Group (360)887-7400 or Coburn Electric (541)483-2266.

### **FLOODS**

1. Floods do not have an effect on this system, as it is located above the 100-year flood plain.
2. Should heavy rains affect main line bedding, assess the condition and make repairs as needed following standard practices. Refer to vendor list if additional help is needed. Address Floods as applicable to your system.

### **VOLCANIC IMPACTS**

1. Assess the affected area and provide repairs as needed.
  - a. Should a major event occur, evacuation would be needed and Wasco County Emergency Management should be contacted.

## **FIRE**

1. Contact local Fire Dept. at Pine Hollow: Wamic Rural Fire Protection District at 911 or (541)544-2338.
2. Assess the affected area and ensure that any main leaks are addressed/repaired.
3. Ensure that water is provided and sufficient pressure is available for fire fighting needs as necessary.

## **ADVERSE WEATHER CONDITIONS**

Wind, snow and storms are a regular occurrence. Preparations for such are routine with seasonal change such as winterizing buildings, meter boxes, etc. Regular monitoring and assessment of the system is required during and after adverse weather conditions.

## **VANDALISM**

1. Assess the vandalism; determine if it is exterior or if breach of the sealed/pressurized system has occurred. Ensure that pump house and plant facilities are secure; check source water, reservoirs and fire hydrants. If such has been damaged or accessed, further determination of physical damage and/or contamination should be addressed and necessary repairs made or action taken. If vandalism to water supply at source or within the system has occurred, determination as to what was done needs to be addressed. If this is suspected, discontinuing supply to customers and notice will be necessary as will contact with County Health Department and Emergency Management. Notification of lab will be needed to begin sampling and testing. Authorities as listed would then direct system flushing and further action.
2. Note that security of the system is a priority at all times and should especially be enforced during an emergency event.

## **ALTERNATE SOURCES AND CONTACTS**

1. BWID operates and maintains four wells with only two wells operable at any given time. If standby wells are brought on line to augment supplies when primary wells are down, if possible, disinfection of well heads should occur at least 18 hours before water is introduced into the system. If conditions do not allow disinfection to occur, notices to boil water must be handed out before untreated water is directed into the system.
2. Contact Wasco County Road Dept. for water hauling needs: (541)506-2640. The National Guard also provides emergency services and assistance.

## **BARLOW WATER IMPROVEMENT DISTRICT NOTIFICATION PROCESS FOR CUSTOMERS**

1. Follow procedures as outlined in OAR Chapter 333 and as directed by county and state health/compliance officials.
2. Emergency contact of customers will be house to house if necessary, update the outgoing phone greeting on the office phone, telephone calls per billing list and Facebook notification. Water System Operator, Board of Directors, and emergency response volunteers shall initiate contacts providing information and course of action for customers and customer needs.

## **BARLOW WATER IMPROVEMENT DISTRICT EMERGENCY RESPONSE AND SYSTEM SAFETY**

**Who to call:** I have no water and have paid my bill, or I think I have a water leak but don't know if it is on my side of meter or not: Don Veenker, Water System Operator, (541)544-2920 or (503)680-2641.

When the system must be shut down for repairs, the Water System Operator will notify the Office Manager, who will notify the Board members and all available resources shall try to notify all residents in the affected area by telephone.

Power outage for extended period of time: The generator at well #4 shall be activated to supply the system with water for household use. The generator can be used to operate Well #4 and if necessary, Well #6 to fill the reservoir.

All well houses shall be locked at all times. Only the Water System Operator and Chairperson of the Board shall have keys unless otherwise designated by the Board.

## **BARLOW WATER IMPROVEMENT DISTRICT WATER TESTING SCHEDULE**

<b><u>TEST</u></b>	<b><u>INTERVAL</u></b>
LEAD & COPPER	3 YEARS
RAD-GROSS ALPHA	6 YEARS
STAGE 2 DBP	ANNUALLY
RAD-RADIUM 226/228	9 YEARS
ARSENIC	9 YEARS
RAD-URANIUM	9 YEARS
IOC	9 YEARS
SOC	3 YEARS
NITRATE	ANNUALLY
VOC	3 YEARS
XYLENES	ANNUALLY
NITRITE	9 YEARS
COLIFORM	MONTHLY

## **BARLOW WATER IMPROVEMENT DISTRICT VENDOR LIST**

Delco Excavation	541.980.8844
Mike Hunt Construction	541.544.2111
Cougar Excavation	541.993.0398
Little Rock Construction	541.544.2288
Lucianos Tree Removal	541.993.0436

## **BARLOW WATER IMPROVEMENT DISTRICT COLIFORM TESTING PROGRAM**

The coliform samples shall be taken each month and delivered to the Wicks Water Treatment Lab in The Dalles. Samples must be refrigerated once collected and when delivered, payment is required and remember to pick up the next sample container.

The testing will be from one of nine (9) sites available, alternating sites from the north shore to the south shore from month to month.

The tests shall be delivered to The Wicks Water Quality Lab within six (6) hours of collection time.