

**Water Emergency Roundtable**

**Outline for Discussion**

**December, 2010**

(Updated March, 2012)

**Composed in Partnership by: ASDWA Drinking Water Security Committee, U.S. EPA Region V Water Security Advisor, and the City of Evanston, Illinois, Water Utility**

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**FOREWORD**

Gone are the days when the assumption was that the “government” (either Federal or state) will ride to the rescue with all necessary people and resources to take care of all of a community’s problems. By experience, we have all seen that such an idea usually does not work for a variety of reasons and that local agents are the most knowledgeable about what they need and how those resources should be distributed. Local entities are more aware and better positioned to set priorities that will serve their own community in the short and long term. Thus, combining government and private sector resources is much more powerful than relying solely on the government to “fix it.” Local response and mitigation can begin right away, whereas waiting for Federal or state support always takes time. As a corollary, the effectiveness of local response is greatly enhanced if there is collaborative emergency planning *before* an incident.

For these reasons, ASDWA’s Drinking Water Security Committee, U.S. EPA Region 5’s Water Security Advisor, and the Evanston, Illinois Water Utility have partnered to create an outline for a “Water Emergency Roundtable Discussion.” This Roundtable Discussion Outline is based on an event hosted by the Evanston Water Utility with facilitated support from EPA Region 5 in September 2009. Evanston brought its critical water customers and essential emergency response personnel together to have an informal discussion about expectations, roles, capabilities and limitations among these three groups in the event of a major water emergency. This event was “invitation only” to emphasize the critical nature of the discussions and encourage candid communications. The goal was to determine where water emergency planning improvement was needed, and this was achieved in no small part due to the honesty of the participants.

ASDWA’s Security Committee determined that the Evanston approach could be scaled toward small and medium sized community water systems (typically in the 10,000-50,000 population range). This is a low cost approach, which would be helpful in enhancing collaborative partnerships among state drinking water programs, water utility organizations, and the communities that they both support. It would also go a long way toward helping those communities better engage with their own emergency and utility service providers to create an effective and efficient foundation for community resiliency.

As a result, ASDWA’s Security Committee formed a partnership with both Evanston and U.S. EPA Region 5 to collaborate on an effort to re-scale the original Roundtable toward the needs of smaller water systems; create a step-by-step process to host a similar discussion; and provide templates, models, and scripts to support the various aspects of conducting and managing a successful Roundtable Discussion. The Water Emergency Roundtable Outline for Discussion is the result of this collaboration. We hope that utilities, communities, and states will find it useful.

|  |  |  |
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ASDWA would like to take this opportunity to thank those members of the ASDWA Drinking Water Security Committee who volunteered to participate in the “Roundtable Workgroup.” These individuals gave generously of their time, talents, and attention to help create this document that we, collectively, hope will enhance the capabilities of community water systems to strengthen their security and resiliency. Participating Workgroup members are:

|  |  |  |  |
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**I. INTRODUCTION/OVERVIEW**

**What is This About?**

The “Roundtable Discussion” is designed to improve the protection of public health and safety, and increase community resiliency by increasing mutual understanding among utilities, water service customers, and emergency responders; and by enhancing emergency response plans for water supply emergencies.

**Why Should There be a Discussion?**

Water is an essential service for any community. However, most water customers – hospitals, shopping malls, schools, restaurants, and industrial parks to name just a few – don’t have a clear sense of what “no water” would mean for their operation, business, or industry. They, like most residential customers, have come to rely on the local water system to always be able to provide potable water for drinking, bathing, fireflow, HVAC, sanitation, and operational use. What happens if/when this is no longer the case? How can a community plan to maintain its economic vitality, prevent the spread of disease and infection, and meet the expectations of its residents in the face of a longstanding water crisis? This discussion begins to look at these issues.

**What Would a Roundtable Look Like?**

Appendix G at the end of this document is a complete report of what the Evanston discussion looked like, how it worked, and what they plan to do for next steps. Although their utility may be a larger utility than yours, the Evanston Water Utility needed to ask the same types of questions to many of the same types of customers and community organizations that you have – police, fire, hospitals, schools, restaurants, grocery stores, and industries. Take a look and see!

**What Should Happen Next?**

Through a partnership among the state drinking water primacy agency, interested water utility organizations, and others, a decision must be made to go forward and hold a Roundtable to better understand the mutual needs, capabilities, limitations, and expectations of water users, water providers, and emergency responders within a community. Better understanding should lead to better planning to enhance community resiliency.

**How Do I Get Started?**

The information on the following pages provides a simple step-by-step approach to organizing, hosting, and managing this type of Roundtable Discussion. This Outline is written on the assumption that the state will recommend and encourage utilities and communities to hold a Roundtable; technical assistance providers will promote, assist and support utilities/communities that wish to hold a Roundtable; and the water utilities will conduct the Roundtables with participation from their customers and community emergency response agencies. Keep in mind that this outline is NOT prescriptive – roles can easily be customized to meet local needs and preferences, so please feel free to customize this outline to best suit your state, local, utility, and community circumstances and needs.

**Suggested Planning Time Line Components**

The steps outlined in Appendix F will walk you through a suggested planning time line, week by week. The model has the planning steps spread across 12 weeks to account for unexpected events and delays, but it can easily be made shorter, especially for smaller utilities or communities. Relevant parts of the time line are repeated in Sections II through VII of the Roundtable Outline.

**II. FUNCTION LOGISTICS**

**Event Partners**:

**State**: The first step is to consult with partners within the water community to help identify appropriate water utilities/communities where such a roundtable discussion will be helpful.

***TIP:*** *Identify a good event partner(s) –such as your state’s AWWA section, your state Rural Water affiliate, your regional RCAP (Rural Community Assistance Partnership) organization, another strong water organization or Technical Assistance provider, and/or emergency response agencies (such as a Local Emergency Planning Committee or LEPC), to help you identify an appropriate water system.*

**Event Location/Utility Tour**:

**State/Utility/Technical Assistance Provider**: Once a water utility/community agrees to host a discussion, the event partners need to identify a meeting space to accommodate the group; preferably a meeting space that is accessible to anyone with disabilities and that offers low or no cost parking.

***TIP:*** *If the event partners decide on a water utility location, ask the water utility to consider having a plant tour before the meeting begins, so attendees get a better sense of what it takes in equipment and technical skill to provide safe water. Some questions to consider before deciding to host a tour include: How many people can go through at once? Are there special ID requirements? Who will lead the tour? Are there areas that are “off limits”? Can you complete the tour(s) in one hour?*

**Event Set Up & Sponsors**:

**Utility and Technical Assistance Provider**: Decide how the meeting room will be supplied. Try to find sponsors or ask if co-hosts can help with audio-visual equipment, pens/pads, coffee, and snacks. Be prepared to arrange for a boxed lunch to be provided during the discussions.

***TIP:*** *You will most likely need a laptop computer (and a person assigned to help with technical computer problems), a PowerPoint projector, a screen, 2 flip charts (one for notes and one for Action Items), and possibly a cordless microphone. You should also provide pens and pads for meeting participants.*

***TIP:*** *Decide how you will handle lunch. Most groups pay “up front” for a boxed lunch (about $10) to be delivered. Who will take the money? Who will order? Who will deliver? Do you want to have a short or working lunch (about 30 minutes) or will you need more time? Will attendees eat in the room or do you need a second room with more tables and chairs?*

**Suggested Planning Time Line Components: (WBC = Weeks Before Conference)**

**12 WBC**

(1) Consult with possible event partners to enlist their assistance in planning and holding the conference.

(2) Identify possible locations to hold the event.

(3) Identify potential invitees (See page 7 - Who Should Be Invited? - for a suggested list of invitees).

(4) If you have a governing Board, present the even event proposal to your Board for approval. (If your Board meets infrequently, check on their schedule to adjust your planning time line.)

(5) Identify an emergency event that occurred either at your water utility, or at another one, as an example of why it is important to plan for the unexpected and even unlikely events.

**10 WBC**

(1) Based on discussions with possible event partners, identify what organization/persons will be event partners and confirm that commitment.

(2) Identify and agree on roles and responsibilities for event partners.

**III: INVITATIONS**

**Who Should Be Invited?**

**Utility/Technical Assistance Provider**: Consider inviting the system’s critical water customers and the local emergency managers – those with a vested interest and/or need to work closely with the system or emergency responders during a water crisis. While your water system may have additional users that you want to be sure to include, here are some groups you may want to consider when making up the invitation list:

Hospitals/Medical Centers

Nursing Homes

Retirement Communities

Universities/High Schools

Elementary Schools/Day Care Centers

Condominium Associations

Restaurants/Grocery Stores

Shopping Malls

Manufacturing/Industrial Parks

Livestock/Farm Operations

Fairgrounds/Racetracks

Water Parks/Municipal Pools

First Responder Organizations such as CERTs, state/county/local public information officers

Police/Fire/EMTs

WARN/Mutual Aid Organizations

Purchasing or Consecutive Systems

Interconnected Systems

State Primacy Agency

Department of Homeland Security Protective Security Advisor (PSA)

Waste Water system

Red Cross

Salvation Army

Local Emergency Planning Committee (LEPC)

Electrical Power provider

Potable Water Haulers

State/ Local Emergency Management Agencies

**Sensitivity Considerations**:

**Water Utility**: Decide whether to include the media, attorneys, or elected officials. You may prefer to have a closed meeting to encourage frank and open discussions and to avoid putting folks officially “on the spot.”

***TIP:*** *You may want to think carefully before inviting the media, your attorney, or your elected officials to be part of this roundtable discussion. Some water utilities may be uncomfortable sharing certain information related to security considerations if the media are present. As well, elected officials may be uncomfortable should someone ask questions about actions taken or not taken, unrelated politically charged issues, or they may feel pressured into making statements or decisions without adequate time for review or consultation.*

**How Are Invitations Issued?**

**Water Utility**: The best first contact should be a personal call from the water utility manager or superintendent. This level of peer-to-peer communication typically results in a more positive response. The utility manager should explain the purpose of the invitation, why the recipient is important to a successful event, and what benefits could accrue to the recipient.

***TIP:*** *Think, in advance, about what you should say. Consider using a recent emergency (icing, flooding, reduced pressure) to illustrate why this discussion is important. See “Suggested Script i – First Contact” for some additional ideas.*

***TIP:*** *Make a list of “yes” and “maybe” responses to know who should receive a formal invitation and who might need a second call. Then send out a formal invitation letter to all critical stakeholders, regardless of their initial reaction to the phone call(s).*

***TIP:*** *Be prepared to make follow up calls for invitees who do not immediately RSVP or who may be uncertain of their schedules.*

**What Should the Invitation Letter Say?**

**Water Utility**: See Appendix B for a Model Draft Invitation Letter. Of course, you may craft your own letter to better reflect your water utility’s personality, but the Model may help.

**Distributing Invitation Packets:**

**Water Utility/Technical Assistance Provider**: Once these calls have been made, prepare and mail out an “invitation packet.” It is helpful to send out the invitation packets at least 4 weeks ahead of time so prospective attendees can put the meeting on their schedules. Responses should be requested within two weeks, though you can choose to accept registrations after the deadline.

***TIP:*** *Your invitation packet can contain as much information as you would like to share. At a minimum, however, it should include a copy of the formal invitation letter, a registration form, a logistics sheet (location and parking), lunch plans, and (if appropriate) plant tour information. You should also include an agenda that generally outlines the event. See Appendix C for a Model Draft Agenda and Appendix D for a Model Draft Registration Form.*

***TIP:*** *The packets can be emailed (if attachments are not too large) or mailed via US Postal Service*

***TIP:*** *If you choose email delivery, be sure that forms can be completed and returned online. Otherwise, include your return address and/or a fax number for responses.*

***TIP:*** *Consider how far in advance to send out the packets. It may be helpful to send them out about 4 weeks before the event to make sure participants have time to look through the materials. You may also want to decide on a “RSVP” date –about two weeks before the meeting. That provides enough time for phone or email follow-up with non-responders, and to prepare materials for attendees.*

**Suggested Planning Time Line Components (WBC = Weeks Before Conference)**

**10 WBC**

(3) Develop "script" for phone calls to potential invitees to engage them personally and emphasize the importance of their participation. (See Appendix A for Suggested Script for First Contact)

(4) Develop draft outline agenda for the Roundtable - this will be useful during the phone calls. (See Appendix C for Model Draft Agenda)

(5) Decide if the event will include a tour of the water utility prior to the event itself, and factor that into the agenda.

**8 WBC**

1. Discuss and decide what kind of scenario you want to use as the basis for the water service disruption that serves as the basis for the Roundtable, e.g., do you want to make it a generic 7 day outage without a specified cause?

Note: We recommend not specifying a particular event (explosion, tornado, hurricane, earthquake, etc.) because participants may tend to focus on the probability of the cause, rather than preparation for a response to a water service disruption.

(2) Call planned invitees.

(3) Develop written invitations (See Appendix B for Model Draft Invitation) and Registration Form (see Appendix D for Model Draft Registration Form).

(4) Identify how responses to written invitations will be tracked (spread sheet? list? other?).

(5) Confirm event location, and seating arrangement.

Note: We recommend seating at tables because that encourages participants' interactions, rather than "classroom" seating arrangements that are conventional for training events.

**6 WBC**

(1) Send written RSVP invitations and registration form to invitees, regardless of whether they made a commitment to attend the Roundtable. (See page 8, Distributing Invitation Packet)

**IV: CONFIRMING PARTICIPANTS & MANAGING DETAILS**

**Personal Calls to Discuss Information Needs**:

**Utility/Technical Assistance Provider**: Once the initial outreach call has been made and the invitation letters sent, one or more of the partners will need to make individual follow up calls to outline what types of information participants will need to bring with them for the discussion; how the discussion will be handled; and how sensitive information will be treated. These conversations are critical because they will shape the discussion and generate useful outcomes.

***TIP:*** *Participants should be prepared to discuss topics such as how much water they use; whether they’ve done a water audit; whether their emergency plan considers water needs; and what would trigger a closure in the event of a water service disruption. They may need to bring their plan with them for detailed discussions. Re-assure prospective participants that it’s OK if they don’t have an emergency plan that includes emergency water – the point to the Roundtable is to improve preparedness and we all know that water has rarely been an area of focus for emergency planning.*

***TIP:*** *See “Suggested Script – Follow Up Calls” for a recommended general outline for these discussions.*

***TIP:*** *Have the appropriate “info sheet” handy when you call. Fill in as much information as you can during the call so that you can better organize the event.* ***TIP:*** *See “Suggested Scripts – Info Sheets” for suggested specific information questions.*

***TIP:*** *Suggest that participants may want to bring their own notes on a 3x5 index card.*

As part of the call, make sure the major water users and emergency responders will be ready to talk about their operations, emergency plans, etc. Let them know they can bring a very short presentation on a thumb drive if they like, but that they can only speak for **X** minutes (usually not more than 5). You might prefer to encourage them just to bring the 3x5 card instead.

***TIP:*** *Make sure you talk with an actual person – preferably the person who made the commitment to attend the meeting.*

**Attendee/Registration List Management**:

**Water Utility/Technical Assistance Provider**: Assign one of the partners to be responsible for creating and managing the list of who will attend – including their name, title, organization, mailing address, email address, and phone. Cross reference this list with individual “info sheets” (see above) to collect and sort information about attendees, their roles and responsibilities, and discussion needs.

***TIP:*** *Use this list to make up name badges for participants that show their first name in a larger font with their full name, title, and organization in a smaller font below.*

***TIP:*** *Use this list to track how many lunches will need to be ordered.*

***TIP:*** *On the day of the Roundtable, use this list to track attendance and who has paid for lunch.*

***TIP:*** *Use this list to track who/how many participants will take the first morning’s plant tour (if one is offered). If needed, also use this list to create tour groupings (suggest allowing 10 minute intervals if multiple groups participate). Don’t forget to identify tour leaders!*

***TIP:*** *Use this list to count how many sets of handouts (if any) you will need to copy.*

Prepare attendee folders or meeting materials that are clipped together (e.g., name tag, notepaper, pen, agenda, speaker bios, copies of formal presentations (if any), attendee list, feedback form, and any additional helpful information.)

***TIP:***See “Model Draft Feedback Form” (Appendix E) for ideas on the types of questions to ask.

**Suggested Planning Time Line Components (WBC = Weeks Before Conference)**

**5 WBC**

(1) Check on administrative and technical support for the event, such as:

1. who will check in attendees, and distribute information packets
2. arrangements for lunch
3. parking information
4. who will provide the projector and computer (if needed for power point

presentation(s) etc.)

1. who will be taking notes so major points of discussion and action items can be

memorialized and sent to participants after the event

1. who will provide/bring flip charts and tape to post action items around the room, as

they are identified, if you want to do that during the event

(2) Identify moderators/facilitators for various sessions on the agenda, and provide them with Tips to Get the Conversation Going (Appendix A, For Facilitators/Moderators).

**4 WBC**

(1) Make follow-up phone calls to invitees, to thank them for making a commitment to attend and participate, AND to advise them of the kind of information they should come prepared to share, and the approximate time allotted. (see Appendix A, Suggested Script for Follow Up Calls, and Info Sheets by Customer Type)

**3 WBC**

(1) Identify who will consolidate the notes taken during the event so that a summary report can be sent to event participants.

(2) Identify what will be in the information packet provided to each participant at the event.

(3) Respond to questions from invitees.

(4) Make follow-up phone calls to invitees who have not responded to make sure they received the invitation, encourage participation, and request RSVP.

**V. TASKS FOR PARTNERS**:

**Decide in Advance Who Will Be Responsible For**:

The most important facet of the meeting may be the ability to have a meaningful discussion among a diverse group of participants. The key to accomplish this is to plan the meeting and facilitate the participation from beginning to end.

* Facilitating/moderating the discussions during the meeting
* Compiling participant data (see Suggested Scripts – For Information Sheets”) and sharing among partners
* Putting together the attendee folders/packets for distribution at registration
* Welcoming participants; making opening remarks; outlining meeting goals and objectives
* Making formal presentations on the first morning (host utility, state security coordinator, DHS-PSA, and wastewater utility). See Model Draft Agenda (Appendix C).
* Taking notes (ideally one flip chart for action items, and one flip chart for informational notes). It is usually best to have one note-taker for each flip chart.
* Collecting and summarizing event feedback forms
* Writing up and distributing the meeting summary

**Help for Moderators:**

**Utility/Technical Assistance Provider**: Once you decide who will facilitate (or moderate) the discussions, make sure that the selected individual understands that their goal is to have participants share information so that the group can identify strengths as well as areas that need attention and future action to help form more active collaborative partnerships that will be needed in the event of a water sector service emergency.

***TIP:*** *Participants are likely to spontaneously engage each other with questions and comments; but if it appears that there is a lag or hesitation to get started, be prepared to ask some “conversation starter” questions. See “Suggested Scripts – Tips for Facilitators/Moderators” for suggestions on getting the conversation going.*

These questions can be used throughout the day’s discussion to help keep the conversation flowing. The information should also be useful as part of the overall framework for the event summary and identification of necessary next steps.

**Suggested Planning Time Line Components (WBC = Weeks Before Conference)**

**2 - 1 WBC**

1. Prepare information packets and name tags for all participants. If possible, include a copy of any formal presentations.

(2) Check on/confirm logistics (lunch, meeting room, etc.).

(3) Hold a conference call or meeting with planning partners, moderators/facilitators, and people who will be making formal presentations to make sure everyone is on the same page regarding objectives of the event, and how it will be conducted.

(4) Ensure that formal presenters either send in their presentations ahead of time so they can be uploaded to the computer, or come prepared with their presentation on a flash drive.

(5) Compile list of invitees who have responded to the invitation, for inclusion in the participants' packet.

**VI. ON THE DAY OF THE EVENT**

**Before You Begin:**

**Utility/Technical Assistance Provider**: All partners and organizers should plan to arrive at least one hour before the event is scheduled to begin. Spend that time getting everything set up, making sure everyone is ready to perform their assigned tasks, and managing last minute details.

***TIP:*** *Make sure you have a “registration” or “check in” table where participants can sign in, pay for lunch, and pick up their packets.*

***TIP:*** *Make up clear directions on where to gather for the plant tour (if appropriate).*

**Setting Up the Room:**

**Utility/Technical Assistance Provider:** Check seating arrangements in the meeting room. It is helpful if people are seated at tables to encourage networking rather than in a classroom seating arrangement.

***TIP:*** *If you have any additional materials you’d like to make available to participants, make arrangements for a display table with those materials.*

**Suggested Planning Time Line Components (WBC = Weeks Before Conference)**

**Day of Conference**

(1) Arrive early, or the night before to the event site to ensure that all logistics are in place (e.g., participants packages, seating, computer/projector, registration table, name tags, lunch arrangements).

(2) Ensure that all support staff are ready and have necessary tools to do their jobs (e.g., registration lists).

(3) Make any last minute adjustments needed due to uncontrollable circumstances.

(4) Make the most of this unique opportunity to get partners and stakeholders actively engaged in working out how the community can best respond to a major water service disruption, and what next steps need to be taken to increase water and community security and resiliency.

Finally, stop worrying about what you’ve forgotten to do, and

**HAVE A GREAT MEETING!**

1. **AFTER THE EVENT**

**After the Conference:**

**Utility/Technical Assistance Provider**: After the meeting is over, make sure to:

* Send thank you notes to speakers
* Send “thanks for attending” notes (or email notes) to all participants
* Develop and send out a meeting summary to all speakers and participants
* Act on next steps and follow up decisions
* Plan for the next meeting!

**Next Steps: Suggested Planning Time Line Components (AC= After Conference)**

**2 Weeks AC**

1. Collect and consolidate notes and potential action items.

**4 Weeks AC**

1. Develop a short report that includes discussion highlights and potential action items, for participants, for people who were invited and did not attend, and for people who may have an interest in the subject but were not part of the invitee list (.e.g. state department of public health, state primacy agency, state environmental agency, state/local emergency management agencies).

**6 Months AC**

1. Request internal (water utility) and external update on progress of action items. This function can be performed by the water utility, or by a partner organization such as an LEPC.

**10 Months AC**

Determine need for an annual follow-up meeting, and start planning for any needed meeting(s) or consultation(s).

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**APPENDIX A**

**SUGGESTED SCRIPTS**

1. **For First Contact**
2. **For Follow Up Calls**
3. **For Information Sheets**
4. **For Facilitators/Moderators**

***SUGGESTED SCRIPT 1***

**FOR FIRST CONTACT:**

**Consumer Users (hospitals, schools, industry, etc.)**

The staff here at the utility is always concerned about the need for being prepared for a complete lack of water or reduced water scenario. Our close call with name your emergency has heightened this concern to a greater degree. During the emergency incident, we discussed in broad terms some options for the continued supply of water – but we need to address the issue with more depth and detail.

Utility is planning to host a Roundtable discussion on emergency water preparedness and I wanted to talk with you personally about attending and participating in the discussion. This will be an “invitation only” meeting so that we can all be frank with regard to our strengths and weaknesses. As one of our principal retail water customers, we need to maintain and improve our levels and modes of communication in any way possible and I hope you or your designee will attend.

**Wholesale/Purchased/Interconnected Communities**

The staff here at the utility is always concerned about the need for being prepared for a complete lack of water or reduced water scenario. Our close call with name your emergency has heightened this concern to a greater degree. While I know that you do have back up plans for the water supply if we can no longer provide it, a more frank discussion will benefit all of us.

Utility is planning to host a Roundtable discussion on emergency water preparedness and I wanted to talk with you personally about attending and participating in the discussion. This will be an “invitation only” meeting so that we can all be frank with regard to our strengths and weaknesses. As one of our principal retail water customers, we need to maintain and improve our levels and modes of communication in any way possible and I hope you or your designee will attend.

***SUGGESTED SCRIPT 2***

**FOR FOLLOW UP CALLS**

*Outline of script for calls to prospective participants in the Roundtable (after the invitations have been sent out and responses have been received).*

Thank you for your interest in helping to promote water security and community resiliency in community, and for accepting the invitation to the Roundtable on [date] at [location]. It’s an important topic that doesn’t get much attention, at least in part because the water sector has been very reliable. Just about everyone has suffered through a power outage, but relatively few people have suffered through a water sector service outage, so water sector services are taken for granted. Our intention is to highlight the importance of planning for water service disruptions. While water service disruptions are not very likely, when they do happen, they have a huge impact, and the middle of an emergency is no time to discover there aren’t adequate plans in place.

Your invitation said that we’d be asking each participant to share information with the attendees, so I wanted to talk with you personally about information that we’d like you to be prepared to share or talk about, including [list information that we’d like the person to be prepared to share...see attached info sheets organized by customer type…and make notes as you talk].

We have a total of about [#] of people/organizations that we’re asking to speak, so each person will have about x minutes, more or less. These don’t have to be formal presentations. We’ll be calling on people to speak from their seats, unless someone wants to bring a short PowerPoint – that’s up to you. What’s your preference?

We will have several note takers in the room, and intend to write a short report with the highlights of the Roundtable. The report will be a public document, BUT, we will make sure that any security-sensitive information is protected and not made public.

Our intent is not to just have a meeting and go back to business as usual; we want to make sure that information is shared, and that we talk with participants within a year of the conference to see how much progress is being made, and what barriers participants have run into, as they work toward greater community resiliency.

Do you have any questions for me?

Thank you again for participating in the Roundtable, and if any questions come to mind between now and then, my contact information is on the invitation letter. Please feel free to call or email at any time.

***SUGGESTED SCRIPT 3***

**INFO SHEETS BY CUSTOMER TYPE**

**EMERGENCY RESPONSE**

**A. County EMA**

1. Role(s)
2. Capabilities? e.g.
	1. locate and provide for bulk water transport for non-potable water uses?
	2. locate and provide for bulk water transport for potable water uses?
	3. contracts or other mechanisms to provide bottled water?
3. Limitations?
4. Method of communications with other partners?
5. Questions you would like answered here, or in the future?
6. Other comments?

**EMERGENCY RESPONSE**

**B. Public Communications Officer**

1. Roles?
2. With whom do you communicate?
3. Is there a reverse-911 system for major facilities in your town?
4. Other methods of communications
5. Questions you would like answered here, or in the future?
6. Other comments?

**EMERGENCY RESPONSE**

**C. Fire Department**

1. Role(s)?
2. Ability to help provide bulk water for non-potable uses (e.g., hospital heating and cooling)?
3. Ability to help provide bulk potable water (i.e., locate food-grade tankers or other bulk water hauling resources approved for potable water)?
4. Special plans in place to have water available to fight fires, without adequate pressure in fire hydrants? (e.g., get water from nearby surface water source, get water from neighboring municipalities, get tankers from neighboring municipalities?)
5. Assist in evacuating non-ambulatory patients from hospitals if necessary, and transporting them to unaffected healthcare facilities?
6. Assist in re-locating non-ambulatory residents?
7. What questions would you like answered here, or in the future?
8. Other comments?

**EMERGENCY RESPONSE**

**D. Police Department**

1. Role(s)?
2. Ability to help provide bulk water for non-potable uses (e.g., hospital heating and cooling)?
3. Ability to help provide bulk potable water (i.e., locate food-grade tankers or other bulk water hauling resources approved for potable water)?
4. Special plans in place to assist the Fire Department to have water available to fight fires – without adequate pressure in fire hydrants (e.g., get water from nearby surface water sources; get water from neighboring municipalities; get tankers from neighboring municipalities)?
5. Assist in evacuating non-ambulatory patients from hospitals if necessary, and transporting them to unaffected healthcare facilities?
6. Assist in re-locating non-ambulatory residents?
7. Any plans in place to close roads to help ensure safe and rapid transportation of repair personnel and/or supplies to the affected water utility?
8. Any special plans in place to control crowds if the water emergency persists for more than a few days?
9. What questions would you like answered here, or in the future?
10. Other comments?

**EMERGENCY RESPONSE**

**E. Primacy Agency/ Emergency Management Agency**

1. Role(s)
2. Capabilities? e.g.,

a. locate and provide for bulk water transport for non-potable water uses?

b. locate and provide for bulk water transport for potable water uses?

c. contracts or other mechanisms to provide bottled water?

d. emergency permit authorizations?

e. Contact/help support actions by state WARN?

1. Limitations?
2. Method of communications with other partners?
3. Questions you would like answered here, or in the future?
4. Other comments?

**EMERGENCY RESPONSE**

**F. Primary Affected Water Utility**

1. What are the utility’s primary roles in this scenario?

a. Fixing cause of service disruption

b. Communication with users

c. Other

1. Review stored water capacity vs. demand
2. Method of communication with area major water users re need for extreme water conservation?
3. Method of communication with general public re need for extreme water conservation?
4. Method of communication with purchasing water systems re need for extreme water conservation and or impending suspension of water service?
5. Other sources of water (interconnections?)

a. Current capacity/limitations of interconnections?

b. When was the capacity of back up interconnections or wells last tested?

c. What are the uncertainties about alternative water sources?

d. What are future plans, if any, for alternative water sources (e.g., interconnections, emergency wells, other)?

1. Are there any agreements in place with fire and/or police for water disruption scenario?
2. Questions you’d like answered during this conference or later?
3. Any additional comments?

**Major Water User:**

**A. Hospital**

1. How much water used per day/week/month/yr \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Size of hospital (bed #) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Have completed a water audit to determine how much water is used for what functions/purposes?

1. Major water uses:
	* Heating
	* Cooling
	* Sterilization/Laboratory
	* Sanitation
	* Patient and staff consumption
	* Other
2. Minimum amount of water needed to stay open?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Emergency source(s) of water?
	* Stored water for patient and staff consumption?
	* How much stored water for patient and staff consumption? (how many days’ worth of water?)
	* Contracts in place with bottled water vendor?
	* Any other contracts or arrangements in place?
	* Any arrangement for bulk water delivery (tankers, with fire department, other?)
4. What are most likely closure triggers in the event of a water service disruption?
	* Lack of fire protection?
	* Lack of heating?
	* Lack of cooling?
	* Other?
5. Questions you’d like answered at this conference, or in the future?
6. Any other comments?

**Major Water User:**

**B. Retirement Community/Nursing Home**

1. How much water used per day/week/month/yr \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. # of residents and staff? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Have completed a water audit to determine how much water is used for what functions/purposes?

4. Major water uses:

* + Heating
	+ Cooling
	+ Sanitation
	+ Consumption
	+ Laundry
	+ Other

5. Minimum amount of water needed to stay open?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. Emergency source(s) of water?

* + Stored potable water for resident and staff consumption?
	+ Stored non-potable water for other purposes?
	+ Swimming pool(s)? (how much water?)
	+ How much stored water for consumption? (how many days’ worth of water?)
	+ Contracts in place with bottled water vendor?
	+ Any other contracts or arrangements in place?
	+ Any arrangement for bulk water delivery (tankers, with fire department, other?)

7. What are most likely closure triggers in the event of a water service disruption?

* + Lack of fire protection?
	+ Lack of heating?
	+ Lack of cooling?
	+ Lack of sanitation
	+ Other?

8. Questions you’d like answered at this conference, or in the future?

9. Any other comments?

**Major Water User:**

**C. Condominiums**

1. How much water used per day/week/month/yr \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. # of residents or condos? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Information about other housing managed by the same company?
4. Have completed a water audit to determine how much water is used for what functions/purposes?
5. Major water uses:
	* Heating
	* Cooling
	* Sanitation
	* Consumption
	* Laundry
	* Other
6. Minimum amount of water needed?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. Emergency source(s) of water?
	* Stored water for resident consumption?
	* Swimming pool(s)? (how much water?)
	* How much stored water for consumption? (how many days’ worth of water?)
	* Contracts in place with bottled water vendor?
	* Any other contracts or arrangements in place?
	* Any arrangement for bulk water delivery (tankers, with fire department, other?)
8. What are most pressing problems in the event of a water service disruption?
	* Lack of fire protection?
	* Lack of heating?
	* Lack of cooling?
	* Other?
9. Questions you’d like answered at this conference, or in the future?
10. Any other comments?

**Major Water User:**

**D. University**

1. How much water used per day/week/month/yr \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Number of resident students? \_\_\_\_\_\_\_\_\_\_\_\_ Faculty? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Have completed a water audit to determine how much water is used for what functions/purposes?
4. Major water uses:
	* Heating
	* Cooling
	* Sanitation
	* Consumption
	* Laundry
	* Other
5. Minimum amount of water needed to stay open?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. Emergency source(s) of water?
	* Stored water for student and staff consumption?
	* Swimming pool(s)? (How much water?)
	* How much stored water for consumption? (How many days’ worth of water?)
	* Contracts in place with bottled water vendor?
	* Any other contracts or arrangements in place?
	* Any arrangement for bulk water delivery (tankers, with fire department, other?)
7. What are most likely closure triggers in the event of a water service disruption?
	* Lack of fire protection?
	* Lack of heating?
	* Lack of cooling?
	* Other?
8. Questions you’d like answered at this conference, or in the future?
9. Any other comments?

**Major Water User:**

**E. Purchasing water utility**

1. Average daily water consumption?

2. Population Served?

3. Amount of Stored Water (e.g., water towers?)

4. How long can pressure be maintained under normal usage conditions?

5. How long will water volume last under normal usage conditions?

6. Other sources of water besides primary selling source? (Wells, interconnections, etc.)

7. Have list of major water users?

8. Have community plan to request/order conservation by major users?

9. Have community plan to request/order conservation by the general public? Notification procedures to direct users to mandatory restrictions?

10. Any agreements in place with fire and/or police for such an emergency?

11. Aware of any plans in the works to respond to such an emergency?

12. Questions you’d like answered at this conference, or in the future?

13. Any other comments?

**Major Water User:**

**F. Large Livestock Facilities (Racetracks, Breeding Facilities, Barns)**

1. How much water used per day/week/month/yr \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Major water uses:

* Heating
* Cooling
* Sanitation
* Consumption
* Laundry
* Other

3. Have completed a water audit to determine how much water is used for what functions/purposes? (e.g. barn use, sanitation, administrative/maintenance buildings/pavilion consumption)?

4. Minimum amount of water needed to stay open?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. Emergency source(s) of water?

* Are the residential, pavilion, and livestock areas using the same source? If not, what is the source for each?
* What water storage options are there at the facility? Amount of stored water?
* How many people reside at the facility?
* What is the maximum number of (large) animals housed at the facility?

6. What are the most likely closure triggers in the event of a water service disruption?

7. Questions you’d like answered at this conference, or in the future?

8. Any other comments?

***SUGGESTED SCRIPT 4***

**FOR FACILITATORS/MODERATORS**

**Tips to Get the Conversation Going**

The objective of the Roundtable is to share information so that participants can identify strengths as well as areas that need attention and future action, and form more active collaborative partnerships that will be needed in the event of a water sector service emergency.

Participants are likely to spontaneously engage each other with questions and comments, but if it appears that the participants are not actively engaging with each other, it can be helpful to:

* Ask the speaker if their organization/agency has a written protocol describing how it will interact with other players during an emergency. (*NOTE:* Our experience is that there may be good collaboration on a personal level, but the plans for collaboration are not written down anywhere. Consequently, if an emergency occurs and the usual people are not at their usual posts, there is no written protocol as a back-up to direct emergency response inter-agency activities in an efficient way).
* Ask the speaker if he/she has had a personal meeting with the organization(s) with which they say they’d coordinate. (*NOTE:* The extent to which people do NOT know each other, and have not talked one-on-one, can be surprising.)
* Ask the Fire Department and/or the Police Department if they have visited the actual water/waste water facilities and seen *all* oftheir operations. Both would benefit from having seen the operations first hand, BEFORE they’re asked to respond to an emergency. (*NOTE: In* our experience, even if the agencies have met, they often have not walked through the entire operation.)
* Ask major water users what was the most surprising or interesting thing they learned from taking a tour of the water and/or waste water operations. (*NOTE:* That often prompts some follow-up questions about how the utility operates.)
* Ask the group what they think would be the best way to gain support from local decision-makers for increasing security at water and waste water utilities.
* Ask the group what they think would be effective ways to gain support from local stakeholders to increase community resiliency? What are the things that worry them the most (e.g., loss of business income; the dangers of having to evacuate a hospital or other health care facility?)
* Ask the group what kind of message might be effective to get parents engaged on this topic (e.g., have firefighters visit classrooms and talk about the importance of water, as well as the more traditional fire safety messages? Have police officers visit classrooms, and talk about their role during emergencies such as water outages, in addition to their more traditional messages on child safety?)

**APPENDIX B**

**Model Draft Invitation**

***PARTNER LOGO PARTNER LOGO***

**MODEL DRAFT INVITATION**

The **YOUR SYSTEM** Water Utility and the **YOUR STATE** Drinking Water Program are pleased to announce a collaborative project to enhance water security, and community preparedness and resiliency. The invitation-only event, **YOUR SYSTEM Water Emergency Roundtable**, will be held **MONTH, DAY, YEAR**, in **identify the location.**

You and members of your staff are cordially invited to join in a discussion with public officials and major customers of the **YOUR SYSTEM** Water Utility to help ensure community resiliency in the event of a water service disruption.

The day-long Roundtable has been designed to promote a better understanding of public-private sector interdependencies, foster a greater understanding of water infrastructure and the potential impacts from a loss of service, and identify actions and resources needed to respond to and recover from a water emergency.

The Roundtable will feature discussions of:

* Water Infrastructure serving **YOUR TOWN** and its outlying customers
* The roles and responsibilities of the public sector in a water emergency response
* Major customers’ water needs and emergency response plans for a water emergency
* Planning and resource needs and how to fill those needs

Featured speakers include:

* **Person, Title, YOUR SYSTEM** Water Utility
* **Person, Title, THE SYSTEM** Wastewater Utility
* **Person,** Protective Security Advisor, Department of Homeland Security or **YOUR CHOICE** of someone else (possibly your WARN coordinator or local/county Homeland Security Officer)
* **Person,** Water Security Coordinator, **YOUR STATE** Drinking Water Program

In order to make this Roundtable a basis for improving preparedness and resiliency, we are asking:

* Each participating organization to bring the Emergency Water portion of their Emergency Response Plan (if available) with them so we can discuss emergency planning in detail
* Water users to briefly describe their water needs and current water emergency plans
* Governmental/municipal organizations to describe their role in a water emergency response

The information sharing will help us all understand communal water needs, and existing plans. The next step in the Roundtable will be to examine the responsibilities and capabilities of organizations and agencies, if the **YOUR SYSTEM** Water Utility is unable to provide water for several days, and what planning and resource gaps need to be filled.

The Roundtable will conclude with a discussion to summarize the issues identified by participants, and make recommendations for next steps to increase preparedness and resiliency.

We look forward to having your organization represented at the Roundtable. To RSVP, please complete

the attached reservation form and send to **STATE PERSON at EMAIL ADDRESS**, or via fax at

**FAX NUMBER** or send via mail to: **STATE PERSON AT MAILING ADDRESS. Please return reservations by MONTH, DAY, YEAR.**

Please make sure you indicate on the reservation form whether or not you will participate in the optional

tour of the **YOUR SYSTEM** Water Utility plant, from **TIME**.

If you have any questions, please call **STATE PERSON** (Water Security Coordinator, **STATE AGENCY**) at **PHONE**, or **YOUR NAME** (**Title, YOUR SYSTEM** Water Utility) at **PHONE**.

**PARTNER SIGNATURE**

**APPENDIX C**

**Model Draft Agenda**

***PARTNER LOGO PARTNER LOGO***

**YOUR SYSTEM WATER EMERGENCY ROUNDTABLE AGENDA**

Date

Meeting Location

Address

City, State, Zip

**Objective:** Improve the protection of public health and safety, and increase community resiliency by increasing mutual understanding among utilities, water service customers, emergency responders, and enhancing emergency response plans for water supply emergencies.

|  |  |
| --- | --- |
| 7:30-9:00 AM | **REGISTRATION** |
|  |  |
| 8:00-9:00 AM | **OPTIONAL TOUR OF YOUR WATER UTILITY** (advance registration on the Roundtable reservation form is required) |
|  |  |
| 9:15-9:30 AM | **WELCOME, INTRODUCTIONS, AND LOGISTICS**Utility ManagerEvent Moderator |
|  |  |
| 9:30-9:45 AM | **SETTING THE STAGE**History of efforts to date (if any) on Water Security, Interdependencies, and Resiliency, *Suggest State Security Coordinator as presenter* |
|  |  |
|  | Roundtable Objectives, *Suggest Utility Manager as presenter* |
|  |  |
| 9:45-11:30 AM | **HOW UTILITIES PROVIDE SERVICE IN YOUR AREA** |
|  |  |
|  | Drinking Water, *Suggest Utility Manager as presenter*Waste Water, *Suggest Wastewater Manager as presenter*DHS Perspective on Water Sector Security, Interdependency, and Resiliency, *Suggest DHS Protective Security Advisor (PSA) as presenter*Pandemic Planning or Other Specific Security Topic of Interest to Audience *Presenter depends on topic selected* |
|  |  |
| 11:30 AM-12:00 PM | **LUNCH**Lunch orders will be taken during registration. |
|  |  |
|  |  |

|  |  |
| --- | --- |
| 12:00-1:30 PM | **WATER EMERGENCY SCENARIO DISCUSSION***Suggest Event Moderator to Facilitate*The objectives of this session are to:* Increase mutual understanding of the participants’ roles, responsibilities, capabilities, and emergency plans.
* Identify gaps in emergency planning.

**Scenario:** An event totally disables Your Utility’s ability to pump and treat water. It will take at least a week to restore some level of service from the water treatment plant. Stored water will last 8-12 hours under normal usage conditions. Note: The scenario is for an extended period of time – not a short period that can be easily bridged until water is restored – to fully tax supplies and identify gaps in emergency planning  |
|  |
|  | **YOUR UTILITY’S MAJOR WATER USERS:** Each provides a short description of how much water they use, how they use it, and their current emergency response plans for water service disruptions (if available).**Invited:** *Choose as Many as Desired*:Hospitals/Medical Centers Universities/Colleges/K-12 SchoolsRetirement Communities/Nursing Homes/Condominium AssociationsManufacturers/Industrial ParksLarge Farm/Livestock OperationsOther Commercial/Retail Businesses |
|  |
| 1:30-1:40 PM | **BREAK** |
|  |
| 1:40-3:00 PM | **EMERGENCY RESPONSE:** Organizations describe their roles and capabilities in responding to this scenario:**Invited:**Your Wastewater UtilityYour Fire DepartmentYour Police DepartmentYour State Primacy AgencyYour State Emergency Management AgencyYour Municipal/County/Regional Public Communications OfficerYour Purchased Water Users (if any)Any Other First Responder Organizations |
|  |
| 3:00-3:45 PM | **NEXT STEPS TO IMPROVE PREPAREDNESS AND RESILIENCY***Suggest your community’s Emergency Management Agency as Moderator* 1. Identify next steps that need to be taken to close the gaps in emergency planning.
2. Identify who will help close the gaps.
3. Identify how we will track progress.
 |
|  |
| 3:45-4:00 PM | **WRAP UP AND ADJOURN***Suggest Your Utility and Your Primacy Agency as presenters (along with any others as you deem appropriate.* |

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**APPENDIX D**

**Model Draft Registration Form**

***PARTNER LOGO PARTNER LOGO***

**YOUR SYSTEM WATER EMERGENCY ROUNDTABLE**

**DATE**

**REGISTRATION FORM**

Please complete all items and type or print clearly:

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Prefix \_\_\_\_\_\_\_\_\_\_\_\_\_\_

 (e.g., Dr., Mr., Ms.)

First Name for Badge \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Affiliation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(street and suite number)

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

(city, state, and zip code)

Telephone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_ Boxed Lunch ($10 at the door) \_\_\_\_\_ Treatment Plant Tour

Do you require any special accommodations for attendance including facility, food, or other needs? If so, please provide request and we will contact you to discuss.

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

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**Please return this form to:**

Roundtable Discussion

Your Utility

Your Address

City, State, Zip

Or

 Fax to Your Utility Fax Number

**APPENDIX E**

**Model Draft Feedback Form**

***PARTNER LOGO PARTNER LOGO***

**YOUR UTILITY WATER EMERGENCY ROUNDTABLE**

**DATE, 2010**

**FEEDBACK FORM**

1. Please check the category that best describes your professional affiliation:

\_\_\_ local government \_\_\_ emergency responder (fire/police)
\_\_\_ state government \_\_\_ hospital/healthcare
\_\_\_ federal government \_\_\_ business/industry
\_\_\_ water utility \_\_\_ wastewater utility
\_\_\_ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Did the speakers and participant discussions provide useful information?

\_\_\_ No

\_\_\_ Some No and some Yes

\_\_\_ Yes

Additional Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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3. What morning session topics did you find most useful for you and your organization, and why?

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

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4. Is there any information that you expected or wanted to hear during the Roundtable, but did not hear?

\_\_\_ No

\_\_\_ Yes - Please tell us what you feel was missing?

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

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5. Did any of the Roundtable discussions or presentations lead you or your organization to consider taking actions to improve your water resiliency?

\_\_\_ No

\_\_\_ Yes - Please tell us what steps you are considering?

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

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6. Would you be interested in participating in a follow-up meeting in a year or so, for a progress update/discussion on emergency planning?

\_\_\_ No

\_\_\_ Yes

\_\_\_ Maybe

Additional Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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7. Do you have suggestions for improving similar future meetings, either in this community, or in another community?

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

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8. Would you recommend this type of meeting to other communities to help increase emergency preparedness in the event of a water service disruption?

\_\_\_ Yes

\_\_\_ Maybe

\_\_\_ No

If “No,” what would change your mind?: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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9. Any additional comments or recommendations? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**APPENDIX F**

**Suggested Planning Time Line**

**SUGGESTED PLANNING TIME LINE**

The suggested planning time line below starts 12 weeks before the prospective Roundtable date, to allow for unexpected events or complications during the planning process. The suggested time line is only meant as helpful tips. The event can be organized in less than 12 weeks, or, a utility/community may choose to make the planning sequence longer, depending on their particular circumstances. The first step is to choose a tentative date for the event. The suggested planning time line lists major planning steps and actions that lead up to the event, and cross-references relevant parts of the Outline for Discussion.

WBC = Weeks Before Conference

DBC = Days Before Conference

AC = After Conference

**12 WBC**

(1) Consult with possible event partners to enlist their assistance in planning and holding the conference.

(2) Identify possible locations to hold the event.

(3) Identify potential invitees (See page 7 - Who Should Be Invited? - for a suggested list of invitees).

(4) If you have a governing board, present the event proposal to your Board for approval (If your Board meets infrequently, check on their schedule to adjust your planning timeline).

(5) Identify an emergency event that occurred either at your water utility, or at another one, as an example of why it is important to plan for the unexpected and even unlikely events.

**10 WBC**

(1) Based on discussions with possible event partners, identify what organization/persons will be event partners and confirm that commitment.

(2) Identify and agree on roles and responsibilities for event partners.

(3) Develop "script" for phone calls to potential invitees to engage them personally and emphasize the importance of their participation. (See Appendix A for Suggested Script for First Contact)

(4) Develop draft outline agenda for the Roundtable - this will be useful during the phone calls. (See Appendix C for Model Draft Agenda).

(5) Decide if the event will include a tour of the water utility prior to the event itself, and factor that into the agenda.

**8 WBC**

(1) Discuss and decide what kind of scenario you want to use as the basis for the water service disruption that serves as the basis for the Roundtable, (e.g., do you want to make it a generic 7 day outage without a specified cause?).

(2) Call planned invitees to provide a verbal explanation of the proposed Roundtable, and a verbal invitation.

(3) Develop written invitations (See Appendix B for Model Draft Invitation) and Registration Form (see Appendix D for Model Draft Registration Form).

(4) Identify how responses to written invitations will be tracked (spread sheet? list? other?).

(5) Confirm event location, and seating arrangement (seating at tables promotes networking).

**6 WBC**

1. Send written RSVP invitations and registration form to invitees, regardless of whether or not they made a verbal commitment to attend the Roundtable. (See page 8, Distributing Invitation Packet).

**5 WBC**

(1) Check on administrative and technical support for the event, such as:

* + 1. who will check in attendees, and distribute information packets
		2. arrangements for lunch
		3. parking information
		4. who will provide the projector/computer (if needed for PowerPoint presentation(s), etc.)
		5. who will be taking notes so major points of discussion and action items can be

 memorialized and sent to participants after the event

* + 1. who will provide/bring flip charts and tape to post action items around the room, as

 they are identified, if you want to do that during the event

* + 1. if there is a plant tour, who arranges transportation to/from; who leads the tour

(2) Identify moderators/facilitators for various sessions on the agenda, and provide them with Tips to Get the Conversation Going (Appendix A, For Facilitators/Moderators).

**4 WBC**

(1) Make follow-up phone calls to invitees, to thank them for making a commitment to attend and participate, AND to advise them of the kind of information they should come prepared to share, and the approximate time allotted. (see Appendix A, Suggested Script for Follow Up Calls, and Info Sheets by Customer Type)

**3 WBC**

(1) Identify who will consolidate the notes taken during the event so that a summary report can be sent to event participants.

(2) Identify what will be in the information packet provided to each participant at the event

(3) Respond to questions from invitees.

(4) Make follow-up phone calls to invitees who have not responded to make sure they received the invitation, encourage participation, and request RSVP.

**2 - 1 WBC**

1. Prepare information packets and name tags for all participants. If possible, include a copy of any formal presentations.

(2) Confirm logistics (lunch, meeting room, etc.).

(3) Hold a conference call or meeting with planning partners, moderators/facilitators, and people who will be making formal presentations to make sure everyone is on the same page regarding objectives of the event, and how it will be conducted.

(4) Ensure that formal presenters either send in their presentations ahead of time so they can be uploaded to the computer, or come prepared with their presentation on a flash drive.

(5) Compile list of invitees who have responded to the invitation, for inclusion in the participants' packet.

**Day of Conference**

(1) Arrive early, or the night before to the event site to ensure that all logistics are in place (e.g., participant packets, seating, computer/projector, registration table, name tags, lunch arrangements).

(2) Ensure that all support staff are ready and have necessary tools to do their jobs (e.g., registration lists).

(3) Make any last minute adjustments needed due to uncontrollable circumstances.

(4) Make the most of this unique opportunity to get partners and stakeholders actively engaged in working out how the community can best respond to a major water service disruption, and what next steps need to be taken to increase water and community security and resiliency.

**After Conference:**

**2 weeks AC**: Collect and consolidate notes and potential action items.

**4 weeks AC**: Develop a short report that includes discussion highlights and potential action items, for participants, for people who were invited and did not attend, and for people who may have an interest in the subject, but were not part of the invitee list (e.g., state department of public health, state primacy agency).

**6 months AC:** Request internal (water utility) and external update on progress of action items. This function can be performed by the water utility, or by a partner organization such as an LEPC.

**10 months AC:** Determine need for an annual follow-up meeting, and start planning for any needed meeting(s) or consultation(s).

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**APPENDIX G**

**Evanston Water Emergency Roundtable Summary Report**

**EVANSTON WATER EMERGENCY ROUNDTABLE**

**September 2, 2009**

**SUMMARY REPORT**

**INTRODUCTION**

The Evanston Water Emergency Roundtable was held on September 2, 2009, in Evanston, Illinois, as a collaborative effort between the Evanston Water Utility and the United States Environmental Protection Agency (U.S. EPA) Region 5. A short term water emergency in January, 2009, caused by frazil ice build-up on the Evanston water intakes (located in Lake Michigan), resulted in heightened awareness of how critical reliable and resilient water service is to the communities served by the Evanston Water Utility.

The Roundtable was designed to promote a better understanding of public-private sector interdependencies, foster a greater understanding of water infrastructure and the potential impacts from a loss of service, and identify actions and resources needed to respond to and recover from a water emergency. Participants in the invitation-only meeting had the opportunity to tour the Evanston Water Utility prior to the start of the meeting, to help set the stage for presentations on the drinking water and waste water infrastructure serving Evanston and its outlying customers.

Customers of the Evanston Water Utility were asked in advance to come prepared to talk about their water needs and their emergency response plans for a water emergency, in the context of a scenario in which the Evanston Water Utility is unable to treat or pump water for at least a week. Customers included six water utilities that receive water from Evanston (Skokie, and the Northwest Water Commission which in turn sells water to Arlington Heights, Buffalo Grove, Palatine, and Wheeling) and retail customers within Evanston. Similarly, the public sector was asked to describe their roles and capabilities in a water emergency response. During discussions, participants identified multiple action items that could help increase preparedness and community resiliency.

The first part of this report summarizes the information shared by the public and private sector participants (Information Sharing), and the second part of the report lists the possible follow-up action items (Follow-up Options for Consideration) they identified.

**INFORMATION SHARING**

The morning session of the Roundtable was devoted to presentations on the operations of the Evanston Water Utility and the Metropolitan Water Reclamation District (MWRD), followed by an introduction to the functions and services of the Department of Homeland Security Protective Security Advisor program, and finally a short presentation on preparedness planning for pandemic flu.

The afternoon session of the Roundtable focused on two major topics: the level of preparedness of major water users (both water systems that purchase water from the Evanston Water Utility, and major water customers within Evanston), and the roles that various agencies and organizations could play, in the event of a water service interruption that lasts at least a week.

**Major Water Users within the City of Evanston**

Major water users within the City of Evanston that were represented at the Roundtable included two hospitals, a major university, a large retirement community/nursing home complex, and a large condominium association.

The level of preparedness ranged from having no water emergency plan at all, to having an extensive plan that would allow the facility to operate with little to no need for emergency response assistance through a one-week service interruption.

One of the two Evanston hospitals estimated that without a source of emergency water for general operations, they would be able to stay open for only 4-6 hours. Hospitals have lower and upper temperature limits mandated by regulatory agencies for patient, staff, and visitor safety in order to stay open, so having access to large quantities of water for heating and cooling is essential. Hospitals in general do know how much water is used for heating and cooling, because that water usage is metered; the water is then chemically treated, rendering it unsuitable for domestic purposes. However, hospitals in general do not have good estimates of how much water is used for domestic purposes within their facilities. Consequently, it is difficult for them to estimate how much water they need in order to keep essential domestic functions operating, and how much their water need would be reduced by shutting down non-essential functions during a water service emergency. The American Water Works Association (AWWA) and Centers for Disease Control and Prevention (CDC) are developing a guide for conducting a water audit within a hospital, and that tool should be helpful to all hospitals across the country that have the same need to understand and quantify their internal water usage.

Both hospitals have investigated the possibility of getting assistance from the Evanston Fire Department and neighboring fire departments, to obtain water through fire hose connections from a neighboring municipality’s fire hydrants directly to their hospital facility.

The university has an alternate water resource plan already developed, which includes obtaining water from their cooling water plant, i.e., using once-through condenser cooling water, to provide water for boilers during a declared emergency. In setting priorities for limited water availability, fire protection and preserving the functionality and indoor environment of their research facilities and student residences takes precedence over administration and academic facilities.

**Water Systems that Obtain water from the City of Evanston**

The Evanston Water Utility sells water directly to the Village of Skokie, and serves four other communities (Arlington Heights, Buffalo Grove, Palatine, and Wheeling) through wholesale water sold to the Northwest Water Commission.

Discussions with the five systems that use water from the Evanston Water Utility focused on several general characteristics:

1. amount of water stored in water towers or water stand-pipes
2. capacity and operability of stand-by emergency back-up wells
3. capacity of inter-connections with other public water supplies
4. the likelihood that various emergency water supplies, coupled with municipality-wide conservation, would provide sufficient water to sustain basic operations within a community

**Storage.** The Northwest Water Commission has one day’s storage, its four customers are required by contract to have one day’s storage, and Skokie also has one day’s storage. The scenario for the Roundtable was intentionally defined as a service outage that lasted at least a week so that stored water, even with extreme conservation, would not be sufficient to supply a community.

**Stand-by Emergency Back-Up Wells**. Once stored water is exhausted, a community needs to have a water alternative. All four systems served by the Northwest Water Commission have stand-by emergency back-up wells. These wells, for the most part, were constructed before the communities opted, in 1985, to purchase Lake Michigan water. All the communities have grown since they switched to Lake Michigan water as a source, and for 3 of the 4, the current well capacities alone are no longer sufficient to supply the community’s average daily use.

Wells are routinely pumped once per month, but only for a very short period of time, so they have generally not been operated at full capacity for any prolonged period of time. Aquifer productivity has also not been evaluated. It is therefore uncertain to what extent the theoretical well capacities could be counted on in an emergency.

**Inter-connections with Other Water Utilities.** Two of the three communities that have insufficient well capacity to meet average daily usage have permanent emergency inter-connections with other water utilities. The third community that does not have sufficient well capacity to meet average daily usage does not have any permanent emergency inter-connections or any formal agreements in place for temporary inter-connections.

Skokie is in a different situation because that community has no emergency back-up wells. In the event of an Evanston Water Utility failure, it would depend entirely on three emergency inter-connections with neighboring water utilities. The total capacity of those connections is 24% less than the average daily use for the community.

Evanston has the least amount of emergency water sources. It does not have wells, and has only three small inter-connections (dating back to the 1890’s) with Wilmette which could provide only about 33% of Evanston’s average daily use. A larger inter-connection with Wilmette which could provide all of the water needed by Evanston and Skokie has been designed, but is on hold due to lack of available funding.

**Local Authorities to curtail water service.** In the context of uncertainties related to emergency well operations, limitations on emergency inter-connections with neighboring water utilities, and other factors that could affect water availability if Evanston water service were interrupted, participants were not all convinced that they could get the cooperation necessary to effect needed water use reductions. That uncertainty led to a discussion about the need for utilities to determine what authorities exist within their own municipalities to compel reduced water use, and if necessary the shutting down of certain non-critical operations or businesses within their communities in order to preserve essential services for critical operations (such as hospitals), and for fire fighting.

Irrespective of authorities, the group agreed that discussions about water emergency preparedness and response with major water users would be beneficial, because cooperation is more likely in the event of an emergency if major users are already aware of the contingency plans that may need to be put into effect.

**Emergency Response**

The scenario for this Roundtable assumed that the Evanston Water Utility is unable to pump or treat water for at least a week. A common instinctive public response to a water outage is to turn to the Water Utility for emergency water. However, in the event of a problem at a water plant, the utility’s first responsibility is to correct the problem; the provision of emergency water and other emergency functions generally falls to other organizations and agencies. The short verbal presentations and discussion in this section of the Roundtable were intended to clarify the roles, responsibilities, and capabilities of various groups that would participate in the emergency response.

**Fire Department:** The Evanston Fire Department has a contingency plan for fire suppression. Their resources include tenders (vehicles that can carry large quantities of water brought in from other locations), and they are a member of the Mutual Aid Box Alarm System (MABAS), which is a mutual aid system among fire departments in Illinois that facilitates the sharing of equipment, manpower, and other resources during fire emergencies. The Fire Department also works with the Community Emergency Response Team (CERT) which is a group of volunteers that provides assistance during emergency situations. Some Fire Departments also have large blue fire hoses that can be used as temporary water mains in the event of an emergency. When the local Emergency Operations Center (EOC) is activated, the Fire Chief is usually in command, but for water emergencies, the Water Superintendent may be in command.

The Fire Departments of several communities that depend on Evanston water were represented at the Roundtable. One common theme that emerged was that Fire Departments have developed emergency options for a water outage, but some of these are not formalized in written Standard Operating Procedures (SOPs) or Memoranda of Agreement (MOAs). To date, the stability and expertise of the workforce has not created an urgent need for formal written documents. MABAS agreements already in place may already cover some of the water outage response procedures.

**Police Department:** Police Departments help to maintain order, manage traffic, and maintain communications with other agencies. Managing traffic during an emergency would include re-routing traffic around roads that are closed because fire hoses are deployed across those roads, and keeping selected roads clear of non-emergency traffic so that emergency water supplies and repair supplies can get to their intended destinations. Maintaining order in an emergency could include providing physical security, such as guarding water tankers, and providing additional security for critical infrastructure (e.g., hospitals) that have a source of water.

**Evanston Ombudsman for Senior Care:** The Ombudsman’s office encourages and assists in the development of emergency response plans for long term care facilities and senior housing facilities. It also assists with communications between emergency response agencies and these facilities during emergency situations, assists with evacuations, and provides outreach to other social service agencies to notify vulnerable populations of emergencies.

**Evanston Public Communications Officer:** The public communications officer is responsible for getting emergency messages out to the community and to the media. There was substantial discussion about how to coordinate messages, so that the public in all the affected communities would get consistent messages, both through municipal communications channels and through private channels (e.g., messages sent to students at an educational institution.) Part of the objective of consistent messages is to reduce the concerns that can be generated by different messages, and also to reduce the number of phone calls that need to be fielded by the utility and by emergency response agencies. Further discussions focused on the need to have pre-scripted messages for various kinds of emergency situations, and to have them translated ahead of time into the languages used by residents of various communities.

**Evanston Office of Emergency Management and Homeland Security:** The primary functions of the Emergency Management Coordinator are to coordinate local resources during natural or man-made emergencies and disasters, maintain and update the City’s Emergency Operations Plan (EOP), monitor homeland security concerns, and manage the Operational Security Support Group. The position also works with the Chief Elected Official during emergencies and disaster declarations; updates emergency contact listings; develops a municipal continuity of government plan (COG); and coordinates activities of the Citizens Corps Volunteers that include the Community Emergency Response Team (CERT), and the Medical Reserve Corps (MRC) volunteers who assist during a health related emergency. The Emergency Management Coordinator maintains the City’s Emergency Operations Center in a state of readiness and is also the liaison between county, state, and federal agencies for mitigation, preparedness, response and recovery.

**Cook County Emergency Management Agency (Cook County EMA):** They coordinate with the Illinois Emergency Management Agency (IEMA) to provide support, resources (functional assets such as pumps, heavy equipment, Unified Command mobile van, etc.), assist with disaster declarations, assist with finding funding, help identify private sector resources (such as sources of tankers that can transport potable water), and work with other collar counties to locate additional resources. Cook County EMA is not a primary source of resources – they primarily serve to coordinate efforts and locate resources that may be available to purchase, or rent, or hire.

**Illinois Environmental Protection Agency (IEPA)**: IEPA provides several kinds of technical assistance including construction planning assistance, rehabilitation activity planning assistance, and sampling guidance and sample bottles. IEPA also works with IEMA, who in turn works with other state agencies to obtain additional assistance. For example, the Illinois Department of Public Health can help locate bulk drinking water tankers.

IEPA does not have funding to provide financial assistance for repair or reconstruction, to hire contractors, or to supply or buy equipment.

IEPA noted that a water utility has to have an IEPA permit prior to any alterations to a water system, even in an emergency situation. In an emergency, a permit can be issued verbally, with hard copy paperwork to follow. Utilities should contact an IEPA regional engineer for assistance in getting appropriate permits.

**Illinois Water and Wastewater Agency Response Network (ILWARN):** This is an organization of utilities helping utilities, and is not a governmental organization. Both public and private water utilities are eligible to join the organization, whose mutual aid procedures are implemented through signed agreements among the participating utilities. No disaster declaration is needed to request or provide assistance. Participants can request help in the form of personnel and/or equipment.

**FOLLOW-UP OPTIONS FOR CONSIDERATION**

Participants in the roundtable identified multiple follow-up actions that have the potential to enhance community resiliency and help protect public health and safety, in the event of a failure of the primary water supply. The follow-up actions are listed below, grouped into general categories. Some apply primarily to purchasing water systems, some apply primarily to various organizations and agencies involved in emergency response, and some apply primarily to customers of individual water systems. They are listed here as options for further consideration, and possible action, by various parties. The list represents major preparedness points of discussion that came up during the Roundtable.

Several ideas that were not directly related to the scenario being discussed, i.e., a failure of the Evanston Water Utility, are listed in a Miscellaneous category because they are nonetheless valuable for overall planning.

Roundtable participants, and others, should consider these options in the context of their own circumstances and priorities.

1. Large water users (e.g. hospitals, schools, residential facilities): Consider performing a water audit or use other means (such as installing temporary internal water meters) to track how much water is used in what locations/buildings, and for what purposes, to help develop a plan for severe water conservation in the event of a water supply emergency.
2. Water utilities: Develop letters of understanding with suppliers of emergency parts, chemical supplies, and emergency repairs.
3. Fire Departments: Develop and/or memorialize Standard Operating Procedures for emergency water practices, such as direct fire-hose hook-ups from neighboring municipal fire hydrants to critical facilities such as hospitals.
4. Fire Departments: Quantify how much water could be provided to critical facilities, and at what pressure, through direct fire hose hook-ups, compared with a facility’s critical water needs, and document that capability so that critical facilities know how much water they could expect to get.
5. Fire Departments: Document which roads would need to be closed to traffic because of emergency fire-hose hook-ups to critical facilities, and share that information with the local Police Department.
6. Evanston Police Department: Develop and document a general traffic control plan that accounts for major anticipated road closures or limited access due to priorities for transportation of emergency water, supplies to repair the Evanston water plant and the presence of emergency water supply fire hoses (e.g. to hospitals) crossing roadways.
7. Police Departments: Prepare a plan to deal with the rush/traffic to stores for water purchases as well as have an escort priority plan for water truck deliveries, and a security plan for protecting hospitals.
8. Fire and Police Departments: Help educate the community on emergency water preparedness and conservation during school visits, and provide information available through www.Ready.gov and www.Ready.Illinois.gov.
9. Evanston Water Utility and Illinois EPA: Provide the protocol necessary for sanitizing (disinfecting and flushing) Fire Department tenders, hoses, and trucks, prior to using them for drinking water distribution, and provide that protocol to local Fire Departments.
10. Wilmette Fire Department and Evanston Hospital: Develop a letter of understanding between Wilmette and Evanston Hospital regarding providing emergency water via Fire Department hoses across municipal lines. Check that the hospital has appropriate connections so that fire hoses could feed the hospital directly.
11. Wilmette and Evanston Water Utilities: Consider building an emergency hard connection between the Wilmette and Evanston distribution systems, to create a dedicated emergency water line to serve Evanston Hospital.
12. Each Community: Formalize a priority list of facilities to receive limited amounts of water available, and a list of facilities whose water service might need to be shut off completely in the event of a water supply emergency.
13. Each Community: Check whether or not it has the legal authority to shut off water service to selected facilities during an emergency. If it does, discuss the plan ahead of time with water users. If it does not, consider establishing such authority.
14. Each Community: Investigate the availability and authority to use public and private swimming pools as alternate sources of grey water for boilers, cooling towers, and other grey water uses.
15. Each Community: Encourage faith-based communities to create Emergency Operations Plans for their own facilities.
16. Evanston and Communities that purchase water directly or indirectly from Evanston: Develop pre-scripted press releases and public service announcements to help provide a consistent message across connected communities. These messages should be coordinated ahead of time with large water users to help ensure a consistent message within a community, to help reduce the number of phone calls from concerned citizens, especially to the water utility that is focused on solving the water emergency problem.
17. Ombudsman for Senior Care: Add information about the local special needs populations to emergency plans.
18. Ombudsman for Senior Care and the equivalent organization in other communities: Develop a written plan for contacting hard to reach populations, (such as the homebound, the visually or hearing impaired) via door-to-door notification, faith groups, neighbors, cable TV)
19. Ombudsman for Senior Care and the equivalent organization in other communities: Advise and assist long term care and health care facilities to have up to date evacuation plans and a Memorandum of Understanding with other facilities to take relocated patients/residents.
20. Evanston Community Information Coordinator: Arrange to have pre-scripted emergency messages translated into Spanish, and other major languages represented in Evanston and inter-connected communities.
21. Evanston Community Information Coordinator: Develop pre-scripted public messages to notify water users and the public who is the incident commander for the emergency operations center in the event of a water emergency, and where to call for information.
22. Evanston Community Information Coordinator: Check with the City Clerk for a list of condo associations and have a shorter targeted meeting with these groups regarding water emergency planning.
23. Community Information Coordinators: Collectively develop pre-scripted explanations to customers about water quality issues caused by emergency water operations, e.g., commingling surface and well waters, pressure differentials and velocity changes which can cause turbidity and cloudiness, and how that may or may not be related to water safety.
24. Local EMA’s and water utilities: Consult with their major users (e.g., schools and health care facilities) to document their minimum water needs (e.g. for heating, cooling, sanitation, and human consumption).
25. Local EMA’s: Disseminate information on municipal water emergency plans and the need for individual multi-unit buildings to have a plan to conserve water and to consider emergency bottled water contracts.
26. Each municipality and Water Utility: Meet with major users to discuss what they should do in the event of severe (e.g. > 25%) water service reduction.
27. Evanston: Continue to investigate enlarged/enhanced inter-connection with the Wilmette Water Utility.
28. Water Utilities with active emergency back-up wells: Determine well operability, and water quality based on local and state requirements (e.g., state monitoring requirements, contractual obligations, etc.)
29. Water Utilities with active emergency back-up wells: If the utility intends to rely on wells as an emergency back-up water source, consider consulting with a well driller to evaluate the state of repair of pumps and electrical systems, and the system’s reliable pumping capacity.
30. Water Utilities: Consider joining ILWARN and/or other mutual aid organization(s).
31. Skokie Fire Department, Skokie Police Department, and Metropolitan Water Reclamation District (MWRD): Have a meeting to improve coordination between MWRD and the Skokie Fire and Police Departments. (**Completed** October 20, 2009).
32. Illinois EPA and Evanston Water Utility: Document various organizations’ responsibility and/or capability for bringing in potable water (Cook County EMA, National Guard, local private companies).
33. DHS: Evaluate capacity of major bottled water contractor(s) to provide emergency water.
34. U.S. EPA Headquarters: Distribute a list of available EPA publications that are relevant to water supply emergencies, by sending the list to all Roundtable participants via email. Publications include information from Seattle - King County on templates and procedures for emergency distribution of water, Law Enforcement DW/WWTP training video w/manual, and others.
35. Hospitals: Need to verify emergency water connections with their fire departments to ensure that there is hose thread compatibility in order to provide emergency water to the facility.

MISCELLANEOUS (information/discussion topics that need to be memorialized, but are not directly related to preparedness for the Evanston water emergency scenario):

1. IEPA is notifying affected water utilities about revised testing requirements for active emergency back-up wells.
2. ILWARN: Look into establishing chlorine transportation protocols between water utilities.
3. During an emergency, the Evanston Police Department and the National Guard would need identification for emergency water trucks and deliveries of chemicals and equipment to the Evanston Water Utility, so that they can have both priority and protection.
4. Determine utility (gas, electric, etc.) contact person for emergency issues, i.e., if there is a water problem, notify gas and electric utilities, and vice-versa. (Evanston updates contact lists each year in mid-June and mid-January).
5. Determine extra manpower needed for emergency operations (Community Emergency Response Team or its equivalent) and determine volunteer availability and tasks they can accomplish.
6. Need to identify sources of back-up power generators which are sized appropriately for the facility/facilities that might need them.

2/1/2010