**Water System Name**

**Parish, Louisiana**

**Contingency Plan**

Source Water/Wellhead Protection Contingency Plan

Providing Alternative Drinking Water Supplies

Date





Prepared By:

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# 1.0 Purpose

The purpose of this Contingency plan is to establish, provide and keep updated certain emergency response procedures, which may become necessary in the event of a partial or total loss of public water supply service as a result of natural disasters, chemical contamination, or civil disorders. This Contingency Plan is the procedural guide for responding to such emergencies.

Review and update annually

|  |  |  |
| --- | --- | --- |
| **DATE OF REVIEW** | **REVIEWER** | **COMMENTS OR CHANGES** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# 2.0 Water Supply Information

## 2.1 Basic Water System Information

|  |  |  |
| --- | --- | --- |
| System Identification | PWS ID # | |
| System Name & Address |  | |
| Contact Information | \_\_\_\_\_\_-\_\_\_\_\_\_-\_\_\_\_\_\_\_\_ | Email: |
| Basic description and location of system facilities | The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ has \_\_\_\_\_ groundwater wells of \_\_\_\_\_’ – \_\_\_\_\_’ in the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Aquifer(s) which are located \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
| Population served and number of service connections | \_\_\_\_\_\_\_\_\_\_ people | \_\_\_\_\_\_\_\_\_\_ connections |
| Average & Maximum Daily Demands | \_\_\_\_\_\_\_\_\_\_ gpd | \_\_\_\_\_\_\_\_\_\_ gpd |
| System Owner |  | |
| Primary Contact | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Manager/Operator | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cell |
| Decision Maker |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cell |

System History:

## 2.2 Current Sources of Supply

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Owner Well Name** |  |  |  |  |
| DNR Well # |  |  |  |  |
| DHH ID# |  |  |  |  |
| Depth (ft.) |  |  |  |  |
| Aquifer |  |  |  |  |
| Diameter (in.) |  |  |  |  |
| Drill Date |  |  |  |  |
| Capacity (gpm) |  |  |  |  |
| Location |  |  |  |  |
| GPS |  |  |  |  |
|  |  |  |  |
| Water Level & Date taken |  |  |  |  |

## 2.3 Treatment

The only currently applied treatment is chlorination for disinfection. Treatment can be expanded or modified if necessary.

## 2.4 Storage

|  |  |  |
| --- | --- | --- |
| **Type of Storage Facility** | **Location** | **Capacity** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

## 2.5 Power Sources

|  |  |
| --- | --- |
| Normal |  |
| Emergency  (Location & Size) |  |

## 2.6 Description of System Operation

Describe: The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ water system is supplied by \_\_\_\_\_\_\_\_ (\_\_\_\_\_) wells that are operated automatically and are able to meet the needs of the people. The wells can be isolated from the system by valves if necessary.

## 2.7 Distribution System

Describe: The distribution system consists of PVC mains ranging from \_\_\_\_\_ to \_\_\_\_\_ and about \_\_\_\_\_\_\_\_\_\_ miles of distribution pipe. There are valves throughout the system to isolate areas of concern. There are approximately \_\_\_\_\_\_\_\_ fire hydrants located throughout the system and approximately \_\_\_\_\_\_\_\_ flush valves located on the dead end mains for flushing.

# 3.0 Priority of Water Users

|  |  |  |
| --- | --- | --- |
| Top Priority |  | |
| Other Systems Served |  | \_\_\_\_\_\_\_\_\_\_\_\_ gpd |

# 4.0 Short Term Replacement Alternatives

|  |  |
| --- | --- |
| Alternative Sources | A possible tie-in can be made to the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ system by a \_\_\_\_\_\_\_\_\_\_ valve or meter on \_\_\_\_\_\_\_\_\_\_\_\_ Rd and \_\_\_\_\_\_\_\_\_\_ Rd, the systems are within \_\_\_\_\_\_\_\_\_\_\_\_\_\_ feet of each other. |
| Surface Water Source and Necessary Treatment |  |
| Bottled Water |  |
| Other Alternatives |  |

# 5.0 Inventory of Available Equipment and Materials

## 5.1 Equipment and Materials

The system keeps pipe, repair coupling and all necessary repair parts to repair any water line emergencies.

## 5.2 Contractor/Contracted Service Providers

|  |  |  |
| --- | --- | --- |
| Service | Provider | Contact |
| LaWARN |  | 1-800-256-2591 |
| Chemicals |  |  |
| Electrical |  |  |
| Wells & Pumps |  |  |
| Controls |  |  |
|  |  |  |
|  |  |  |

# 6.0 Notification Procedures

## 6.1 Incident Assessment Team

|  |  |  |
| --- | --- | --- |
| **Contact Person** | **Title** | **Contact** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

## 6.2 Emergency Contact List

|  |  |  |
| --- | --- | --- |
| **Organization** | **Contact Person** | **Contact Phone** |
| \_\_\_\_\_\_\_\_\_\_Parish Fire Dept. |  |  |
| Energy Supplier |  |  |
| School Board |  |  |
| Sheriff/Police |  |  |
| Police Jury |  |  |
| Allen Parish OEP/ Homeland Security |  |  |
| Louisiana Rural Water  Association | Susan Robbins | 800-256-2591  Email: [LaRWA@centurytel.net](mailto:LaRWA@centurytel.net)  Website: [www.lrwa.org](http://www.lrwa.org) |

## 6.3 DHH Contacts

|  |  |
| --- | --- |
| Engineering Service Main Line | 225-342-7499  225-342-8355  Fax: 225-342-7303 |
| District Engineer |  |
| Regional Office |  |
| \_\_\_\_\_\_\_\_\_\_ Parish |  |

## 6.4 Public Announcement Plan

After incident has been identified by the “Incident Assessment Team” and determined to be a hazard to public health, then all Local media outlets will be notified.

|  |  |
| --- | --- |
| **Media Type** | **Contact** |
| Television |  |
| Newspaper |  |
| Radio |  |
| Social Media |  |
| Website |  |
| Automated Caller/Dialer |  |

# Appendices

1. **Media/Consumer Notifications**
2. **Event and Action Log**
3. **Sample Boil Advisory**
4. **Complete DHH Contact List**

## Media/Consumer Notifications:

1. Primary spokesperson for the media and public comment in the event of a contamination incident.

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Home Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Work Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cell Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Information checklist to be conveyed to the public and media

1. Name of water system \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Contaminant of concern and date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Source of contamination \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. Public health hazard \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. Steps the public can take\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. Steps the water system is taking\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. Other information\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Communication Tips**

**Designate a spokesperson and alternates**

**Do:**

* Be prepared.
* Designate a spokesperson.
* Provide complete, accurate, and timely information.
* Tell the truth.
* Express empathy.
* Acknowledge uncertainty and offer to get back with more information

later.

* Document your communications.

**Do not:**

* Speculate on the cause or outcome of an incident.
* Blame or debate.
* Minimize or brush off concerns of customers.
* Treat inquiries from interested parties as an annoying distraction from

the real business of emergency response.

**Example: Key messages**

**Develop possible messages in advance, and update them as the emergency develops:**

• We are taking this incident seriously and doing everything we can to resolve it.

• Our primary concern is protecting our customers’ health.

• Another important concern is keeping the system operational and preventing damage.

• What we know right now is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

• The information we have is incomplete. We will keep you informed as soon as we know more.

• We have contacted state and local officials to help us respond effectively.

• If you think you may be ill or need medical advice, contact a physician.

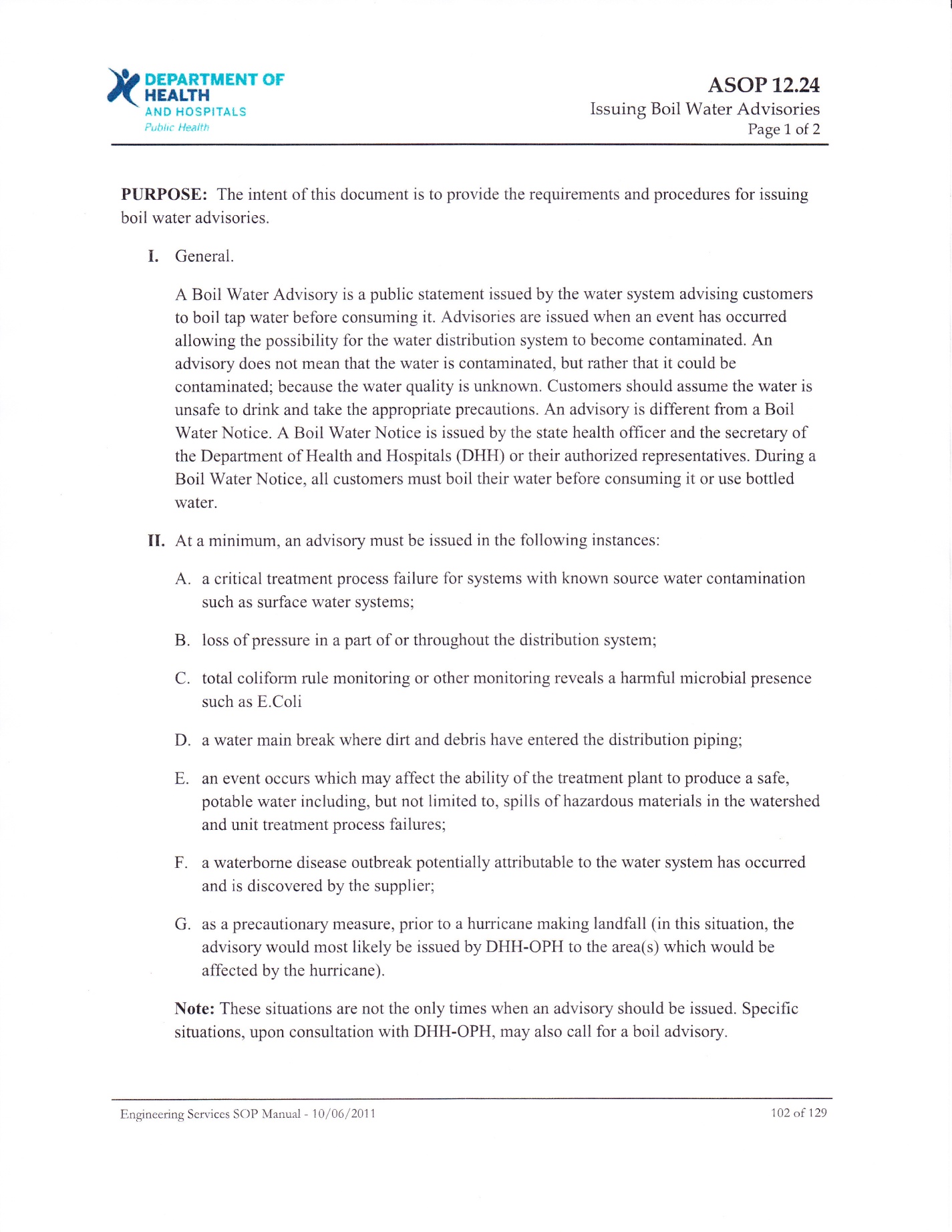
• We are sampling the water and doing tests to determine whether there is contamination.

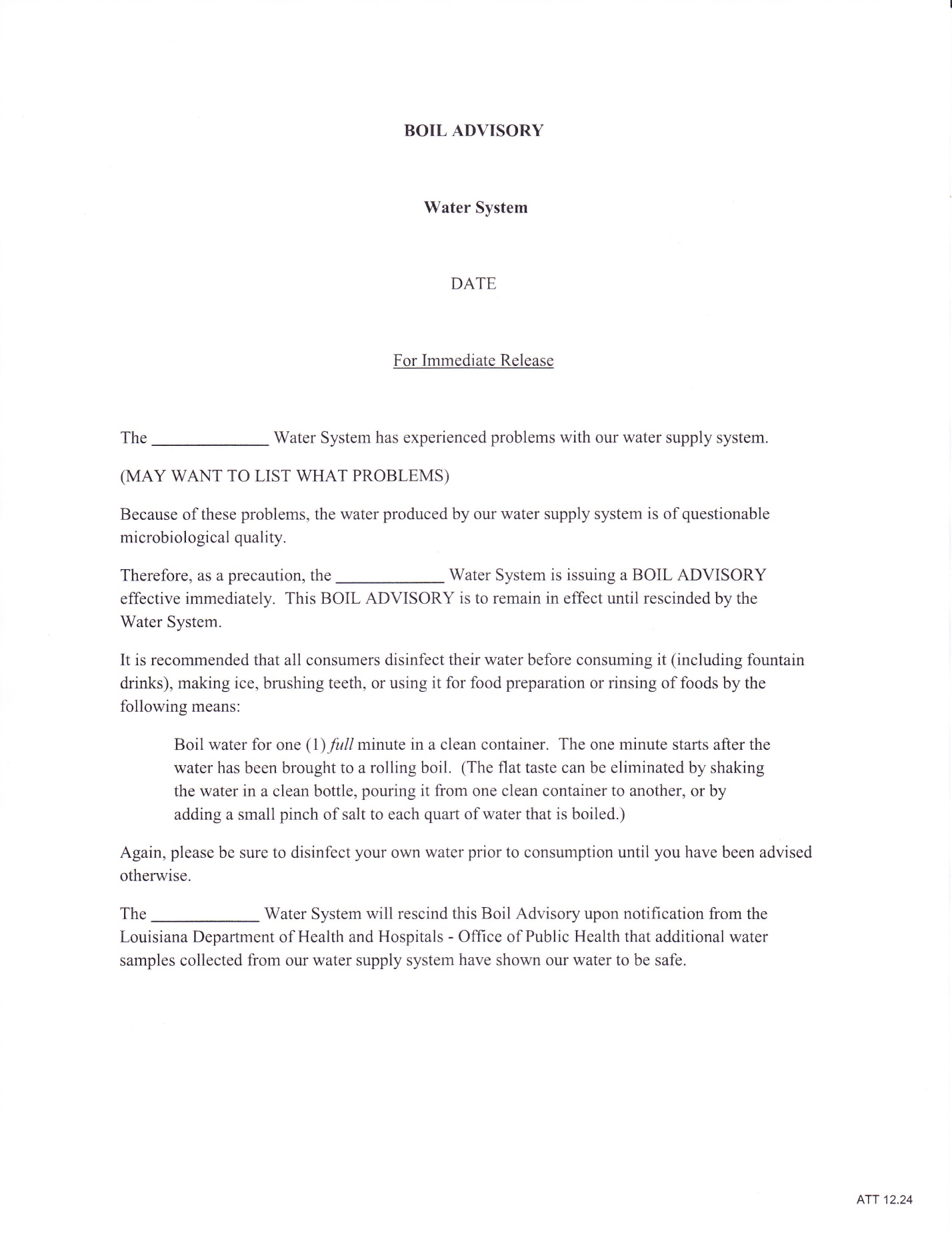
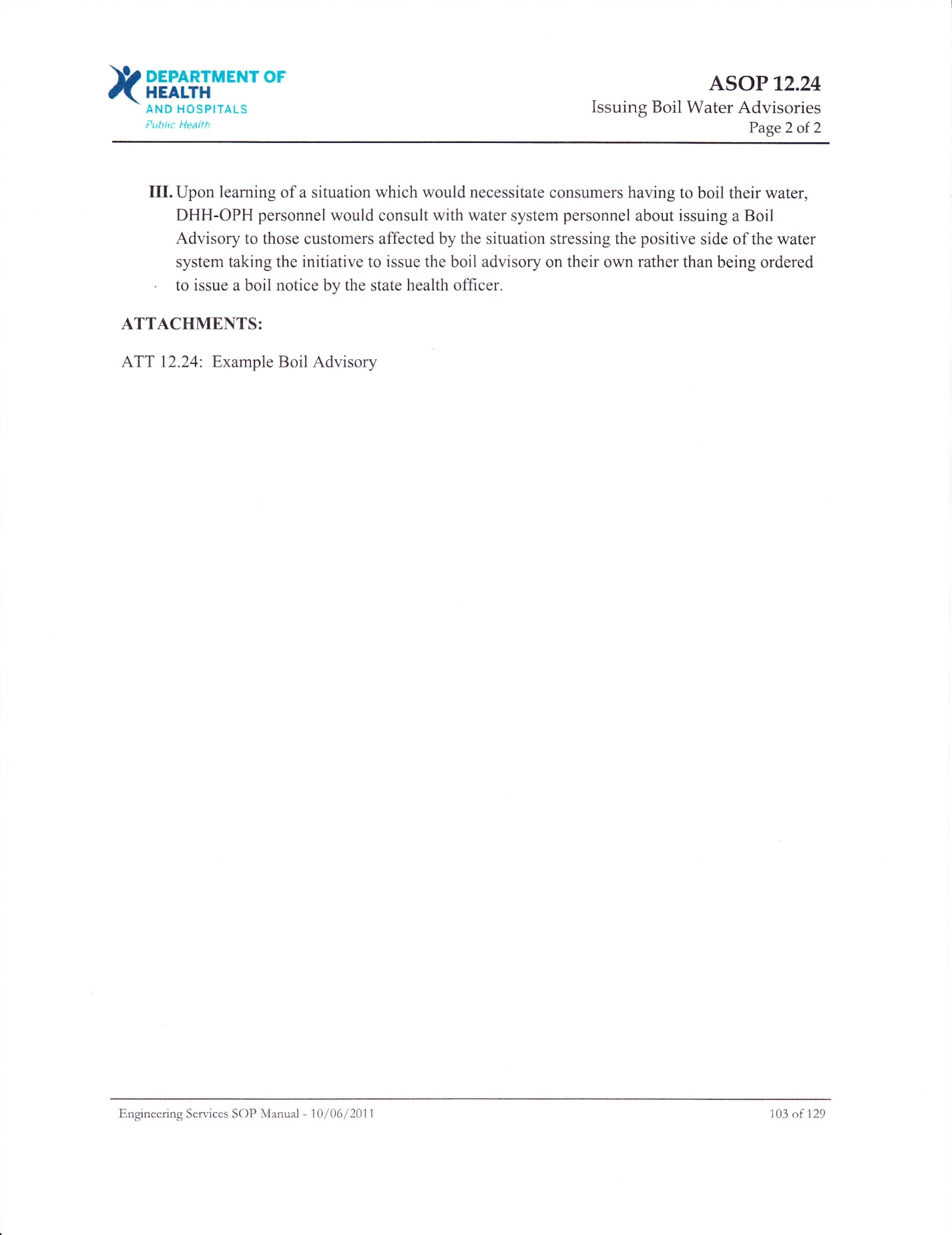
• Etc.

## Event And Action Log:

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of Event:** | | | |
| **Location:** | | | |
| **Date:** | | **Time:** | |
| **Action Taken:** | | | |
| **Contract Services Used:** | | | |
| **Costs: (system’s own forces)** | | | |
| **Labor** |  | | **$** |
| **Equipment** |  | | **$** |
| **Materials** |  | | **$** |
| **Contracted Services** |  | | **$** |
| **Total Cost of Event** | | | **$** |
| **Evaluation/Lessons Learned:** | | | |

## Sample Boil Advisory





## Complete List of DHH Contacts

