**<Water System Name>**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Parish, Louisiana**

**Contingency Plan**

Source Water/Wellhead Protection Contingency Plan

Providing Alternative Drinking Water Supplies

Date:





Prepared By:

Louisiana Rural Water Association

P.O. Box 180 – Kinder, LA 70648

1-800-256-2591



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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 | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Operator | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cell |
| Decision Maker | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Mayor or Board President | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 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.

<Describe type treatment for your system. (filters, added chemicals, etc.)>

## 2.4 Storage

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

## 2.5 Power Sources

|  |  |
| --- | --- |
| **Type** | **Contact** |
| Normal |  |
| Emergency (Location & Size) |  |
| Generator Fuel (type & Contact) |  |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Parish Homeland Security and Emergency Preparedness has generators available based on demand.

## 2.6 Description of System Operation

<Describe the process of treatment or system treatment process. Include all phases, from raw water to finished water.>

Example: 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. The wells pump to the plant where chlorine is added for disinfection. Service pumps push the treated water to the elevated tower. If the tank is down for any reason the system can be transferred to a pressure system, bypassing the tank.

## 2.7 Distribution System

Example: 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. The system maintains a flushing program for the distribution system.

# 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 | See Parish OEP |
| Other Alternatives | Tanker Trucks - See Parish OEP |
| Special Requirements | See Appendix “E – DHH Emergency Bulk Water Hauling Instructions” |

# 5.0 Inventory of Available Equipment and Materials

## 5.1 Equipment and Materials

The system keeps pipe, repair couplings 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

**If Emergency Dial 911**

|  |  |  |
| --- | --- | --- |
| **Organization** | **Contact Person** | **Contact Phone** |
| \_\_\_\_\_\_\_\_\_\_Parish Fire Dept. |  |  |
| Energy Supplier |  |  |
| School Board |  |  |
| Sheriff/Police |  |  |
| Police Jury |  |  |
| \_\_\_\_\_\_\_\_\_\_\_\_ Parish Homeland Security and Emergency Preparedness |  |  |
| 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 LDH 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 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**
5. **DHH Emergency Bulk Hauling Instructions**

# 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.

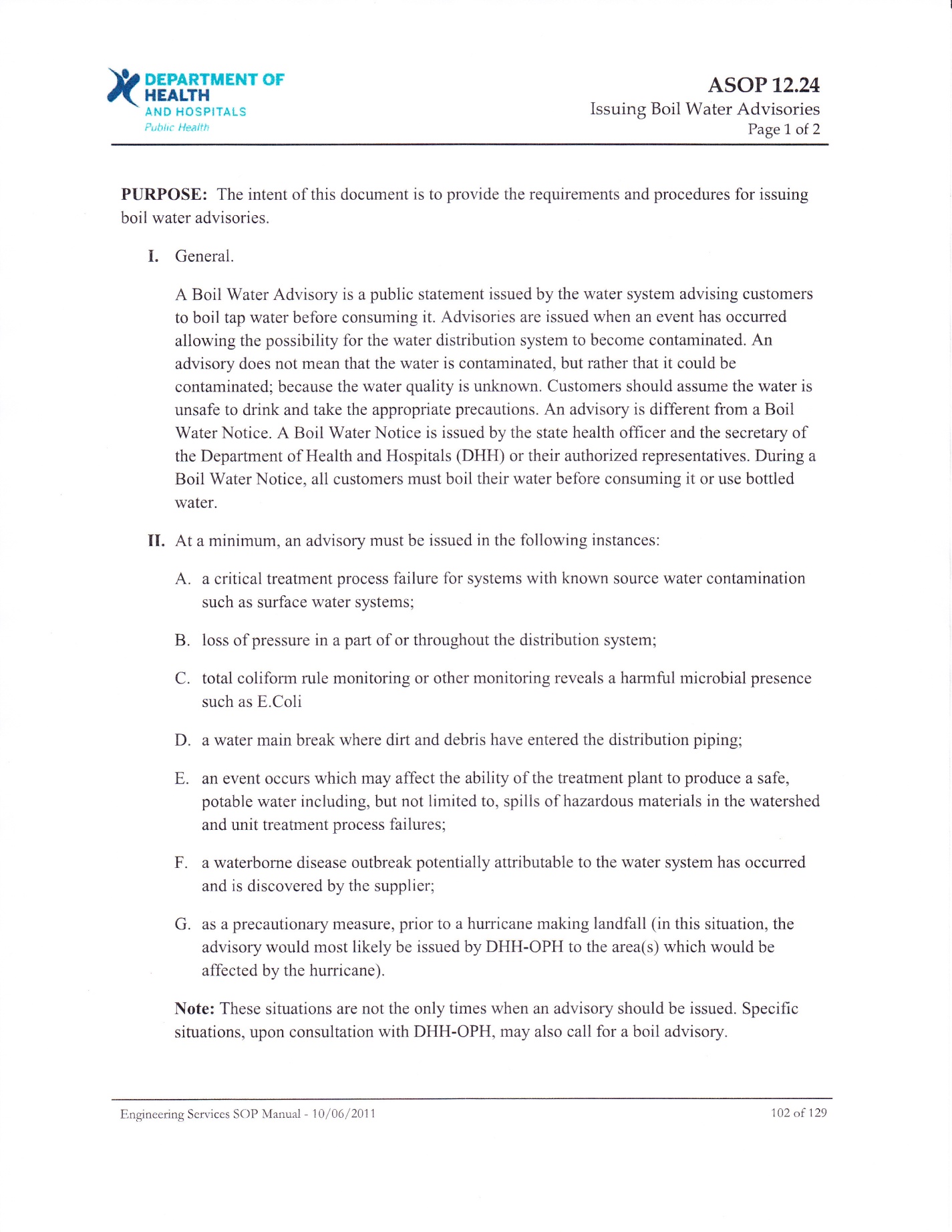
• We are sampling the water and doing tests to determine whether there is contamination.

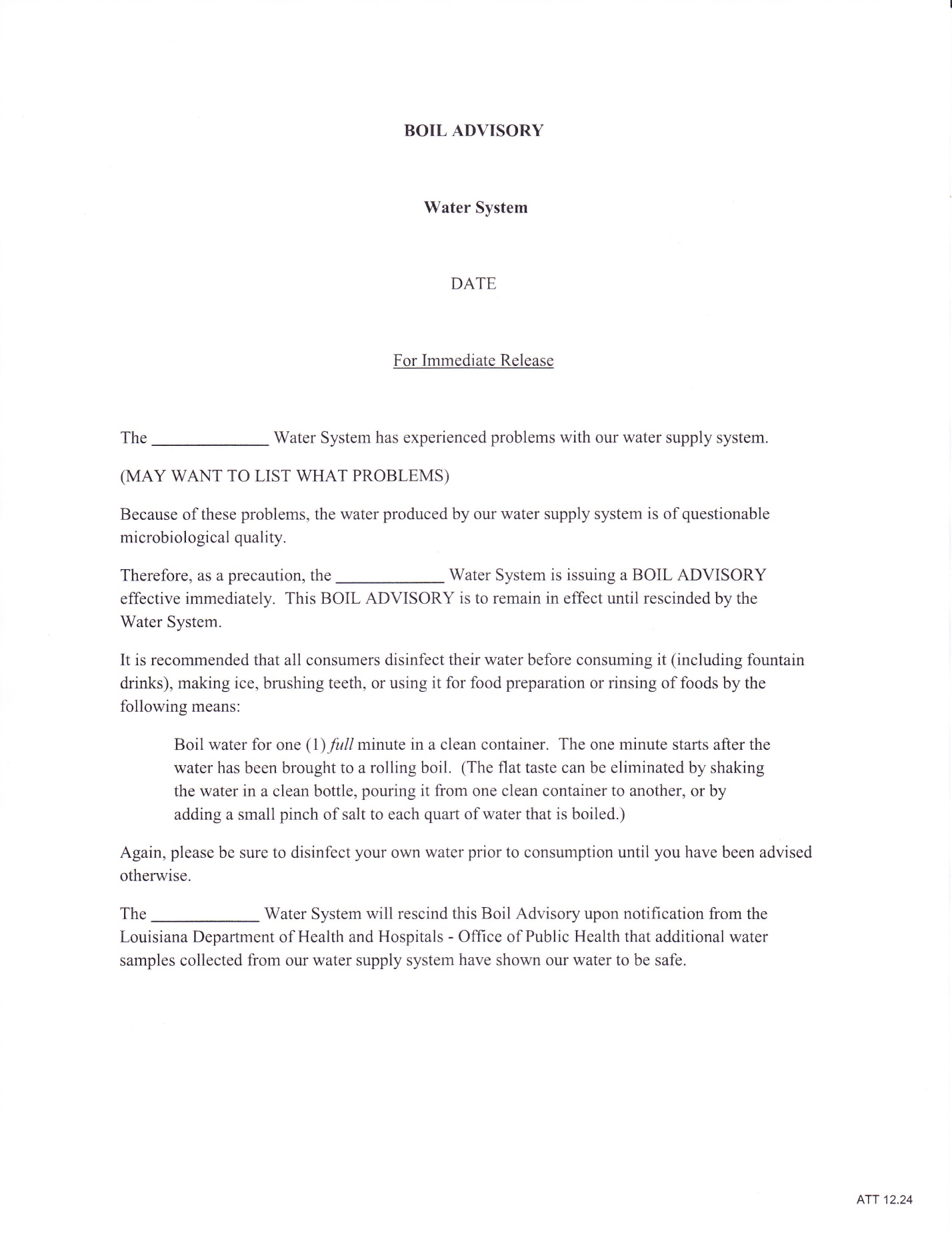
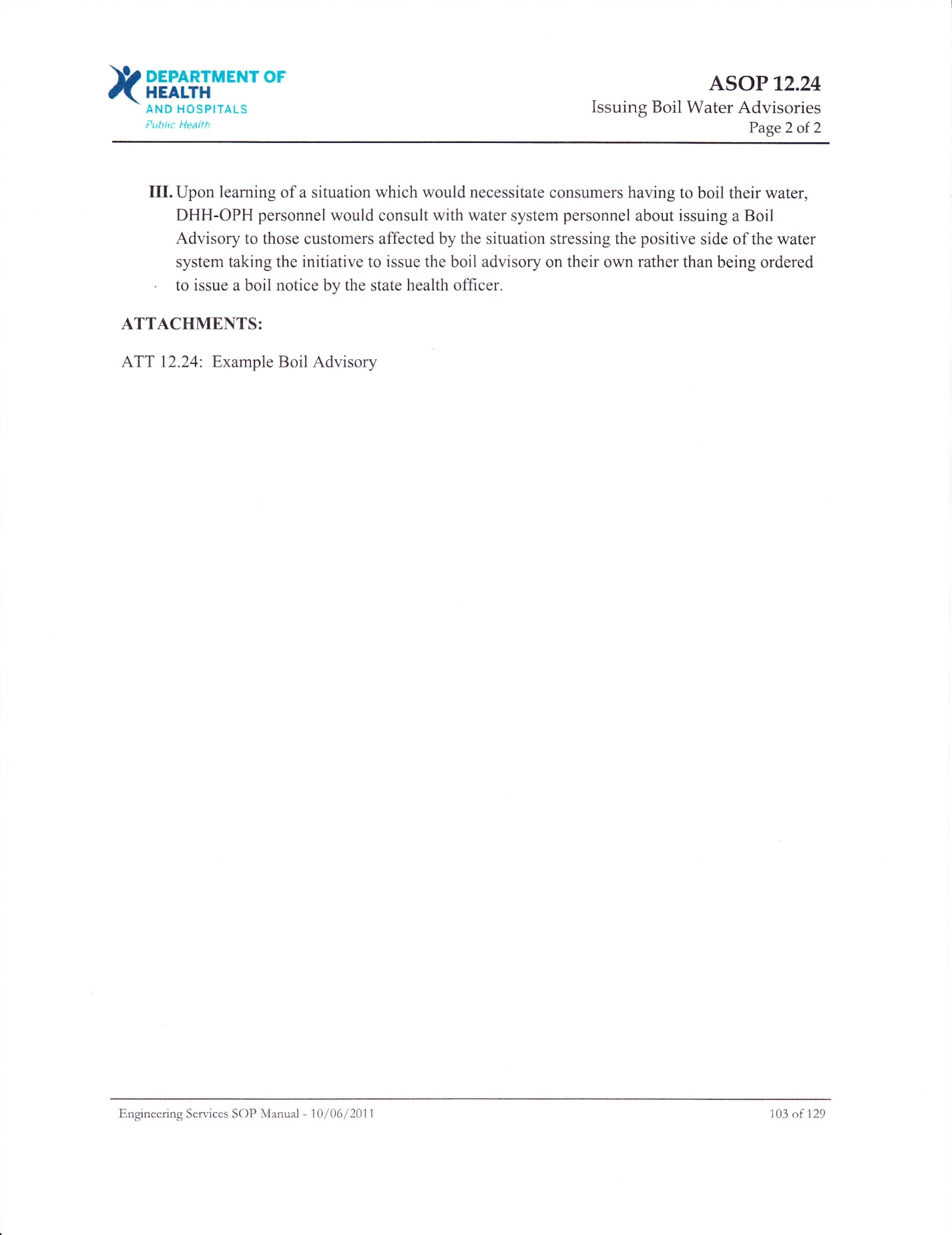
• Etc.

# Event and Action Log:

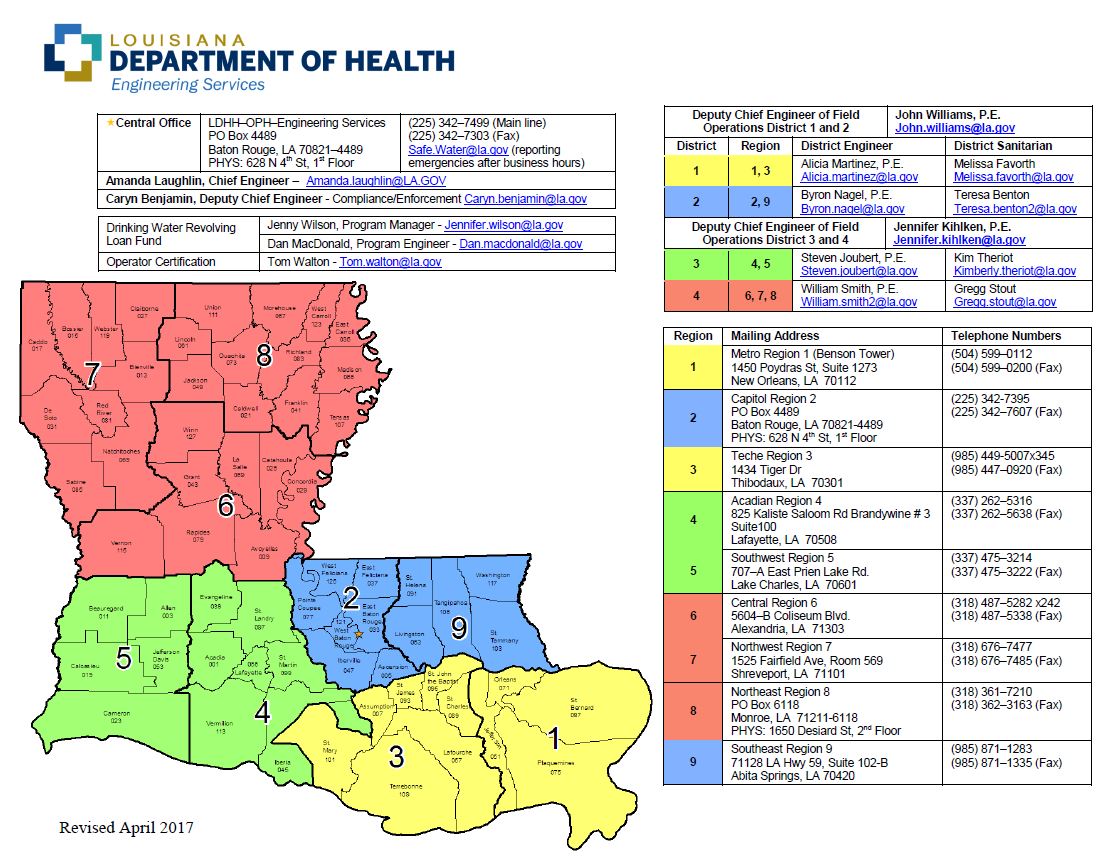
|  |  |  |  |
| --- | --- | --- | --- |
| **Type of Event:** | | | |
| **Location:** | | | |
| **Date:** | | **Time:** | |
| **Action Taken:** | | | |
| **Contract Services Used:** | | | |
| **Costs: (system’s own forces)** | | | |
| **Labor** |  | | **$** |
| **Equipment** |  | | **$** |
| **Materials**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

# Sample Boil Advisory





# Complete List of DHH Contacts



# DHH Emergency Bulk Water Hauling Instructions

