

√ *Do You Need Other Resources?*

You may contact the U.S. EPA at 1.800.426.4791; the American Water Works Association (AWWA) at 1.800.926.7337; the New England Water Works Association (NEWWA) at 508.893.7979; the CT Section of the American Water Works Association (CTAWWA) at 203.757.1855; or the CT Department of Emergency Management and Homeland Security, at 1.866.HLS.TIPS for additional information.

Websites:

You may access EPA's website on Water System Security Initiatives at www.epa.gov/safewater/security/; the AWWA's Water Utility Security Resources at www.awwa.org/Advocacy/public_ep/index.cfm; NEWWA at www.newwa.org/; the CTAWWA at www.ctawwa.org/; the CT Department of Emergency Management and Homeland Security at www.ct.gov/hls; or the Information Sharing and Analysis Center at www.amwa.net/isac/index.html.

STATE OF CONNECTICUT

Department of Public Health
Regulatory Services Branch
Drinking Water Section
410 Capitol Avenue
MS #51 WAT, P.O. Box 340308
Hartford, Connecticut 06134-0308
860.509.8000 (DPH)
860.509.7333 (DWS)
860.509.7359 (fax)
www.ct.gov/dph/

Emergency Telephone Numbers:

Water System Response Team:
Contact Person: _____
Function: _____
Telephone #: _____
Cell Phone #: _____
Beeper #: _____

CT Department of Public Health
Drinking Water Section:
Working Hours #: 860.509.7333
After Hours #: 860.509.8000
www.ct.gov/dph/

Local Police:
Emergency #: _____
Non-Emergency #: _____

Regional FBI:
Emergency #: _____
Non-Emergency #: _____

Local Health Department:
Contact Person: _____
Telephone #: _____
Cell Phone #: _____
Emergency #: _____
Email: _____

Water Systems Network:
(Water systems that can assist in emergencies)
Contact Person: _____
Telephone #: _____
Cell Phone #: _____
Beeper #: _____
Email: _____

Water Systems Network:
(Water systems that can assist in emergencies)
Contact Person: _____
Telephone #: _____
Cell Phone #: _____
Beeper #: _____
Email: _____

**AN INTRODUCTION TO
EMERGENCY
PREPAREDNESS
for
Connecticut's Public
Drinking Water Systems**



Emergency Preparedness and Security-

Emergency preparedness and security have always been a vital part of managing a drinking water system. It is even more essential today. Is your public drinking water system prepared? ***Don't wait until an emergency occurs to find out!***

Today's emergencies come in many forms. Whether it is a natural disaster or an intentional act, public drinking water system staff should be prepared to respond quickly to maintain or restore service.

In the event of a pandemic influenza, your system may be faced with severe staff shortages that could last for many months. Of the three pandemics that occurred in the 20th century, a second occurrence proved more lethal than the first. Would your system be able to maintain "continuity of business" during this type of event?

Homeland Security Presidential Directive #5 instructed the Secretary of the Department of Homeland Security to develop and administer a ***National Incident Management System (NIMS)***. The NIMS provides a consistent nationwide approach to prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size or complexity.

One component of the NIMS is the ***Incident Command System (ICS)***. The ICS provides for a standardized, on-scene, all hazard incident management concept. The ICS enables diverse organizations to work together utilizing common terminology, standards and procedures.

Identified as one of the nation's critical infrastructure and key resources, drinking water and water treatment systems provide essential services to American society. As "first responders" water utility staff need to coordinate activities with other response agencies.

Working ***together*** to plan for future events will enable us to respond quickly and effectively in the future, and can make a significant difference in success or failure.

What We Are Doing-

The Connecticut Department of Public Health (CTDPH), Drinking Water Section (DWS), in partnership with the Environmental Protection Agency (EPA), the FBI, InfraGard, the U. S. Department of Justice, Connecticut State Police, the Connecticut Department of Emergency Management & Homeland Security, the New England Water Works Association, law enforcement, local health officials and water industry personnel have established the Drinking Water Emergency and Security Advisory Committee, or "DWESAC".

The DWESAC meets quarterly to maintain open communication and to establish minimum water security and emergency preparedness guidelines and steps that should be taken following a security breach or an emergency.

The DWS has also formed the Water Emergencies Assessment and Response (WEAR) Team. The WEAR Team is trained and operates within the ICS, NIMS, the National Response Plan and in emergency response procedures. They also provide on-site technical assistance to systems during all types of emergencies.

The CTDPH/DWS recognizes the need for utilities to create intrastate ***mutual aid and assistance*** programs because 1) utilities require special resources to sustain operations; 2) utilities must provide their own support until state/federal resources are available; and, 3) large events impact regional areas making response from nearby utilities impractical.

To meet this need, the DPH/DWS has participated in the development of the Connecticut Water/Wastewater Agency Response Network (CtWARN). The CtWARN is a network comprised of utilities providing assistance to one another in the form of personnel and resources during emergencies by means of a pre-drafted mutual aid agreement. The CtWARN will provide for increased planning, coordination and enhanced access to specialized resources to enable rapid, short-term deployment of emergency services to restore critical operations of the affected utility.

What You Should Do-

* **Prepare or update your emergency response plan (ERP)**. It is critical that an ERP be completed ***prior to an emergency***. It is also critical that staff are well informed of the content of the ERP, and in both the NIMS and ICS concepts. They should receive training on what to do in case of an emergency. Emergency response exercises, or ***tabletops***, should be conducted to determine whether your ERP needs refining, and if system staff require additional training.

* **Get to know your local emergency response personnel**. Ask local police to add your facility to their routine rounds. Practice emergency response procedures with local police, emergency first responders and public health officials.

* **Obtain or update security and information technology systems** - The EPA has developed a Security Products Guide to assist you in reducing risks and providing protection against natural disasters and intentional tampering. Products evaluated in the Guide are applicable to distribution systems, pumping stations, treatment plants, personnel entry, chemical delivery, and storage areas. It also describes computer or other automated control systems, e.g., Supervisory Control and Data Acquisition systems, and various network intrusion detection devices.

* **Keep contact information current**. It is ***important*** to keep emergency numbers and email addresses ***up to date!*** Be sure your contacts ***can contact you in an emergency!*** Emergency 24-hour numbers should be posted in highly visible areas and you should be sure key personnel have these numbers!

* **Join the CtWARN!** Visit the CtWARN website, www.ctwarn.org, to view the mutual aid agreement and to find out how your public water systems can become a member. It's ***FREE*** and Voluntary to join!