

Emergency/Disaster Response Plan

January 6, 2012

Water System Name: **Baxter Mutual Water Company**

Water System ID No: **1900509**

Number of Service Connections: 14

Population Served: 24

To continue minimum service levels and mitigate the public health risks from drinking water contamination that may occur during a disaster or other emergency events and in order to provide reliable water service and minimize public health risks from unsafe drinking water during those events, the Baxter Mutual water system proposes the following plan that defines how it will respond to emergencies and/or disasters that are likely to affect its operation.

Disasters/emergencies that are likely to occur in the water system's service area that are addressed are: earthquake, major fire emergencies, water outages due to loss of power, localized flooding, water contamination, and acts of sabotage.

- 1) DESIGNATED RESPONSIBLE PERSONNEL: For designated responsible personnel and chain of command and identified responsibilities, see the attached table "Water System Emergency/Disaster Personnel and Responsibilities".
- 2) INVENTORY OF RESOURCES: An inventory of system resources that are used for normal operations and available for emergencies; includes maps and schematic diagrams of the water system, lists of emergency equipment, equipment suppliers, and emergency contract agreements that are kept at the water system office.
- 3) EMERGENCY OPERATIONS CENTER: The water system office has been designated as the communication network emergency operations center. Emergency contact information for equipment suppliers is attached. The telephone and FAX will be the primary mode of communication in an emergency.

Agency	Address, City	Phone #	FAX #
Water System (Primary Site)	On 125 th St E at Ave H Lancaster, CA	661-946-1646	None
Water System (Alternate Site)	None		
Fire Department	Lancaster, CA	661-948-2632	
Law Enforcement	501 W. Lancaster Blvd. Lancaster, CA	661-940-7883	

In addition, should telephone communication be lost, the water system has made arrangements for resident's to use cell phones to provide emergency communications with emergency response agencies.

4) OTHER AGENCY COORDINATION: Coordination procedures with governmental agencies for health and safety protection; technical, legal, and financial assistance, and public notification procedures are continually being developed and updated through regulation and experience and will be added as necessary to this plan. (See External Emergency Contact Sheet.)

5) RESPONSE PROCEDURES: Personnel will, as quickly as possible assess damage to water system facilities, provide logistics for emergency repairs, monitor progress of repairs and restoration efforts, communicate with County health officials and water users according to the "Emergency Notification Plan" on file with Drinking Water Program and appended to this document

6) PUBLIC NOTIFICATION PROCEDURES:

See appendix, Emergency Notification Plan.

A BWO, UWA or Do Not Drink Notice can be issued by one, or a combination of the following agencies:

- Local County Public Health Department or local Environmental Health Agency (Designated personnel-County Health Officer or Director of Environmental Health Department for small water systems under county jurisdiction).
- Affected Water System (Designated personnel-responsible person in charge of the affected water system, i.e., Manager, Owner, Operator, etc. The water systems ERP should identify the designated personnel in their ERP).

Any one of the three agencies can act in an emergency to immediately issue a BWO or UWA, if delays would jeopardize public health and safety. The water system must notify the LA. County Environmental Health and its Health Officer prior to or immediately after issuing a public notice. Notice must be given directly to a person, and a message left on voicemail or answering machine is not sufficient to meet this requirement. Details of the person responsible for completing this notification and the method that will be utilized is contained in the ERP, and is attached to this plan.

The following standard public notices are provided in the Appendix of this report.

Consumer Alert During Water Outages or Periods of Low Pressure

– If a water system is experiencing power outages, water outages or low pressure problems, a consumer alert may be issued to the public. The notice provides consumers information on conserving water and how to treat the water with household bleach if the water quality is questionable.

Boil Water Order (BWO) – A BWO should be issued when minimum bacteriological water quality standards cannot be reasonably assured. To assure public health protection a BWO should be issued as soon as it is concluded by the designated personnel that the water supply is or may be biologically unsafe. Examples of these situations include:

1. Biological contamination of water supply system, including but not limited to:
 - Positive total or fecal coliform bacteriological samples;
 - Prolonged water outages in areas of ruptured sewer and/or water mains;
 - Failed septic tank systems in close proximity to ruptured water mains;
 - Ruptured water treatment, storage, and/or distribution facilities in areas of known sewage spills
 - Known biological contamination;
 - Cross-connection contamination problems;
 - Illness attributed to water supply.
2. Unusual system characteristics, including but not limited to:
 - Prolonged loss of pressure;
 - Sudden loss of chlorine residual;
 - Severe discoloration and odor;
 - Inability to implement emergency chlorination.

3. Implemented due to treatment inadequacies.

A BWO is not appropriate in response to most types of chemical contamination. A BWO may also be inappropriate in cases where boiling the water may tend to concentrate regulated contaminants that are known to be in the water and that are just below an MCL (e.g. Nitrates or Nitrites that are over 50% of the MCL).

Unsafe Water Alert (UWA) / “Do Not Drink” – In the event a water quality emergency due to known or suspected chemical (non-bacteriological) contamination to a water system a UWA or “Do Not Drink” should be issued. Water should not be used for drinking and cooking, but may be used for sanitation purposes (e.g. toilet flushing, clothes washing, etc.). Examples of these situations include:

1. Known or suspected widespread chemical or hazardous contamination in water supply distribution, including but not limited to:
 - Ruptured water distribution system (storage tanks, mains) in area of known chemical spill coupled with loss of pressure;
 - Severe odor and discoloration;
 - Loss of chlorine residual;
 - Inability of existing water treatment process to neutralize chemical contaminants prior to entering the distribution system.
2. Threatened or suspected acts of sabotage confirmed by analytical results, including but not limited to:
 - Suspected contamination triggered by acts of sabotage or vandalism.
3. Emergency use of an unapproved source to provide a supplemental water supply.

Unsafe Water Alert (UWA)/“Do Not Use” – In the event a known or suspected contamination event to a water system, where the contaminate may be chemical, biological or radiological a UWA or “Do Not Use” should be issued. Water should not be used for drinking, cooking, or sanitation purposes. Examples of these situations include:

- Known or suspected widespread chemical or hazardous contamination in water supply distribution, including but not limited to a Terrorist contamination event.

Cancellation of Public Notification

Once a BWO/UWA is issued, the only agency that can rescind the public notice is the drinking water primacy agency. The Drinking Water Program will not lift the BWO for a microbial contaminant until repeat rounds of samples, collected

for coliform bacteria samples have been analyzed and the results are negative. At Least two sets of sample results should be faxed to the Drinking Water Program for final approval before rescinding the BWO. Special chemical sampling may be required to get approval to rescind an UWA, please contact the Drinking Water Program to determine the required sampling.

7) RESUME NORMAL OPERATIONS: The steps that will be taken to resume normal operations and to prepare and submit reports to appropriate agencies will include identifying the nature of the emergency (e.g., earthquake-causing water outage/leaks, fire or power outage causing water shortage/outage, sabotage resulting in facility destruction or water contamination).

a. Leaks (Result of earthquake, etc.)

- i. Immediately increase system disinfectant residual as a precaution, until normal service is resumed. Determine the locations of leaks and make temporary repairs using clamps and other pipe repair devices that will allow for repairs to be made while system pressure is maintained. If this is not possible, isolate leaks by turning off power or flow, to repair or replace the pipe. Repair or isolate major breaks to allow service to the maximum system population possible.
- ii. Disinfect all repairs as per attached AWWA Standards¹;
- iii. Reestablish normal service.

b. Low pressure or service interruption (Result of earthquake, fire, storm, water source outage, power outage, etc.) – See also section on Leaks, above.

- i. Increase production, if possible, to provide maximum system output.
- ii. Increase disinfectant residual as a precaution against potential contamination.

If any customers have experienced low pressure or a water outage as a result of an earthquake, fire, storm, water source outage, power outage or any other event or failure, immediately contact your CDHS or the LPA to determine if a Boil Water Order (BWO) must be issued to users. ***Note: Whether issued by the water system or a regulatory agency, the BWO can only be rescinded or lifted The Drinking Water Program. The regulatory agency will consider rescinding a BWO after total coliform sampling on two consecutive days show an absence of total and fecal coliform organisms, but this condition will be water system specific.***

¹ Copies of the AWWA C651 Standard for Disinfecting Water Mains or the C652 Standard for Disinfection of Water-storage Facilities, can be purchased by contacting the American Water Work Association, or online at <http://www.awwa.org/>

c. Power outage

- i. Place emergency generator on line to provide minimum water pressure to system.
- ii. Increase disinfectant residual as precaution to potential contamination.
- iii. See also water outages, above.

d. Contamination

- i. Immediately, contact the County LPA in accordance with the Emergency Notification Plan. Follow the directions of the LPA regarding steps to be taken, emergency notification of users, and public notification.
- ii. Identify location and source of contamination.
- iii. If contamination is from system source, isolate or treat source.
- iv. If contamination is an act of sabotage, take appropriate action based on nature of contamination. Immediately contact local law enforcement and your regulatory agency (LPA). Actions should be taken in consultation with the regulatory agency and could include shutting off water until all contaminants are identified.

e. Physical destruction of facility or evidence of tampering (sabotage)

- i. Immediately contact local law enforcement and regulatory agency for consultation.
- ii. Consider the steps necessary to isolate the facilities or portions of the system that may be affected (close valves, turn off pumps, etc.).

All emergencies will be documented along with action taken, and kept in the files of the water system office. Acts of sabotage will be reported to the local law enforcement agency.

Water System Emergency/Disaster Personnel and Responsibilities

Name	Telephone No. (Work)	Role
Title	Telephone No. (Home)	
Doug Davis	661-946-4125	Initial contact at office, in charge for all emergencies until replaced by Chairperson or Director
Board President	661-946-4125	
Larry Gorden		In charge for all emergencies. Assess action plan. Facilitate necessary repairs, etc.
Vice President	661-946-1646	
Board Member/Resident Manager		
Board Member		
Board Member		
Board Member		
Eddie Zavala	661-946-0560	Assist with notification of residents
Treasurer	661-946-0560	
Mary Wood	661-266-7785	Emergency assistance and support
Operator	661-406-7271	

External Emergency Contact List

Agency/Department	Telephone No. (Day) Telephone No. (After Hours)
Another Water Agency	
Fire Department	661-948-2631
Local Law Enforcement	661-940-7883
County Office of Emergency Services	(323) 980-2261
FBI Office (terrorism or sabotage) (Also notify local law enforcement.)	(310) 477-6565
California Office of Emergency Services — Warning Center (24-hr. number)—Note: Ask for referral to CDPH Duty Officer-Drinking Water Program	(800) 852-7550 or (916) 845-8911
L. A. County Drinking Water Program	(626) 430-5420 (213) 974-1234

Water system contact information:

Name: **Larry Gorden**

Doug Davis

Address: **12501 E. Ave. H**

46163 125TH St. E.

City, State, Zip code: **Lancaster, CA 93535**

Lancaster, CA 93535

Phone: **661-946-1646**

661-946-4125

Cell Phone: **661-236-7803**

N/A

FAX: **N/A**

N/A

Emergency Supplier Contact Numbers and Supply List

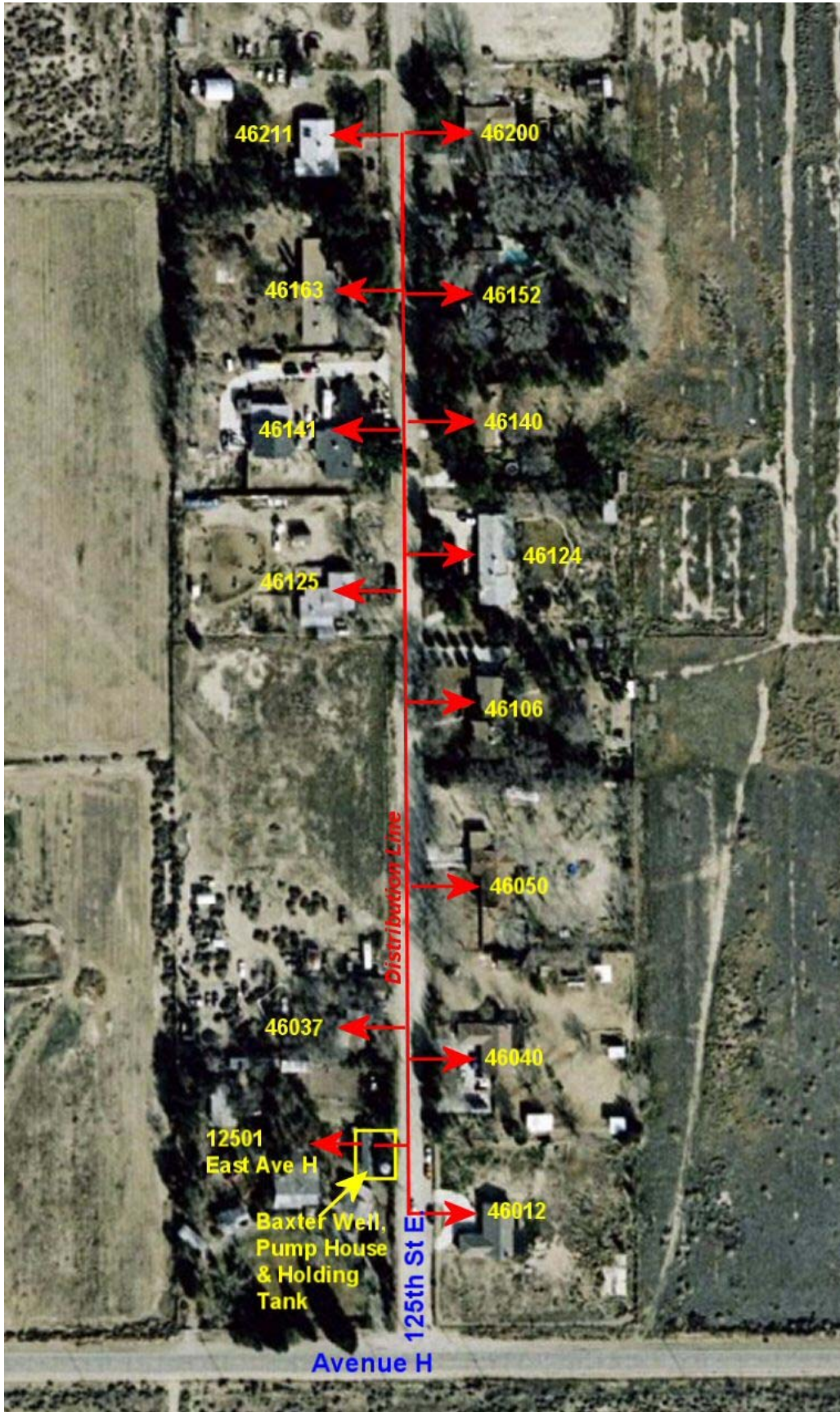
- A. List of equipment on hand for emergency repairs
1. Spare 4 inch valve, 4 inch pipe and fittings, 2 inch pipe and fittings, 1 inch pipe and fittings.
 2. Pipe thread compound, pipe wrenches and other tools
 3. Chlorine tablets and chlorine test kit
- B. List of sources of needed equipment, not on hand
1. United Rentals 661-947-4131, Sunbelt Rental 661-942-0421
Kurt's Welding 661-945-3330
(Sources for backhoe, jackhammer, technical support. Sources under contract.)
 2. Dennis Groven 661-946-1558. Ken Scheim 661-202-7033.
Jess Baker 661-943-3445
(Sources for electrical and pump repair.)
 3. United Rentals 661-947-4131, Sunbelt Rental 661-942-0421
(Sources for emergency generators in case of prolonged power outages.)
- C. List of distributors or suppliers of replacement parts for the system
1. HD Water Supply 661-945-2881, Lancaster Plumbing 661-942-1113,
Groeniger 661-945-0706
(Sources for PVC pipe, valves, and fittings.)
 2. DRC Drilling 661-946-9444, Rottman Drilling 661-942-6125
(Sources for pumps, pressure tank, and gauges.)
- D. List of emergency supplier/equipment phone numbers:

	Name	Phone (Day)	Phone (After-hours)
Electrician	Dennis Groven	661-946-1558	Same
Laboratory	AVEK	661-943-3201	Same
Electric & Pump (repair service)	DRC Drilling	661-946-9444	Same
Chemical Disinfectant Supplier	Morrison Maintenance	661-466-6031	
Other Water Agency (equipment support)	None		

APPENDIX

- System Map of Sources and Distribution Area
- Consumer Alert During Water Outages or Periods of Low Pressure
- Boil Water Order (Emergency Situation)
- Unsafe Water Alert – Do Not Drink
- Unsafe Water Alert – Do Not Use

Baxter Mutual Water Co. - System Map



PUBLIC NOTICE

CONSUMER ALERT DURING WATER OUTAGES OR PERIODS OF LOW PRESSURE

1. If you are experiencing water outages or low water pressure, immediately discontinue any non-essential water usage. This includes all outdoor irrigation and car washing. Minimizing usage will reduce the potential for the water system to lose pressure or completely run out of water. Please notify your water system of the outage or low pressure.
2. If the water looks cloudy or dirty, you should not drink it. Upon return of normal water service, you should flush the hot and cold water lines until the water appears clear and the water quality returns to normal.
3. If you are concerned about the water quality or are uncertain of its safety, you may add eight drops of household bleach to one gallon of water and let it sit for 30 minutes or alternatively, if you are able, water can be boiled for one minute at a rolling boil to ensure its safety.
4. Use of home treatment devices does not guarantee the water supply is safe after low pressure situations.
5. Do not be alarmed if you experience higher than normal chlorine concentrations in your water supply since the Drinking Water Program is advising public water utilities to increase chlorine residuals in areas subject to low pressure or outages.
6. The Drinking Water Program has also advised public water systems to increase the bacteriological water quality monitoring of the distribution system in areas subject to low pressure. They may be collecting samples in your area to confirm that the water remains safe. You will be advised if the sampling reveals a water quality problem.
7. Your water system is committed to make certain that an adequate quantity of clean, wholesome, and potable water is delivered to you. We recommend that you discuss the information in this notice with members of your family to ensure that all family members are prepared should water outages or low water pressure occur.

BOIL WATER ORDER

BOIL YOUR WATER BEFORE USING

Failure to follow this advisory could result in stomach or intestinal illness.

Due to the recent event [e.g., water outage, power outage, flood, fire, earthquake or other emergency situation], the LOS ANGELES County Environmental Health, and Baxter Mutual Water System are advising consumers to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution.

DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring all water to a boil, let it boil for one (1) minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking and food preparation until further notice. Boiling kills bacteria and other organisms in the water. [or This is the preferred method to assure that the water is safe to drink.]

Optional alternative to include for prolonged situations where it fits.

- An alternative method of purification for residents that do not have gas or electricity available is to use fresh liquid household bleach (Clorox[®], Purex[®], etc.). To do so, add 8 drops (or 1/4 teaspoon) of bleach per gallon of clear water or 16 drops (or 1/2 teaspoon) per gallon of cloudy water, mix thoroughly, and allow to stand for 30 minutes before using. A chlorine-like taste and odor will result from this purification procedure and is an indication that adequate disinfection has taken place.
- Water purification tablets may also be used by following the manufacturer's instructions.
- **Optional:** Potable water is available at the following locations: [List locations]
Please bring a clean water container (5 gallons maximum capacity).

We will inform you when tests show no bacteria and you no longer need to boil your water. We anticipate resolving the problem within [].

For more information call:

Water Utility contact: Larry Gorden, 946-1646

Los Angeles County Environmental Health Drinking Water Program: at (626) 430-5420.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

UNSAFE WATER ALERT

Baxter water is possibly contaminated with []

DO NOT DRINK YOUR WATER

Failure to follow this advisory could result in illness.

An unknown substance has been added to the drinking water supplied by the [] due to a recent [intrusion; break-in] at [one of the wells; our treatment plant; storage tank; specific facility]. The Los Angeles County Public Health, and [] Water System are advising residents of [] to NOT USE THE TAP WATER FOR DRINKING AND COOKING UNTIL FURTHER NOTICE.

What should I do?

- ***DO NOT DRINK YOUR TAP WATER---USE ONLY BOTTLED WATER.*** *Bottled water should be used for all drinking (including baby formula and juice), brushing teeth, washing dishes, making ice and food preparation **until further notice.***
- ***DO NOT TRY AND TREAT THE WATER YOURSELF.*** *Boiling, freezing, filtering, adding chlorine or other disinfectants, or letting water stand will not make the water safe.*

OPTIONS

- **Optional:** Potable water is available at the following locations: []. Please bring a clean water container (5 gallons maximum capacity).

We will inform you when tests show that the water is safe again. We expect to resolve the problem within [estimated time frame].

For more information call:

Water Utility contact: Larry Gorden, 946-1646

Los Angeles County Public Health - Environmental Health Drinking Water Program: (626) 430-5420.

This notice is being sent to you by [system name:].

System ID # []. Date Distributed: [].

Please share this information with all other people who receive this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand.

Date:

UNSAFE WATER ALERT

[Insert one-liner language for non-English speakers here, otherwise delete.]

Baxter water is possibly contaminated with [Coliform]

DO NOT USE YOUR WATER

Failure to follow this advisory could result in illness.

An unknown substance has been added to the drinking water supplied by the [] due to a recent [intrusion; break-in] at [one of the wells; our treatment plant; storage tank; specific facility]. The Los Angeles County Environmental Health, and [] Water System are advising residents of [] to NOT USE THE TAP WATER FOR DRINKING, COOKING, HAND WASHING, OR BATHING UNTIL FURTHER NOTICE.

What should I do? □ DO NOT USE YOUR TAP WATER---USE ONLY BOTTLED WATER.

*Bottled water used for all drinking (including baby formula and juice), brushing teeth, washing dishes, making ice, food preparation and bathing **until further notice.***

- ***DO NOT TRY AND TREAT THE WATER YOURSELF.*** Boiling, freezing, filtering, adding chlorine or other disinfectants, or letting water stand will not make the water safe.

OPTIONS

- **Optional:** Potable water is available at the following locations: []
Please bring a clean water container (5 gallons maximum capacity).

We will inform you when tests show that the water is safe again. We expect to resolve the problem within [].

For more information call:

Water Utility contact: Larry Gorden, 946-1646

Los Angeles County Public Health - Environmental Health Drinking Water Program: (626) 430-5420.

This notice is being sent to you by [system name:]]. System ID # []].

Date Distributed: []].

Please share this information with all other people who receive this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand.