**\*\*\*Facility Name\*\*\* Emergency Response Plan**

**\*\*THIS DOCUMENT IS EXEMPT FROM FOIA\*\***

**\*\*DO NOT SHARE UNDER FOIA OR ANY OTHER REQUEST\*\***

5 ILCS 140/7 (From Ch. 116, par. 207)

 Sec. 7. Exemptions.

1. When a request is made to inspect or copy a public record that contains information that is exempt from disclosure under this Section, but also contains information that is not exempt from disclosure, the public body may elect to redact the information that is exempt. The public body shall make the remaining information available for inspection and copying. Subject to this requirement, the following shall be exempt from inspection and copying:

(v) Vulnerability assessments, security measures, and response policies or plans that are designed to identify, prevent, or respond to potential attacks upon a community's population or systems, facilities, or installations, the destruction or contamination of which would constitute a clear and present danger to the health or safety of the community, but only to the extent that disclosure could reasonably be expected to jeopardize the effectiveness of the measures or the safety of the personnel who implement them or the public. Information exempt under this item may include such things as details pertaining to the mobilization or deployment of personnel or equipment, to the operation of communication systems or protocols, or to tactical operations.

(w) (Blank).

(x) Maps and other records regarding the location or security of generation, transmission, distribution, storage, gathering, treatment, or switching facilities owned by a utility, by a power generator, or by the Illinois Power Agency.

**PURPOSE**

The purpose of this Emergency Response Plan (ERP) is to fulfill the requirements of Section 2013 of the America's Water Infrastructure Act (AWIA). AWIA requires water systems serving more than 3,300 people to develop, or update, risk and resiliency assessments (RRA) and ERPs. It further establishes components that the RRAs and ERPs must address and creates deadlines by which water systems must certify to the United States (US) Environmental Protection Agency (EPA) completion of the RRA and ERP. The City of \*\*\*Facility Name\*\*\* completed its RRA on xx/xx/2020 and submitted the requisite certification on that same date.

Additionally, this ERP is also intended to fulfill the requirements of 35 Illinois Administrative Code Section 604.135 regarding “Repair Work and Emergency Operation.” This Illinois regulation requires all community water supplies to develop emergency operations plans (EOP) for the provision of water under emergency circumstances. In the context of this report, ERP and EOP are intended to be synonymous and this document is intended to satisfy both Federal and State requirements.

Finally, this plan will be updated every three years to comply with the more stringent Illinois EOP requirement and the community water supply will recertify to US EPA that its RRA and ERP has been reviewed and modified, as necessary, every five years.

**Introduction**

To aid in continuing the water system’s mission of providingsafe water of adequate quantity to meet the needs of our customers, this ERP contains the required four elements outlined in the AWIA. Specifically, this plan contains:

* strategies and resources to improve the resilience of the system, including the physical security and cybersecurity of the system;
* Plans and procedures that can be implemented, and identification of equipment that can be utilized, in the event of a malevolent act or natural hazard that threatens the ability of the community water system to deliver safe drinking water;
* Actions, procedures and equipment which can obviate or significantly lessen the impactof a malevolent act or natural hazard on the public health and the safety and supply of drinking water provided to communities and individuals, including the development of alternative source water options, relocation of water intakes and construction of flood protection barriers; and
* Strategies that can be used to aid in the detectionof malevolent acts or natural hazards that threaten the security or resilience of the system.

To accomplish this planning and documentation process, the attributes of the water supply have been systematically analyzed leading to the development of a comprehensive plan. The elements included: system specific information; chain of command; notification information; communication procedures; alternate water source or alternate treatment plan; local emergency planning; coordination; safety and sample collection; and plans, actions and procedures.

The ERP is divided into two sections. The first section is intended to be used for responding to any emergency and describes basic plans and procedures unique to the utility. The second section contains specific scenarios that are created based on the threats, mission and critical equipment that were identified in the RRA as well as other emergencies such as specific natural disasters (e.g. flood, hurricane, tornado, etc.). These individual action plans are intended to be 'rip And run' type documents that can be used in the field during an emergency.

**SECTION 1: BASIC PLANS AND PROCEDURES**

**ELEMENT 1: SYSTEM SPECIFIC INFORMATON**

During the development of this ERP and the preceding RRA, water supply officials identified the following baseline information regarding the water system. Included, in the system specific information, is and inventory of critical assets and customers.

**Descriptive Information**

Water System ID: IL#######
Water System Name: \*\*\*Facility Name\*\*\*
County Served: County
Population Served: #####
Address: #####
City State Zip: #####
Phone: (###) ###-####
Fax: (###) ###-####

Email: ###

**Primary Emergency Contact Information**

Contact Name: #
Contact Title: #
Daytime Phone: (###) ###-####
Cell Phone: (###) ###-####
Email: #

**Secondary Emergency Contact Information**

Contact Name: #
Contact Title: #
Daytime Phone: (###) ###-####
Cell Phone: ((###) ###-####
**Email:** #

**Local Emergency Services Coordinator**

Date of Last Contact: xx/xx/2020
Name: #
Phone Number: (###) ###-####
24-Hour Emergency: (###) ###-####
Cell Phone Number: (###) ###-####
Location: #

**Asset Inventory**

|  |  |  |  |
| --- | --- | --- | --- |
| **Category/Type** | **State and Local ID** | **Description/Location** | **Relative Priority****(High, Medium, Low)** |
| Source | *(List all sources of water- E.g. Well #1, EPA0000)* |  |  |
|  |  |  |  |
| Treatment | *(Indicate Treatment plant with appropriate level of specificity -i.e., List WTP or break down by components of treatment. How do you have the plant insured? )* |  |  |
|  |  |  |  |
| Distribution | (Indicate storage and distribution system components to the appropriate level of specificity- e.g., elevated storage, high service pumps, etc.) |  |  |
|  |  |  |  |
|  |  |  |  |

**Critical Customer Inventory**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Customer** | **Contact Name** | **Location** | **Customer Type** | **Phone Number(s)** |
|  |  |  | **Hospital** |  |
|  |  |  |  |  |
|  |  |  | **School** |  |
|  |  |  |  |  |
|  |  |  | **Nursing Home** |  |
|  |  |  |  |  |
|  |  |  | **Food Processing** |  |
|  |  |  |  |  |
|  |  |  | **Health Care** |  |

**ELEMENT 2: CHAIN OF COMMAND**

During the development of this ERP and the preceding RRA, water supply officials identified the following individuals that must be notified in an emergency. This notification list is intended to be scalable based upon the brevity of the emergency (i.e., Should local government lack the ability to respond, county government contact would follow. Should county government lack the ability to respond, state government contact would follow.)

**Water Supply Incident Command Structure**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Title/Position** | **Primary Phone Number** | **Secondary Phone Number** |
|  | Water Super. |  |  |
|  | Treatment Operator |  |  |
|  | Distribution Operator |  |  |

**Incident Command Structure (Contact List)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Title/Position** | **Primary Phone Number** | **Secondary Phone Number** |
|  | Water Super. |  |  |
|  | Public Works Dir. |  |  |
|  | Mayor |  |  |
|  | Water Committee Chair |  |  |

**ELEMENT 3: NOTIFICATION INFORMATON**

During the development of this ERP and the preceding RRA, water supply officials identified the following stakeholders who may be resources in the event of an emergency.

**First Responder and Law Enforcement Contact List**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Title/Position** | **Primary Phone Number** | **Secondary Phone Number** |
|  | Chief, Fire Department |  |  |
|  | Chief, Local PD |  |  |
|  | Sheriff, County PD |  |  |
| ISP (State Police District Office #?) | State Police |  |  |
| FBI Springfield | FBI | (217) 522-9675 |  |
| FBI | FBI | (312) 431-1333 |  |

**Utility Provider Contact List**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Type** | **Primary Phone Number** | **Secondary Phone Number** |
|  | Electricity Provider |  |  |
|  | Gas Provider |  |  |
| J.U.L.I.E. |  | 811 | (800) 892-0123) |

**Health Care Contact List**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Type** | **Primary Phone Number** | **Secondary Phone Number** |
|  | Hospital |  |  |
|  | Hospital |  |  |
|  | Medical Clinic |  |  |

**Laboratory and National Response/Information List**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Type** | **Primary Phone Number** | **Secondary Phone Number** |
|  | Laboratory *(specify analyses type as needed- i.e., list as many laboratories as necessary to cover SDWA monitoring requirements. Additionally, if you have alternate laboratories under contract list these labs.)* |  |  |
|  | Laboratory  |  |  |
|  | Laboratory  |  |  |
| National Response Center | NRC  | (800) 424-8802 |  |
| CHEMTREC | CHEMTREC  | (800) 424-9300 |  |

**Local Government Contact List**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Type/Title** | **Primary Phone Number** | **Secondary Phone Number** |
| Water Treatment Plant | Water Department |  |  |
| Public Works Department  | City Hall |  |  |
|  | Mayor  |  |  |
|  | Secretary |  |  |
|  | Treasurer |  |  |
|  | Board Member |  |  |
|  | Board Member |  |  |
|  | Board Member |  |  |
|  | Billing Clerk |  |  |

**County Contact List**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Type/Title** | **Primary Phone Number** | **Secondary Phone Number** |
|  | County Engineer |  |  |
|  | Sheriff |  |  |
|  | XYZ County Health Department |  |  |
|  | XYZ County Health Department |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**State Contact List**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Type/Title** | **Primary Phone Number** | **Secondary Phone Number** |
|  | Illinois EPA, Regional Manager |  |  |
| Mary Reed | Illinois EPA, Compliance Manager | Desk Number? | (217)785-0561 |
| David Cook | Illinois EPA, Permit Manager | (217)782-0078 | (217)782-1724 |
| **Illinois Emergency Management Agency (IEMA)** | **IEMA- 24/7 Hotline** | **(800) 782-7860** |  |
|  |  |  |  |

**Other Resources Contact List**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Type/Title** | **Primary Phone Number** | **Secondary Phone Number** |
| Office | **Illinois Rural Water (IRWA) Association**  | (217) 287-2115 | (217) 287-1190 |
| Evan Jones, Chuck Woodworth, Roger Noe | IRWA, Circuit Rider*(PICK YOUR CR and associated phone number)* | (217)820-5508, (217)820-1569, (217)820-1564(RESPECTIVELY) |  |
|  | Consulting Engineer |  |  |
|  | Consulting Engineer |  |  |
|  | Supervisory control and data acquisition (SCADA) Consultant |  |  |
|  | Computer Hardware/Software Consultant |  |  |
|  | Primary Equipment Supplier |  |  |

**Media Contact List**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Type** | **Primary Phone Number** | **Secondary Phone Number** |
|  | Local Print Media |  |  |
|  | Local Radio Media |  |  |
|  | Local TV  |  |  |
|  | Wide Distribution TV |  |  |
|  | Wide Distribution Radio |  |  |
|  | Wide Distribution Print Media |  |  |
|  |  |  |  |

**Service Provider List**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Type** | **Primary Phone Number** | **Secondary Phone Number** |
|  | Electrical Contractor |  |  |
|  | Electrician |  |  |
|  | Plumbing Contractor  |  |  |
|  | Plumber |  |  |
|  | Excavating Contractor |  |  |
|  | Excavator |  |  |
|  | Well Contractor |  |  |
|  | Well Contractor |  |  |
|  | Chemical Supplier |  |  |
|  | Treatment Chemicals |  |  |
|  | Testing Equipment |  |  |
|  | Meter Supplier |  |  |
|  | Meters |  |  |
|  | Line Stop Supplier |  |  |

**ELEMENT 4: COMMUNICATION PROCEDURES**

During the development of this ERP and the preceding RRA, the following individual has been identified as the spokesperson for the community water supply. Further, the following procedure for communicating with the public and media has been established.

**Public Communication and Media Notification –**

Designated Public and Media Spokesperson: **Name *(Note: Generally, this is the Mayor or Public Works Director. This allows water supply staff to manage/mitigate the emergency.)***

The system's designated Public and Media spokesperson will use the following communication and outreach plan to inform the media and general public about any emergency procedures that may be needed:

The Decision to issue Public Notice (PN) will only be made after all appropriate, officials, agencies and departmental heads have been consulted. . Several example **PNs can be found in Appendix B**. Public Notification should utilize local newspaper, social media platforms (if available, television, and radio. An example press release has been included as **Appendix A**.

A Designated Public and Media Spokesperson should know how to address the media but the following tips should be followed:

- Updates shall be fact-based and straightforward in respect to the actual facts known at that time.

- There should be no interjection of personal opinions and perceptions.

-Have relevant facts at your fingertips.

- When answering questions, only speak to the facts known. If you do not have the answer, say you will research and get back to them. Once an answer is identified, report it at the earliest possible time

- Most journalists are looking for clear, simple quotes that can be understood by a wide audience.

- If additional sources of information exist, point them in that direction.

- Capture the essence of what you want to say in the first one or two sentences of your response, and add details later.

- If the situation allows, prior to the interview, identify 3–4 points you want to convey and practice delivering them.

- Media are generally under tight deadlines, and the earlier you respond, the more likely it will be that your facts will be included in the story.

- If you misspeak, simply say so and correct your response. If the interviewer presents incorrect information, mention the error and provide the correct data.

**ELEMENT 5: ALTERNATE WATER SOURCE OR ALTERNATE TREATMENT PLAN**

In the event of an emergency, during the development of this ERP and the preceding RRA, the water supply evaluated available information regarding the availability of an alternate water source or alternate treatment option. The water system determined the following:

* The water system has/does not have a mutual aid agreement with XYZ. In the event of an emergency this community can be called upon for assistance. Additionally, the water system is/is not a member of IL WARN.
* In the event it becomes necessary to supply bottled water, the community water supply has/does not have a contractual agreement with XYZ to supply bottled water. Further/However, the water superintendent will reach out to local ESDA for assistance (see contact information above).
* In the event it becomes necessary to supply bulk water, the community water supply has/does not have a contractual agreement with XYZ to supply bottled water. Further/However, the water superintendent will reach out to local ESDA for assistance (see contact information above).
* In the event that the primary source of water for the system becomes inoperable, the water system has 1.5 days of stored water and the capacity to supply adequate quantities of water through secondary sources.

**ELEMENT 6: LOCAL EMERGENCY PLANNING**

During the development of this ERP and the preceding RRA, water supply officials evaluated the following logistics concerns in the event of an emergency.

**Incident Command Center-** All emergency response personnel will report to the Water Treatment Plant. Should the water treatment plant be inaccessible, emergency personnel should report to city hall. This location will serve as the incident command center where response activities will be coordinated and facilitated.

**Access Control –** Access to the water treatment plant or alternate location will be limited to authorized personnel and the facility will be locked down until which time that the incident commander (generally the water superintendent) determines the facility can be safely operated under routine procedures.

**Equipment -** Equipment that can be used in the event of an emergency as well as personal protective equipment will be staged as needed at the water treatment plant or other designated area. Supplemental and backup equipment available to operational staff and emergency responders is listed below:

|  |  |  |
| --- | --- | --- |
| **Type** | **Comment** | **Location** |
| Electrical Backup | Generator is available at the water treatment plant and will operate the plant and Well #. | At the water treatment plant. |
| Electrical Backup | Water treatment plant has two electric feeds coming into the plant. | At the water treatment plant. |
| Back-up Water Source | Water supply has x wells, any one of which will meet average daily demand. | Near the water treatment plant. |
| Chemical Feed | Chemical feed equipment redundancy is available at the water treatment plant. | At the water treatment plant. |
| Pump/Motors | Pump and motor redundancy is available at the water treatment plant. | At the water treatment plant. |
| Repair clamps, etc. | Repair materials are available at the water treatment plant. | At the water treatment plant. |
| Other equipment | Other equipment necessary to mitigate emergency may be available from the public works/maintenance garage or wastewater treatment plant (e.g., backhoe, etc.) | Public works /maintenance/wastewater plant |

**ELEMENT 7: COORDINATION**

Coordination and communicating with all first responders prior to an emergency may be one of the most important aspects of completing the ERP. As part of this ERP, the utility has identified the parties who will be needed and called upon should an emergency arise. Please refer to the preceding and following pages to identify for coordination and relief.

It should be noted that, by contacting and working with these parties, the utility has made each aware of their respective roles and they understand their responsibilities in emergency response. Practicing this ERP with staff, elected officials, first responders, state and federal officials is an important mechanism to increase understanding, responsiveness and responsibility Training can include briefing sessions, classroom sessions, or mock exercises.

During the development of this ERP and the preceding RRA, the water supply evaluated their necessary initial reactions should an emergency arise:

* In the event of a potential **malicious act**, the Local Police Department would be contacted to determine if an event was vandalism/terrorism and be relied upon to evaluate the situation and establish proper crime scene procedures.
* If the incident/location is determined to be a **crime scene**, Local PD will escalate the investigation as necessary. Depending upon the situation, the County Sheriff`s Department who would in turn contact the Illinois State Police, who would in turn contact the FBI/Department of Homeland Security as needed. If local procedures were to fail, water supply officials would reach out to the IEMA hotline and process the incident at the state level.
* Depending on the **nature of an event**, the first individual/Agency to be contacted will depend on the situation. E.G., if the emergency situation is a "routine event" such as a boil order resulting from equipment failure/pressure loss, water supply officials will contact the Illinois EPA. If necessary Illinois EPA may be contacted through the IEMA 24-hour hotline, immediately contacting individuals needed to mitigate the situation. If the event is a result of vandalism or a terrorist act, Illinois EPA will be contacted following the primary contact described previously. In the event of a natural disaster that overwhelms local responders, local ESDA will be contacted followed by contact to the Illinois EPA/IEMA.
* **Name *(Note: this is generally the Water Superintendent)* is responsible** for making decisions regarding first response in the event of an emergency.

**ELEMENT 8: SAFETY AND SAMPLE COLLECTION**

During the development of this ERP and the preceding RRA, water supply officials evaluated worker safety and water quality monitoring procedures. The following information provides information regarding these concerns in an emergency.

**Risk Management Plans and Material Safety Data Sheets (MSDS) -** No additional response procedures or Risk Management Plan (RMP) are available as of the date of this document. Safety precautions that need to be taken while handling chemicals are contained in the MSDS sheets at the water treatment plant. Water supply operational staff and fire department responders have access to PPE to ensure worker safety.

**Sample Collection and Analysis Procedures -** Depending on the suspected contaminant of concern, the guide, summarized in the table below, will be used as a general guideline to assess sample collection procedure and identify laboratories with the capability to analyze for particular contaminants. Additionally, water supply staff will contact the Illinois EPA as needed for technical assistance in determining appropriate actions to return the water system to normal operations, including but not limited to, type and number of samples.

|  |  |  |  |
| --- | --- | --- | --- |
| **Contaminant Type** | **Sample Location** | **Container/Quantity** | **Laboratory (see contact information above)** |
| Pathogen/Microbiological | Distribution System | Provided by laboratory (limited supply on hand at the water treatment plant) | Laboratory NAME |
| Chemical Contaminant- Inorganic (e.g., metals) | Treatment Plant and Distribution System | Provided by laboratory | Laboratory NAME |
| Chemical Contaminant- Organic (e.g., pesticides and solvents) | Treatment Plant and Distribution System | Provided by laboratory | Laboratory NAME |
| Radiological | Treatment Plant and Distribution System | Provided by laboratory | Laboratory NAME |
|  |  |  |  |

**SECTION 2: SPECIFIC SCENARIOS**

**ELEMENT 9: PLANS, ACTIONS AND PROCEDURES**

During the development of this ERP and the preceding RRA, water supply officials evaluated specific assets and scenarios that are created based on the threats, and critical equipment that were identified as well as other emergencies such as specific natural disasters (e.g. flood, hurricane, tornado, etc.) that may impede the water supply’s mission of providing safe and adequate supplies of water to consumers.

With respect to **asset-based response planning**, the operational staff notes the following mitigation measures and procedures in the event that a major element (asset) of its treatment or distribution system is damaged:

* Water supply and local government officials will assess the nature and severity of the damaged asset. Through their combined experience, determinations will be made regarding the need for contractor or technical assistance to return the water supply to normal operation. Ultimately, the **responsible operator in charge** of the water system will make a determination of the measures necessary to respond to the situation in the most timely manner possible.
* The need for outside assistance, in part, will depend on the availability of redundant equipment and repair materials. These materials are generally located at the water treatment plant and public works facility.
* To allow the necessary time to affect a repair on the water supply treatment or distribution system asset(s), the water system has over one day of stored water at any time. Further, process and distribution controls will be utilized to isolate and repair the compromised asset.
* In the event of a cyber-attack on one of the system assets, compromised computers will be disconnected, and breached components will be isolated to prevent further damage or the spreading of malware. SCADA and computer consultants will be employed as needed.
* In the event of a power failure, the system has a backup generator as well as dual power feeds from the electrical grid. The backup generator can supply electricity to the water treatment plant and wells in the event of an electrical outage.
* Should a water system asset be damaged such that the system is rendered unable to supply water to its customers, operational staff will contact City, County and State Officials to ensure critical customers are notified of the emergency situation and contingencies are provided for potable water sources.
* Should an emergency situation occur that goes beyond the ability of local response, water supply officials will contact local and state ESDA. Additionally, contact will be made to the Illinois EPA and IEMA to corroborate the need for state relief efforts.
* During the emergency, water supply staff will monitor the situation through treatment plant and distribution system controls. E.g., process control testing, chemical usage, tower elevations, system pressures and disinfectant residuals will give an indication of the status of the safety and capacity of the water system. The water system maintains adequate testing equipment to evaluate these areas of concern and the safety of the water supply.
* Upon resolution of the emergency condition and repair to the affected asset(s), the responsible operator in charge will conduct an evaluation of the water system. Should water quality monitoring be necessary, the operational staff will coordinate with the Illinois EPA and County Health Department as well as its contractual laboratory to ensure the safety of the water.
* Throughout the emergency situation, communication with local, county and state officials will be of the utmost concern. The water supply will use Illinois EPA (and IEMA) as the focal point in disseminating status reports and seek their advice on the necessary action to return the system to normal operations. The water system does not require specialized equipment for this communication and recognizes that its contractual laboratory can report necessary information in an electronic form for state regulatory purposes.

With respect to **scenario response planning**, the operational staff notes the following mitigation measures and procedures if a natural disaster (e.g., tornado, flood, etc.) impedes the normal operation of the water system:

* Water supply and local government officials will assess the nature and severity of the damage to the wells, water treatment plant or distribution system. Through their combined experience, determinations will be made regarding the need for contractor or technical assistance to return the water supply to normal operation. Ultimately, the **responsible operator in charge** of the water system will make a determination of the measures necessary to respond to the situation in the most timely manner possible.
* The need for outside assistance, in part, will depend on the availability of redundant equipment and repair materials. These materials are generally located at the water treatment plant and public works facility.
* To allow the necessary time to affect a repair on the water supply treatment or distribution system asset(s), the water system has over one day of stored water at any time. Further, process and distribution controls will be utilized to isolate and repair the wells, water treatment plant or distribution system.
* In the event of a power failure, the system has a backup generator as well as dual power feeds from the electrical grid. The backup generator can supply electricity to the water treatment plant and wells in the event of an electrical outage.
* Should a water system be damaged such that the it is rendered unable to supply water to its customers, operational staff will contact City, County and State Officials to ensure critical customers are notified of the emergency situation and contingencies are provided for potable water sources.
* Should damage to the wells, water treatment plant or distribution system occur that goes beyond the ability of local response, water supply officials will contact local and state ESDA. Additionally, contact will be made to the Illinois EPA and IEMA to corroborate the need for state relief efforts.
* During the emergency, water supply staff will monitor the situation through treatment plant and distribution system controls. E.g., process control testing, chemical usage, tower elevations, system pressures and disinfectant residuals will give an indication of the status of the safety and capacity of the water system. The water system maintains adequate testing equipment to evaluate these areas of concern and the safety of the water supply.
* Upon resolution of the emergency condition and repair to the affected portion of the water system, the responsible operator in charge will conduct an evaluation of the water supply. Should water quality monitoring be necessary, the operational staff will coordinate with the Illinois EPA and County Health Department as well as its contractual laboratory to ensure the safety of the water.
* Throughout the emergency situation, communication with local, county and state officials will be of the utmost concern. The water supply will use Illinois EPA (and IEMA) as the focal point in disseminating status reports and seek their advice on the necessary action to return the system to normal operations. The water system does not require specialized equipment for this communication and recognizes that its contractual laboratory can report necessary information in an electronic form for state regulatory purposes.

|  |
| --- |
| **\*\*PRESS RELEASE\*\*** |
|  | Insert Logo/Seal Here if Desired |
| Contact Name: | Name Here |  |  |
| Contact Title: | Title Here |  |  |
| Phone: | Phone Here |  |  |
| Email: | Email Here |  |  |
| Web Address: | URL Here |  |  |
|  |  |  |  |
| **[NEWSWORTHY HEADLINE INCORPORATING NAME OF YOUR CITY/SYSTEM (70 Characters)]** |
|  |
|  |
|  |  |
| [CITY, STATE, DATE] — [INTRO PARAGRAPH] [Set the stage with two or three short sentences about the current situation that makes your press release relevant to readers.]. |  |
|  |
|  |
|  |
|  |  |
| [SECOND PARAGRAPH] [Give additional information by using the Five W’s of Journalism: Who was involved? What happened? Where did it happen? When did it happen? Why did that happen? Add calls to action and links.]. |  |
|  |
|  |
|  |
|  |  |
| [THIRD PARAGRAPH] [Offer information as to which customers are affected and what population may be at more risk.]. |  |
|  |
|  |
|  |
|  |  |
| [FOURTH PARAGRAPH] [Insert Instructions telling customers what they should be doing during the event (conserving water, boiling water, etc.).] |  |
|  |
|  |
|  |
|  |  |
| [BOILERPLATE PARAGRAPH] [If any health hazards exist, insert the boilerplate language in this space.]. |  |
|  |
|  |
|  |

|  |
| --- |
| **BOIL ORDER NOTICE** |
|   |
| **Date: Date Here** |  |  |
| **From: Name Here** |  |   |
|   |
| Describe what happened (main break, low disinfection levels, high turbidity levels, etc. here) Include if repairs have already been made or an estimate when repairs will be completed. |
|  |
|  |
|  |
|  |
|   |  |
| Include a description of the affected area and that customers should boil their water until further notice. |  |
|  |
|  |
|  |
|  |
|  |
|  |
|   |  |
| Use bottled water or bring tap water to a rolling boil for one minute, and cool before using. Boiled or bottled water should be used for drinking, making ice, washing dishes, brushing teeth, and preparing food until further notice. |  |
|  |
|  |
|   |  |
| The BOIL ORDER will remain in effect until laboratory sampling confirms that water that water quality has been fully restored. [Insert an estimated time such as: This will be Tuesday afternoon at the earliest.]. You will receive notification at that time. |  |
|  |
|  |
|  |
|   |  |
| If you should have any questions or need further information please call our public works office at [Insert Phone Number Here.]. |  |
|  |

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| --- |
| **\*\*\*FACILITY NAME\*\*\*** |
| **DO NOT USE THE WATER** |
|   |
| On [DATE] it was reported that the [Water Sytem's Name] has been or may be contaminated with [Insert Contaminant Here] |
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|   |  |
| The [Water System's Name] is providing an alternate source of water at [Insert Location Here] |  |
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|   |   |   |   |   |   |   |   |   |  |
| **Additional Information For Your Safety** |  |
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|   | • **DO NOT USE THE WATER**. You should **Not** use the water for drinking, making ice, brushing teeth, washing dishes, washing clothes, bathing, or food preparation. The alternative source of water should be used for all of the above necessities until further notice. |  |
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|   | • [Insert contaminant name here along with what it is primarily used for. Also list its health effects on humans (most of this information can be found in your CCR).]. |  |
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|   | • If you or someone you know exhibits any of these symptoms, immediately contact your health care provider. In addition, please notify the public health department at [Insert Local Health Departmet Number Here.]. |  |
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|   | • The water distribution system was contaminated or is suspected to be contaminated with. We are working with law enforcement and the public health officials to investigate/resolve this issue. We have tested and continue to test the water in various parts of the distribution system to verify the extent of the contamination.  |  |
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| If you should have any questions or need further information please call our public works office at [Insert Phone Number Here.]. |  |
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