

Emergency Response Plan

For

AK2-211821

Completed by:	Jennifer Lewis
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I. System Specific Information

System Contact Information

PWS-ID Number:	AK2211821
System Name:	Spenard Heights Water System
PWS Type	Class A (community)
Population Served:	100
Number of Connections:	27
PWS Contact Name:	Jennifer Lewis, Property Management Services, Inc
Title of Contact Person:	Manager
Contact Address:	601 W 41 st Avenue, Suite 201
City, Zip:	Anchorage, 99504
Contact Phone:	(907) 562-2929
Contact Fax:	(907) 562-3550

Emergency Contact Information

ER Lead:	Ronn Swank
Utility Title:	System Operator
Daytime Phone:	(907) 441-6569
Evening Phone:	(907) 441-6569
Cell Phone:	(907) 441-6569
Fax Number:	
Pager Number:	
Email:	mercytrainer@gci.net
Alternate ER Lead:	Larry Austin
Utility Title:	Board of Directors
Daytime Phone:	(907) 344-3455
Evening Phone:	(907) 344-3455
Cell Phone:	(907) 440-0218
Fax Number:	
Pager Number:	
Email:	larrylukecheryl@gmail.com

Person Responsible for Developing and Maintaining ERP

Employee Completing Plan:	Jennifer Lewis, Property Management Services, Inc
Title:	Manager
Phone Number:	(907) 562-2929
Outside Assisting Technician:	Ronn Swank
Phone Number:	(907) 441-6569
Date of Plan:	February 11, 2014

System Information – Drinking Water Source, Pumping, Treatment

Water Source = Groundwater:	Private well
Location:	6130 Loganberry, Anchorage, 99502
Depth/Description:	
Well Service Company:	Anchorage Well & Pump
Contact Phone:	Jim Ridgeway 243-0740
Well Pump Mfr.:	Zurac & Clayton
Well Pump Model:	
Location:	
Pump Service Company:	Anchorage Well & Pump
Contact Phone:	Jim Ridgeway 243-0740

Surface Water Source:	n/a
Location:	
Description:	
Pump Mfr.:	
Pump Model:	
Pump Service Company:	
Contact Phone:	

Transmission Line Pipe Type:	Galvanized steel
Pipe Size / Diameter:	2” (2 inch)

Treatment System Component Location:	n/a at this time all treatment is localized at service points
Description:	
Mfr./Model Number:	
Service Company:	
Contact Phone:	
Repair and/or Vendor(s):	
Contact Phone:	

System Information – Finished Water Storage, Distribution and Valves

Finished Water Tank or ClearWell:	n/a
Location:	
Capacity/Description:	
Mfr./Model Number:	
Service Company:	
Contact Phone:	

Distribution System Description:	Underground piping distributes the well water to individual connections.
Type of Pipe:	Galvanized steel
Size/Diameter:	2"
Length:	Approximately 3,200 linear feet of piping
Pipe Vendor:	
Contact Phone:	

Describe Hydrant/Appurtenance Locations:	n/a
Type of Hydrant:	
Number of Hydrant Type:	
Size of Hydrant:	
Number of Hydrant Size:	
Vendor:	
Contact Phone:	

Describe Valve Locations:	
Valve Type/Mfr.:	
Number of Valve Type/Mfr.:	
Valve Size:	
Number of Valve Size:	
Vendor:	
Contact Phone:	

System Information – Infrastructure

Building #1:	Well house
Location:	6130 Loganberry, Anchorage, 99502
Building Maintenance Contact:	Ronn Swank
Use/Description/Type:	The well house only serves the pump of the water system

Electrical Power Source:	Hardwired connection at pump house
Contact Name:	Chugach Electric Association
Contact Number:	(907) 563-7366

Auxiliary Power Source:	Stand alone generator with manual switch
Location/Description:	Well house
Mfr/Model Number:	Honda IGX
Service Company:	AC Electric
Contact Phone:	224-3687

Location of Site Plans and Facility “As-Built” Engineering Drawings:	The limited drawings currently are house via pdf at the offices of PMSI, 601 W 41 st Avenue, Suite 201, Anchorage, 99502
Operating Procedures and System Descriptions, O&M manual (including back-up systems):	Operations manuals are found in the well house with systems.

Location and Type of
Maintenance Supplies
and/or parts:

All supplies and tools are kept at the well house for expediency

System Information – Critical Customers

Name/Organization:

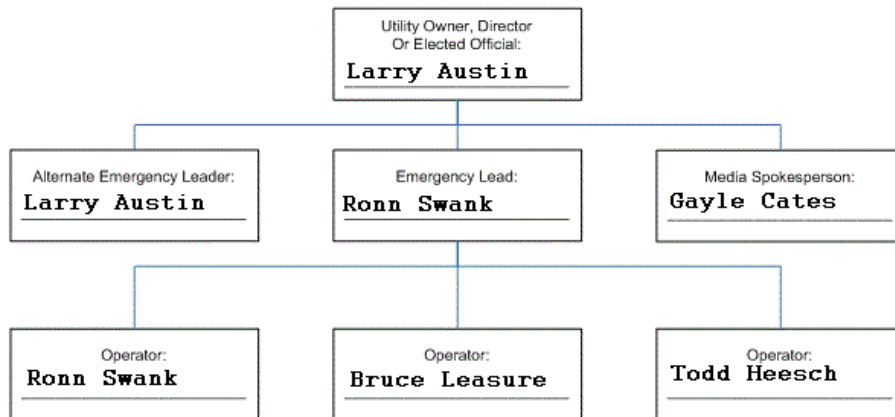
Location:

Contact Name:

Contact Number:

System Information – Additional Information

II. Internal Chain of Command



Internal Notification List

Order	Name	Emergency Title	Home Phone	Work Phone	Cell, pager or email
1.	Ronn Swank	Emergency Lead	441-6569		
2	Larry Austin	Utility Director or Elected Official	344-3455		
3.	Larry Austin	Alternate Emergency Lead	344-3455		440-0218
4.	Gayle Cates	Media Spokesperson			gmcates@gci.net
5.	Todd Heesch	Operator	222-5041		
6.	Jennifer Lewis, PMSI	Public Works Manager/Director	(907) 562-2929	(907) 562-2929	

III. External Communication

Title	Phone Number	Alternate Contact
Police	911	
Fire	911	
EMS	911	
Alaska State Troopers	(907) 269-5511	
DEC Drinking Water Program	269-7616	Mike Lewis
Clinic or Hospital:		
Local Public Health Department	(907) 343-6718	Health and Human Service
Mayor's Office	(907) 343-7100	
Regional Health Corporation	n/a	
Critical Customer:	n/a	
State Emergency Coordination Center	1-888-462-7100	
Alaska FBI Terrorism Contact	276-4441	
State HAZMAT Team	1-800-478-9300	
Remote Maintenance Worker:		
Heavy Equipment Operator:		
Laboratory/Water Testing:	Forest Taylor, SGS	Forest.Taylor@sgs.com
Well/Pump Service		
Newspaper:	(907) 257-4200	Anchorage Daily News

Current Equipment or Process	Model Number or Description	Type of Spare Parts on hand	Primary Manufacturer or Supplier	Contact Phone	Alternate supplier	Contact Phone
Well pump						
Pump repair kit						
Treatment pump						
Chlorinator						
Chlorination meter						
Chlorine						
Ozone						
Ozonator						
Ozonation meter						
Filtration string						
Filters						
Turbidity meter						
SCADA						
Auxiliary power						
Process chemicals						
Valves						
Distribution line						
Repair parts						

Media Plan

Our designated utility media spokesperson is:	Gayle Cates, gmcates@gci.net
Basic fact sheets and sample health advisories are located:	All information is available on the utilities website located at www.pmsialaska.com , to include CCRs and updates on construction.
Our notification plan for delivering messages (such as public health advisories) includes the following distribution methods:	Local postings in the event of emergencies Mass mail outs Notices on the website

Public and Media Communications Strategies

- Any decision to issue a public notification should be made in consultation with the State Drinking Water Program. You also should make arrangements with your local health department and/or other appropriate organizations prior to a major event in order to establish clear lines of communication.
- In your press release or notice you should explain to the media what information you are trying to communicate and why. The most important information, including a description of the situation, populations at risk, instructions to consumers, and potential health effects, should be near the beginning of any press release or notice. Be sure to include a contact name and telephone number so that the media can call you for more information. Remember to avoid technical or confusing language in your press releases and notices.

General Tips on Working with the Media

- Be truthful and up-front.
- Answer questions as well as you can, but don't be afraid to say that you need to check on something if there is a question you can't answer (once you find the information, quickly report back on what you've found).
- Be sensitive to the fact that reporters may be working on tight deadlines.
- Provide a list of the elements that should be addressed.
- Don't be upset if a newspaper article or news report isn't exactly as you would want it, but politely tell a reporter if a significant piece of information is wrong or missing.
- Don't be defensive when answering questions.

IV. Example Health Advisories

(Note: These must be customized and completed prior to use)

DRINKING WATER WARNING

Spenard Heights Water System water is contaminated with [fecal coliform] or [*E. coli*]

BOIL YOUR WATER BEFORE USING

Fecal coliform [or *E. coli*] bacteria were found in the water supply on INSERT DATE HERE. These bacteria can make you sick, and are a particular concern for people with weakened immune systems.

What should I do?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation **until further notice**. Boiling kills bacteria and other organisms in the water.
- *Fecal coliforms and E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.*
- If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice about drinking water from their health care providers.

What happened? What is being done?

Bacterial contamination can occur when increased run-off enters the drinking water source (for example, following heavy rains). It can also happen due to a break in the distribution system (pipes) or a failure in the water treatment process.

DESCRIBE CORRECTIVE ACTION HERE We will inform you when tests show no bacteria and you no longer need to boil your water. We anticipate resolving the problem within ESTIMATED TIME FRAME.

For more information, please contact Jennifer Lewis at (907) 562-2929 or P.O. Box 92130, Anchorage, AK 99509-2130. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1(800) 426-4791.

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.

This notice is being sent to you by Spenard Heights Water System State Water System ID#: AK2211821. Date distributed:

DRINKING WATER WARNING

BOIL YOUR WATER BEFORE USING

Disease-causing organisms have entered Spenard Heights Water System water supply.

These organisms are causing illness in people served by Spenard Heights Water System. We learned of a waterborne disease outbreak from INSERT AGENCY HERE on INSERT DATE HERE.

What should I do?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, food preparation and bathing until further notice. Boiling kills bacteria and other organisms in the water.
- DESCRIBE SYMPTOMS OF THE WATERBORNE DISEASE HERE If you experience one or more of these symptoms and they persist, contact your doctor. People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers.

What happened? What is being done?

DESCRIBE THE OUTBREAK, CORRECTIVE ACTION, AND WHEN THE OUTBREAK MIGHT END HERE.

We will inform you when you no longer need to boil your water.

For more information, please contact Jennifer Lewis at (907) 562-2929 or P.O. Box 92130, Anchorage, AK 99509-2130. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1(800) 426-4791.

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.

This notice is being sent to you by Spenard Heights Water System State Water System ID#: AK2211821. Date distributed:

WARNING

DO NOT DRINK THE WATER

CONTAMINANT NAME found in the Spenard Heights Water System water supply on
DATE

Bottled water can be obtained at _____, 24 hours per day.

What should I do?

- Do NOT drink the water.
- Symptoms associated with _____ are, _____.
- 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 343-4677.

What happened? What is being done?

SAMPLE NARRATIVE: On October 10th, the water distribution system was contaminated with cyanide. We are working with law enforcement and the public health department to investigate/resolve this issue. We have tested the water in various parts of the distribution system to verify the extent of the cyanide contamination. Based on these tests, we have isolated the portion of the system located north of Aspen Street and east of River Road. Everyone in this portion of the system should not drink the water. We have implemented additional security procedures to protect the system against further contamination. Additional information will be provided 24 hours/day on Channel 57-the local government television channel.

For more information, please contact Jennifer Lewis at (907) 562-2929 or P.O. Box 92130, Anchorage, AK 99509-2130. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1(800) 426-4791.

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.

This notice is being sent to you by Spenard Heights Water System State Water System ID#: AK2211821. Date distributed:

V. Personnel Safety

Emergency Response and Safety Plan

The evacuation plan for this facility is located:	Well house
The evacuation leader is (name):	Larry Austin
The assembly area is (location):	Jewel Lake and 61 st Avenue
The designated safety officer is (name):	Larry Austin
The written safety and health plan is located:	Well house
The MSDS book is located:	
Other safety plan documents are located:	Distributed to each resident

First Aid

The first-aid kit for this facility is located:	Well house
Our first-aid/CPR trained personnel are (names):	None

Personal Protective Equipment

Emergency response PPE for this facility includes:	None
PPE is located:	None

VI. Alternate Water Sources

Alternate Water Sources

**THERE ARE NO OTHER LOCAL WATER SOURCES
RESIDENTS ARE ADVISED TO HAVE 1 GALLON PER
PERSON, PER DAY IN THE EVENT OF AN EMERGENCY**

Name/ Description – Type of Source (e.g. lake, well, water hauler, bottled water)	Location	Contact Name & Phone	Written Mutual Aid Agreement in Place?	Type of Usage			
				Long-term	Short-term	DEC Approved Drinking Water	Non-DEC Approved for other uses

VII. Property Protection

Property Protection and Security

Our procedure for “lock down” or access control:

Pumps are turned off

The person responsible for establishing a security perimeter during an event is (name):

Anchorage Police Department
Anchorage Fire Department

Our procedure for evidence protection (if the event is a crime) is:

Anchorage Police Department
Anchorage Fire Department

Other property protection procedures and measures in place are:

None

VIII. Water Sampling and Monitoring

Standard Treatment and Monitoring - Plans

Our monitoring plan location is:	Property Management Services, Inc
The person responsible for routine monitoring is:	Ronn Swank
Our emergency sample collection kit is located:	Well house

Standard Treatment and Monitoring – Testing/Analysis

Analysis	Frequency	Laboratory (or in-house lab)	Contact Person	Phone
Arsenic	Yearly	SGS	PMSI	(907) 562-2929

Laboratory Contact List

Analysis	Laboratory	Physical Address	Contact Person	Phone
Pathogens				
Chemical				
Radiological				
Chemical Warfare or WMD Agents	National Response Center			1-800-424-8802
Chemical Warfare or WMD Agents	National Response Center	Seattle Office	24-hour Duty Officer	1-206-553-1263

Sample Collection Guidelines

Safety Guidelines

1. Do not enter the site to perform sampling until cleared. Hazardous materials response units may perform safety screening before allowing other responders to enter the site. Note that field safety screening does not generally include testing for pathogens.
2. Do not eat, drink, or smoke at the site.
3. Do not taste or smell the water samples.
4. Do use general personal protective equipment (PPE) such as splash-proof goggles, disposable gloves, proper footwear (i.e., no open toe or open heel shoes), a chemical resistant, disposable lab coat, and long pants. (Note that this level of PPE is only intended to minimize incidental contact with the water or chemical reagents used during sample collection or field testing.)
5. Avoid all skin contact with the water, and if incidental contact does occur, immediately flush the affected area with clean water brought to the site for that purpose.
6. Fill sampling containers slowly to avoid volatilization or aerosolization of contaminants.
7. Minimize the time that personnel are on the site and collecting samples.

Sampling Procedures

1. Pre-label sample containers with a waterproof marker. Information should include: analyte class (pathogen, chemical, or radionuclide), specific analyte (if sample is being collected for a specific target), sample identification number, utility name, location of sample collection, sample collection date and time, and sampler's initials.
2. Check for the presence of any in-line filters (e.g., home treatment devices) that might interfere with sampling. Remove such devices if present.
3. If the sample tap is the suspected point of contaminant introduction, collect swab samples from the tap before flushing the tap and collecting water samples.
4. Flush sample taps for a time sufficient to displace the water in connecting lines in order to obtain a sample that is representative of the water of interest. Keep the flow rate from the sample tap sufficiently low in order to avoid splashing and aerosolizing water droplets. Divert water to a drain if possible.
5. Carefully collect samples in the specified containers (see Section 3.3 of the "EPA Response Guidelines" available on the Resources page). If a reagent needs to be added to the sample, allow enough headspace in the container to add the proper amount of preservative. Cap then gently mix the contents to ensure that the reagent is properly mixed with the sample. Test the sample with a strip of pH paper to ensure preservation to the proper pH. Do not insert the pH paper into the sample container. Pour a small portion of the mixed sample into the container cap then pour from the cap onto the pH paper to verify
6. For chlorinated samples, VOCs should be collected into a secondary 8-oz. glass container (prepared with ascorbic acid - see footnote 1, Table 3.3 of the "EPA Response Guidelines" available on the Resources page). Gently mix the sample and transfer to 3, 40-ml VOA containers (triplicate). Fill the 40-ml container above the top to form a meniscus. Close the container with the Teflon side of the septa facing the water sample, gently invert the sample container several times, and verify that there are no air bubbles in the container. Once each container is tagged, the three 40-ml containers should be inserted into a plastic whirlpack bag (provided) and sealed prior to sample storage.
7. Wipe the outside of the sealed containers with paper towel.
8. Attach custody seal to the sample container.

9. Place the sealed container into a rigid cooler and pack with frozen ice packs (preferred) or sealable freezer bags filled with ice.
10. Tag each sample and record all necessary information on “Sample Documentation” and “Chain of Custody” forms.
11. After all samples have been collected, preservative blanks and temperature blanks should be prepared and tagged. A preservative blank should be prepared for each preservative used during the sampling event. The preservative blank can be prepared by adding the appropriate amount of preservative to the preservative blank containers, and tagging the sample for the appropriate analysis (i.e., HNO₃ preservative blank should be analyzed for metals). Additionally, a temperature blank container should be placed in each cooler containing samples.

Sample Holding

1. When samples are not in the possession of designated personnel, they should be secured (e.g., locked in a secure area) and only accessible by designated personnel. In the field, samples may need to be locked in a vehicle.
2. Samples should be chilled, but protected from freezing.
3. Samples should be held at the drinking water utility lab until shipped to a lab for analysis or until it is determined that they are not needed.
4. Samples that are held longer than the approved holding times for contaminant analysis may no longer be useful.

Sample Transport

1. Sample integrity and chain of custody must be maintained. All factors that might compromise sample integrity (e.g., storage containers, excessive transit time, temperature, pressure, physical disturbance, etc.) should be considered and appropriate measures taken to avoid compromising samples.
2. Sample packaging must be in compliance with shipping regulations.
3. Samples may be screened by law enforcement and/or ICs prior to sample transport to the laboratory.
4. Samples will be transported to the appropriate laboratory in coordination with law enforcement using appropriate air and ground assets.

