



# Emergency Response Plan

Platte Canyon & Southwest Metropolitan Water and Sanitation Districts

2023 Update

# Agenda



Why update



Process of  
updating



Training



Next steps

**Platte Canyon  
and  
Southwest Metropolitan  
Water and Sanitation  
Districts**

**Emergency Response Plan**

Prepared by: Patrick Fitzgerald  
Last reviewed: July 2005  
Copy No. 13 Assigned to: \_\_\_\_\_

Date Printed: January 19, 2012  
Unit: Emergency Response #2

# Emergency Response Plan 2005

- Last update was in 2005
- 175 Pages - too much text
- Outdated information
- AWIA Report
- Threat Assessment
  - Staff
  - Building
  - Assets

# Where do we start?



- Create ERP Team
- Schedule meetings
- Read through old ERP
- Download EPA Template

Alyssa Quinn – Assistant Manager

Scott Hand – Operations Supervisor

Adam Morse – IT/GIS Specialist

Bridget Butterfield – Communications Coordinator

John Mathias – Senior Operator

# Brainstorming – Researching

- Staff used the AWIA report produced by Hazen and Sawyer
- Researched other utilities ERP's
- Reviewed District's policies and procedure
  - Operations Manual
  - Safety Manual



## Risk and Resilience Summary for Southwest Metropolitan Water and Sanitation District

FOR AUTHORIZED USE ONLY, Not Subject to Open Records Request  
Hazen Project No. 70058-000

This document is for authorized use only and should be distributed only on a need-to-know basis. All contents of this document are the collaborative compilation of information and decisions of Southwest Metropolitan Water and Sanitation District and Hazen Staff who worked on the project.

February 18, 2021



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## Brainstorming - Collaborating

- Each team member worked on their area of expertise during the week.
- Met every two weeks to bring ideas and information together
- Reached out to other entities for contact information
  - Parks
  - Ditches
  - HOAs
  - Commercial Properties

# Creating Resources

## Actions to Respond to a Flood



### With Advance Notice

#### Facility and Service Area

- Secure equipment: move electronics, equipment and important data to a water-tight facility or out of flood-prone areas. Determine areas outside of the floodplain where vehicles/equipment can be moved.
- Clear storm drains and set up sandbags to protect facilities in flood-prone areas. Place sandbags on the top of tanks so that backwash water is directed away from plant structures.
- Check that back-up equipment and facility systems, such as controls and pumps, are in working order.
- Protect exposed lines or pipes that may become vulnerable due to streambank erosion.

#### Power, Energy and Fuel

- Fuel vehicles and fill fuel tanks to full capacity and ensure that you have the ability to manually pump gas in the event of a power outage. Ensure this equipment and other hazardous materials are located in a safe zone.

#### Personnel

- Ensure your personal safety and proceed with emergency response only when it is safe to do so.
- Account for all personnel and provide emergency care, if needed. Caution personnel about known hazards resulting from floods.
- Deploy emergency operations and clean-up crews. Identify key access points and roads for employees to enter the utility and critical infrastructure; coordinate the need for debris clearance with local emergency management or prioritize it for employee operations.

#### Coordination

- If needed, request or offer assistance (e.g., equipment, personnel) through mutual aid networks, such as WARN.

#### Communication with Customers

- Notify customers of any water advisories and consider collaborating with local media (television, radio, newspaper, etc.) to distribute the message. If emergency water is being supplied, provide information on the distribution locations.

#### Facility and Service Area

##### Overall

- Conduct damage assessments of the utility to prioritize repairs and other actions.
- Check that back-up equipment and facility systems, such as controls and pumps, are in working order. Refer to O&M manual for procedures to remedy any faults.

- If necessary and possible, turn off all utilities associated with your facilities to prevent further damage and minimize electrical and explosive hazards.

##### Drinking Water Utilities

- Ensure pressure is maintained throughout the system and isolate those sections where it is not.
- Isolate and control leaks in water transmission and distribution piping.
- Monitor water quality, develop a sampling plan and adjust treatment as necessary.
- Notify regulatory/primacy agency if operations and/or water quality or quantity are affected.

## Actions to Respond to a Wildfire



#### Personnel

- Remind personnel that their personal safety is paramount. Proceed with emergency response only when it is safe to do so.
- Account for all personnel and provide emergency care, if needed.
- If personnel are in the field, communicate with the National Weather Service (NWS) on local wind conditions in the fire area so staff are aware of how quickly winds are shifting and if evacuation from facilities is required.
- Deploy emergency operations and clean-up crews.
  - Identify key access points and roads for employees to enter the utility and critical infrastructure
  - Coordinate the need for debris clearing with local emergency management or prioritize it for employee operations.

#### Safety First

- Constantly assess the scene, know your surroundings, and move to safe spots.
- Pay attention to all emergency alerts, instructions, and evacuate immediately if told by authorities.
- Turn off air conditioning or air circulation systems.
- Have an N-95 or other type of respirator available, if possible, to limit exposure to smoke and other toxic fumes.
- Wet debris to minimize the risk of inhaling dust particles.
- If returning from evacuation, remember that dangers could still exist for personnel such as hot spots, charred and fallen trees, downed power lines, smoldering and falling debris, sinkholes, mud and landslides, etc.

- Fatigue during extended periods of emergency work is common and quite dangerous. Be sure to get plenty of rest and stay alert, even outside of the disaster zone.

#### Coordination

- As soon as possible, reach out to your local EMA to maintain awareness of the situation and, if possible, to lend or receive assistance.
- Notify your local EMA and state regulatory agency of your system's operational status and any needs and maintain communication with both.
  - Coordinate on issuance of water advisories, as appropriate.
- If needed, request or offer assistance (e.g., equipment, personnel) through mutual aid networks, such as WARN.
- Assign a utility representative to coordinate with the community's incident command post or EOC either virtually or in-person.
- Establish connection, if possible, with the fire cooperators meeting location for coordination with responding state and local fire agencies.

#### Communication with Customers

- Notify customers of any water restrictions or advisories (e.g., boil water, due not use, do not flush) and consider having your designated spokesperson collaborate with local media (television, radio, newspaper, etc.) and your local EMA (reverse 911, text alerts, etc.) to distribute the message.
  - If conditions are unknown, consider issuing a precautionary water advisory.

#### Facility and Service Area

##### Overall

- Conduct damage assessments of the utility to prioritize repairs and other actions if conditions are safe.

## Actions to Respond to a Power Outage



#### Notifications

- Immediately notify your electric utility and local emergency management agency of power outages impacting your facilities. Inform them of:
  - how long you can sustain operations without grid power
  - the consequences to the community of the loss or reduction of water and wastewater services (e.g., a possible reduction in fire protection)
- Know water storage and wet well capacities for determining when storage will be exhausted.
- Maintain contact with your electric utility provider to obtain power outage duration estimates.
- Notify the public of any boil water notices or water use restrictions.
- As needed, request generators and fuel through your WARN, other mutual aid networks and/or the local emergency operations center (EOC). Once your need is met, be sure to cancel any outstanding requests.

#### Generators

- Monitor power quality and proactively switch to generators if there is poor power quality, which can damage equipment.
- Establish a schedule for maintenance, fuel checks and refueling for each generator, and ensure scheduled maintenance is regularly completed. The standard service interval is 240 operational hours or after every 10 days of continuous operations. Be sure to plan for redundancy as in most events there is over 10% failure of backup equipment.
- Consult with air quality agencies as necessary for emergency waivers for prolonged use of certain kinds of generators.

#### Fuel

- Constantly monitor fuel quality and needs and coordinate fuel deliveries to generators. If possible, shut down generator during refueling.
- Shut down generators based on operational conditions to conserve fuel.
- Consider cancelling any non-essential trips in utility administrative vehicles to prolong your fuel reserves.
- Adjust climate control systems and any other large electrical uses at critical facilities to prolong generator run times.
- Implement staff carpooling to and from work where possible.

#### Operations

- Plan for and be prepared to reduce levels of service across the system or in pressure zones incrementally; plans should include actions taken to restore operations to normal levels.
- Be prepared to operate components of your utility manually without the aid of computerized systems.

#### Documentation

- Utilize the Response On-The-Go mobile app to complete and send an incident assessment.
- Document all damage assessments, mutual aid requests, emergency repair work, fuel and equipment used, purchases made, staff hours worked and contractors used during the response to assist in requesting reimbursement and applying for federal disaster funds. When possible, take photographs of damage at each work site (with time and date stamp). Proper documentation is critical to requesting reimbursement.

Meet with  
Outside  
Partners

Denver Water – Mallory  
Buys – Emergency  
Manager

Jefferson County Sheriff's  
Office – Mark Bybee,  
Deputy Crime Prevention





# Jefferson County Sheriff

- Walked through ERP
- Assisted with creation of Active Shooter Plan
- Walked the entire building/premises
- Suggested updates and changes to building security, evacuation plan and training

# What changes have been made?

- Increased security at office
  - Locked doors
  - Increased Cybersecurity training
  - Additional IT security measures
- Staff safety
  - Mace
  - Emergency Communication System



# What Comes Next?

## • Training

- ERP review with all staff
- Active Shooter Training
  - Staff
  - Board members
- Simulated emergency training in field
  - Pump stations – a day with no power
- Fire drills
- Simulated IT drills – a day with no power

# What Comes Next?

- Safety
  - Increase security at District office building.
    - Keycards
    - Gates
    - Additional Cameras
    - Locks/safe rooms
  - Update and add security systems at pump stations (cameras, keycards).
- Water system upgrades
  - Add additional connections to decrease outage areas.
- Landscape revisions
  - Fire resistant options for all facilities

