**Annex: Drinking Water Program**

1. **Purpose, Scope, Situation, and Assumptions**
2. **Purpose and Scope**

**Purpose**

This Annex describes the roles and responsibilities in responding to a Public Water System (PWS) emergency in Maine with a focus on the role of the Maine Drinking Water Program (DWP) in such an emergency.

**Scope**

The DWP is responsible for regulating public water systems. The DWP provides assistance to PWSs as needed during emergencies. Most drinking water emergencies involve water main breaks, loss of electricity, pump failure, or contamination, which is largely handled by the drinking water system. However, the DWP plays a greater role in the response to drinking water emergencies as the events increase in size to exceed the capabilities of the drinking water systems. This Annex describes how the DWP will respond to PWS emergencies.

1. **Situation Overview**
2. **Characteristics of the DWP**

The DWP has offices at:

* 286 Water Street, Augusta, Maine
* 396 Griffin Road, Bangor, Maine
* 1037 Forest Avenue, Suite 11, Portland, Maine
* 1235 Central Drive, Presque Isle, Maine

The DWP has 39 full time employees that are made up of:

* Administration
* Compliance and Enforcement Team
* Field Inspection Team
* Information Management Team
* Subsurface Wastewater Team
* Water Resources Team

The DWP regulates approximately 1,900 PWSs statewide, and is responsible for ensuring municipalities properly implement the Subsurface Wastewater Disposal Rules.

The Director of the Drinking Water Program and the managers of each of the 5 Teams make up the Incident Management Team (IMT) for the DWP.

The entire DWP Incident Management Team must be immediately activated if one of the following conditions occurs:

* The water system is incapable of handling the emergency event;
* The event poses a life safety threat;
* There is a reputation management risk for the DWP; or
* The member of the Incident Management Team in control of the DWP response determines the need for full activation of the Incident Management Team.

In the event a Public Water System emergency expands beyond DWP capabilities and/or public health is threated, the DWP IMT will notify the CDC Initial Response Team.

1. **Hazards Profile**

The state of Maine is subjected to the effects of many disasters, varying widely in type and magnitude from local communities to statewide in scope.

Disaster conditions could be a result of a number of natural phenomena such as floods, severe thunderstorms, tornados, hurricanes, high water, drought, severe winter weather, ice storms, fires (including urban, grass, and forest fires), severe heat, high winds, earthquakes or pandemics/ epidemics. Apart from natural disasters, Maine is subject to a myriad of other possible disaster contingencies, such as derailments, aircraft accidents, transportation accidents involving chemicals and other hazardous materials, plant explosions, chemical oil and other hazardous material spills, leaks or pollution problems, dumping of hazardous wastes, building or bridge collapses, utility service interruptions, information systems failure, energy shortages, food contamination, water supply contamination, civil disturbances, terrorism, cyber-attack, or a combination of any of these which might result in mass casualties and / or mass fatalities.

1. **Vulnerability Assessment**
* Natural weather events can severely affect PWSs causing power outages, infrastructure damage, and drinking water contamination.
* Communications, infrastructure disruption, and supply shortages can severely affect PWSs ability to treat and distribute drinking water to consumers.
* Accidental or intentional chemical or biological release into a drinking water source would severely affect a PWS causing water contamination.
1. **Planning Assumptions**

The DWP will use the National Incident Management System (NIMS) as a basis for supporting, responding to, and managing Annex activities.

Emergencies and disasters affecting the public health will be managed at the lowest possible geographic, organizational, and jurisdictional level using the Incident Management System, and will be conducted at the lowest activation level to effectively and efficiently handle the situation.

Emergencies and disaster events may:

* Require significant communications and information sharing across jurisdictions and between the public and private sectors, as well as media management.
* Involve single or multiple geographic areas.
* Involve multiple varied hazards or threats on a local, regional, state, or national level.
* Involve isolated or widespread disruption to critical infrastructure and other impacts to the environment.
* Overwhelm the capacity and capabilities of local or state agencies.
* Require short-notice asset coordination and response timelines.
* Require collaboration with non-traditional partners.
* Require deployment of equipment and personnel.
* Require prolonged, sustained incident management operations and support activities.
* Require response operations for an extended period of time as the emergency or disaster situation dictates.

This Annex reflects the additional assumptions and considerations below:

* The highest priorities of any incident management system are always life/safety for staff, responders, and the public health and safety of the public.
* The DWP may need to reassign staff and resources to support time critical and priority tasks during an emergency. Staff will not be reassigned without appropriate training (including safety training).
* The DWP will support and work in partnership with local, tribal, state, and federal response and recovery efforts.
1. **Concept of Operations**
2. **General Emergency Response Protocol**

Response

1. The DWP is notified of an emergency by a Public Water System or other entity.
2. Activate Drinking Water Program Incident Management Team, as needed.
3. Implement DWP emergency response protocols.
4. Activate additional DWP personnel, as needed.
5. If requested, provide water testing media.
6. If necessary, notify Epidemiology and/or Toxicology.
7. Notify Maine CDC Initial Response Team if the event exceeds DWP capabilities and/or public health is threatened.
8. Provide public notification.
9. If requested, assist with locating parts and equipment.

Recovery/Mitigation

1. Demobilize DWP Incident Management Team.
2. Release unnecessary personnel.
3. Begin long and short term recovery activities.
4. Perform After Action Report.
5. **Hazard Control and Assessment**
	1. Perceive the threat
		* + DWP is notified by PWS or other entity of emergency.
			+ Use DWP emergency response protocols.

2. Assess the hazard

* + - * Work with PWS and other agencies to assess the hazard.
			* Use DWP emergency response protocols.

3. Monitor hazard

* + - * Work with PWS and other agencies tomonitor hazard.
			* Use DWP emergency response protocols.

**C. Protective Action Selection**

1. Analyze the hazard
	* Work with PWS and other agencies to determine the hazard.
	* Use DWP emergency response protocols.
2. Determine protective action
	* Use DWP emergency response protocols.
3. Determine public warning
	* Use DWP policies and protocols.
4. Determine protective action implementation plan.
	* Use DWP emergency response protocols.

**D. Public Warning**

1. Determine message content
	* Assist PWS with message content.
2. Select appropriate public warning system(s)
	* Assist PWS with selecting public warning system.
3. Disseminate Public Warning
	* Post Public Warning on DWP website, use DWP Drinking Water Orders email distribution list.

**E. Protective Action Implementation**

1. Monitor progress of protective action implementation

2. Public information, guidance, directions

* Provide information to PWS as needed.
* Post Public Warning on DWP website, use DWP Drinking Water Orders email distribution list.

**F. Short-term Needs**

1. Reassign and train staff, as needed, to carry out critical DWP functions.

2. Staff may need to work longer hours or different shifts.

3. Additional staff outside of DWP may be needed to carry out administrative tasks such as answering phones.

**G. Long-term Needs**

1. Re-entry

Staff that was reassigned will be released back to their normal day-to-day assignments.

2. Recovery

 DWP will return to normal operations.

**III. Organization and Assignment of Responsibilities**

A. General

The DWP works to ensure safe drinking water in Maine, to protect public health, by administering and enforcing drinking water and subsurface wastewater regulations, providing education and technical and financial assistance.

B. Organization

The DWP implements the Safe Drinking Water Act, State of Maine Rules Relating to Drinking Water, Subsurface Wastewater Disposal Rules, Rules for Appointment and Administration of Local Plumbing Inspectors, Rules for Site Evaluators of Subsurface Wastewater Disposal Systems.

* The Compliance & Enforcement Team (CET) monitors water system performance.
* The Field Inspection Team (FIT) conducts sanitary surveys, and administers construction loans.
* The Information Management Team (IMT) provides database management, mapping, and communications support.
* The Subsurface Wastewater Team (SSWW) works with Towns to issue plumbing & subsurface wastewater permits, supervises Local Plumbing Inspection Programs, licenses site evaluators for subsurface wastewater disposal systems, and conducts site inspections.
* The Water Resources Team (WRT) oversees operator and well driller licensing, education and outreach, system assistance, and grants and loans.

 C. Assignment of Responsibilities

1. The Director of the DWP is the pre-designated functional area representative to the Public Health Emergency Operations Center (PHEOC).
2. The CET, FIT, IMT, SSWW, and WRT managers are the designated backup personnel to the Director of the DWP.

 D. Support Functions

The Maine Water/Wastewater Agency Response Network (WARN) is a group of utilities capable of assisting PWSs during an emergency. They can provide equipment or water system personnel.

Maine Rural Water Association is capable of assisting PWS during an emergency. They have water quality specialists that can go on-site and assist PWSs.

**IV. Direction, Control, and Coordination**

A. Authority to Initiate Actions

* + - 1. The DWP Incident Management Team is responsible for activating and implementing the Annex. The decision will be made by the responsible official(s) within the DWP. The DWP Incident Management Team will notify Maine CDC Initial Response Team if the emergency exceeds DWP capabilities and/or public health is threatened.

B. Command Responsibility for Specific Actions

1. Direction of response

a. The DWP Director has the responsibility for addressing PWS emergencies.

b. When a PWS emergency exceeds DWP capabilities and/or public health is threatened, the response activities will be carried out from the PHEOC.

c. ME CDC will coordinate their operations through the DWP’s designated officials or their designated representatives.

2. Incident Command System

All staff within the DWP have been trained in *IS-100.PWB-* *Introduction to the Incident Command System for Public Works* and *IS-700.A NIMS an Introduction.*

The ME CDC Incident Command Structure is responsible for directing the ME CDC emergency operations and maintaining command and control of the PHEOC operations.

 3. Assistance

If the DWP’s own resources are insufficient or inappropriate to respond to the emergency situation, a request may be made through the PHEOC for assistance from other division/department/programs, other states (by previous agreement), or the Federal government. All response divisions/department/programs are expected to fulfill mission assignments directed by the incident commander.

**V. Information Collection and Dissemination**

A. Disaster information managed by the ME CDC Emergency Operations Center is coordinated through DWP representatives located in the PHEOC. These representatives collect information from and disseminate information to counterparts in the field. These representatives also disseminate information within the PHEOC that can be used to develop courses of action and manage emergency operations.

B. The type of information needed, where it is expected to come from, who uses the information, how the information is shared, the format for providing the information, and specific times the information is needed are as follows:

 1. The DWP will collect information from a PWS on the emergency situation such as: nature of the problem, when it occurred, who has been notified, what equipment/services has been interrupted/affected, if water quality has been compromised, if water samples have been taken, any reports of illness, what actions have been taken, what assistance DWP can provide.

 2. The DWP will distribute information through the DWP Drinking Water Orders email distribution list as needed.

**VI. Communications**

1. Communication protocols and coordination procedures are described in detail in the Maine CDC Communications Plan. Please refer to this plan for additional information.
2. The DWP uses a Drinking Water Orders email distribution list (DEH Drinking Water Orders) to notify staff within the CDC and other State Agencies of Drinking Water Orders.
3. Drinking Water Orders are posted on the DWP website at [www.medwp.com](http://www.medwp.com)

**VII. Administration, Finance, and Logistics**

A. General Policies

This section outlines general policies for administering resources, including the following:

1. Appointment of officials

1. The DWP Director will appoint officials.

2. Funding and accounting

* 1. Refer to the ME CDC All Hazards Emergency Operations Base Plan

3. Records and reports

a. Responsibility for submitting DWP incident documentation and reports to the ME CDC PHEOC Incident Planning Chief rests with DWP’s designated representative in the PHEOC.

b. DWP’s representative to the PHEOC maintains records of expenditures and obligations in emergency operations. The representative supports the collection and maintenance of narrative and long-type records of response to all declared disasters from their area.

 4. Agreements and Understandings

 a. General

i. Emergency use of resources and capabilities of organizations that are not part of a government structure will be pre-arranged through agreements to the maximum extent feasible. Duly authorized officials will enter into agreements, which will be formalized in writing whenever possible.

ii. Agreements between elements of the same government will be included in their respective annexes. Details of such agreements, which are inappropriate for inclusion in these annexes, will be set forth in an SOP, instructions, or other directives of the units of government concerned.

iii. Unless otherwise provided, agreements remain in effect until rescinded or modified. Annual or other periodic updates will prevent them from becoming outdated.

iv. A clear statement of agreement regarding payment reimbursement for personal services rendered, equipment costs, and expenditures of material is mandatory.

 b. Agreements

Agreements with private relief organizations provide immediate aid to disaster victims and/or provide some types of aid/service that the government is unable to render.

c. Understandings MOUs with other internal and external partners recognize that certain situations require effective coordination and cooperation between partners to achieve effective response and provide for the general safety and health of residents. These documents formalize and focus attention on commitments and help avoid misunderstandings.

 5. Assistance Stipulations

Organizational policies that have been established regarding the use of volunteers or accepting donated goods and services should be summarized.

* Refer to the Volunteer Management Annex.

B. Additional Policies

1. When the resources of state government are exhausted or when a needed capability does not exist within state government, the state PHEOC will authorize a call for assistance from the adjacent states through EMAC or from the Federal government.

2. The DWP representative to the PHEOC will submit periodic situation reports to the Incident Commander during a major disaster using standard ICS formats.

**Update to match guide Annex Maintenance**

A. Development

1. ME CDC PHEP is responsible for coordinating ME CDC emergency preparedness planning.

2. The director of the DWP in conjunction with the division/department/programs emergency preparedness coordinator is responsible for emergency planning and will submit planning materials to the PHEP Emergency Preparedness Planner for inclusion in the ME CDC All Hazards EOP.

B. Maintenance

1. Requirements

a. The DWP emergency preparedness coordinator will maintain, distribute, and update the annex. Responsible officials within the DWP should recommend changes and provide updated information periodically (e.g., changes of personnel and available resources). Revisions will be forwarded to people on the distribution list.

b. Directors of supporting partner organizations have the responsibility of maintaining internal plans, SOPs, and resource data to ensure prompt and effective response to and recovery from emergencies and disasters.

 2. Review and Update

a. Review

The annex and its appendices should be reviewed annually by DWP officials. The designated DWP emergency preparedness coordinator should establish a process for the annual review of planning documents by those tasked in those documents, and for preparation and distribution of revisions or changes, and for inclusion in the ME CDC All Hazards EOP.

b. Update

i. Changes

 Changes should be made to this annex when the document is no longer current. Changes may be needed:

1) When hazard consequences or risk areas change

2) When the concept of operations for emergencies changes

3) When departments, programs, or groups that perform emergency functions are reorganized and can no longer perform the emergency tasks laid out in planning documents

4) When warning and communications systems change

5) When additional emergency resources are obtained through acquisition or agreement, the disposition of existing resources changes, or anticipated emergency resources are no longer available

6) When a training exercise or an actual emergency reveals significant deficiencies in existing planning documents

7) When State/territorial or Federal planning standards for the documents are revised

ii. Methods of Updating Planning Documents

 1) Annex Revision

A revision is a complete rewrite of an existing annex or appendix that essentially results in a new document. Revision is advisable when numerous pages of the document have to be updated, when major portions of the existing document must be deleted or substantial text added, or when the existing document was prepared using a word processing program that is obsolete or no longer available. Revised documents should be given a new date and require new signatures by officials.

 2) Formal Annex Change

A formal change to a planning document involves updating portions of the document by making specific changes to a limited number of pages. Changes are typically numbered to identify them, and are issued to holders of the document with a cover memorandum that has replacement pages attached. The cover memorandum indicates which pages are to be removed and which replacement pages are to be inserted in the document to update it. The person receiving the change is expected to make the required page changes to the document and then annotate the record of changes at the front of the document to indicate that the change has been incorporated into the document. A change to a document does not alter the original document date; new signatures on the document need not be obtained.

**Authorities and References**

Federal Authority

* Safe Drinking Water Act

State Authority

* State of Maine Rules Relating to Drinking Water
* Subsurface Wastewater Disposal Rules
* Rules for Appointment and Administration of Local Plumbing Inspectors
* Rules for Site Evaluators of Subsurface Wastewater Disposal Systems CMR
* ME CDC All Hazards Emergency Operations Plan

References

State

* ME CDC All Hazards Emergency Operations Plan
* ME DWP Emergency Response Plan
* ME DWP Continuity of Operations Plan

**Appendix of DWP Emergency Response Procedures**

## Boil Water Order

**Water System**

**Determine Conditions for Order**

**Implement Public Notification Strategy**

1. Acute bacteria violation (fecal or E. Coli – issued after resample); repeated non-acute bacteria violations.
2. Turbidity MCL violation (above 5.49 NTU).
3. Untreated surface water entering system.
4. System without water or with negative pressure zones.
5. No working chlorination for system with required chlorination.
6. Dead animals (mice, rats, birds, etc.) observed in any groundwater source.
7. In lieu of routine sampling where chronic contamination has occurred.
8. Equipment failure resulting in inadequate disinfection and/or filtration of a surface water supply not immediately repairable.
9. Well head submerged without water-tight well-cap.

**Step 1 – Identify who must be notified**

1. Critical water users (hospitals, schools, nursing homes, etc.)
2. Public officials
3. Neighbor water systems
4. Public

**Step 2 – Identify notification method**

1. Radio / Television / Media
2. Door to door
3. Posted orders
4. Phone

**Drinking Water Program**

**Boil Water Conditions**

Determine if a Boil Order needs to be issued.

Provide appropriate language for Order

Obtain approval of CDC Public Information Officer

Fax Order if necessary

Notify field staff

Notify: Department of Agriculture

Eating and Lodging

Epidemiology

**Boil Water Order (page 2)**

**Drinking Water Program**

**Water System**

**Verification of Safe to Use**

**Return to Normal Operations**

All samples are negative for bacteria.

The Drinking Water Program will perform sampling for non-community water systems and community water systems that service less than 500 population. The PWS bears the expense of water sampling. Water systems are responsible for sampling if servicing larger than 500 population. All samples must be negative for the contaminant (bacteria or chemical) to remove an order.

The required number of samples corresponds to the population requirement of the Total Coliform Rule, but in no case shall be less than three. The population determination for a Boil Water Order shall be based upon the affected area of the Boil Water Order.

**Return to Service**

1. Establish or reestablish disinfection and maintain residuals, or repair deficiency and disinfect system.
2. Turbidity drops to acceptable levels throughout system.
3. Reestablish filtration and/or disinfection.
4. Reestablish service and maintain positive pressure.
5. Reestablish chlorination and maintain residuals.
6. Removal of remains and disinfection of system.
7. Reestablish sampling.
8. Repair or replacement of equipment.
9. Suspend use of emergency source.

Notify DWP and public

Perform sampling if required

Verify negative samples

Provide sampling media if requested

**Boil Water Corrective Actions**

Enter information into database

**Based on conditions list.**

Notify staff, Maine CDC programs and state agencies previously notified of the event

## Do Not Drink Order

**Water System**

**Determine Conditions for Order**

**Implement Public Notification Strategy**

1. Acute threat to public health posed by chemical contamination.
2. Unknown levels of contaminant that do not pose a respiratory or dermal threat.

**Step 1 – Identify who must be notified**

1. Critical water users (hospitals, schools, nursing homes, etc.)
2. Public officials and DWP
3. Neighbor water systems
4. Public

**Step 2 – Identify notification method**

1. Radio / Television / Media
2. Door to door
3. Posted orders
4. Phone

**Drinking Water Program**

**Do Not Drink Conditions**

Determine Do Not Drink Order needs to be issued.

Provide appropriate language for Order

Obtain approval of CDC Public Information Officer

Fax Order if necessary

Notify field staff

Notify: Department of Agriculture

Eating and Lodging

Epidemiology

**Return to Service**

1. Install treatment.
2. Eliminate the source of contamination
3. Flush disinfection system

**Do Not Drink Corrective Actions**

**Based on conditions list.**

Enter information into database

**Do Not Drink Order (page 2)**

**Drinking Water Program**

**Water System**

**Verification of Safe to Use**

**Return to Normal Operations**

All samples are below acceptable levels for contaminant.

The Drinking Water Program will perform sampling for non-community water systems and community water systems that service less than 500 population. The PWS bears the expense of water sampling. Water systems are responsible for sampling if servicing larger than 500 population. All samples must be below the acceptable levels for the contaminant.

Types and collection of samples are determined by the Maine Center for Disease Control in conjunction with the PWS. Additional input may be sought from the US Environmental Protection Agency, US Center for Disease Control, the Maine Emergency Management Agency and others.

Notify DWP and public

Perform sampling if required

Verify negative samples

Provide sampling media if requested

Notify staff, Maine CDC programs and state agencies previously notified of the event

## Do Not Use Order

**Water System**

1. Potential or confirmed criminal contamination of distribution system.
2. Public Health outbreak from contaminated distribution system.
3. Where contact with skin or exposure to fumes may cause illness.

**Determine Conditions for Order**

**Implement Public Notification Strategy**

**Step 1 – Identify who must be notified**

1. Critical water users (hospitals, schools, nursing homes, etc.)
2. Public officials
3. Neighbor water systems
4. Public

**Step 2 – Identify notification method**

1. Radio / Television / Media
2. Door to door
3. Posted orders
4. Phone

**Drinking Water Program**

**Do Not Use Conditions**

Determine if a Do Not Use Order needs to be issued.

Provide appropriate language for Order

Obtain approval of CDC Public Information Officer

Fax Order if necessary

Notify field staff

Notify: Department of Agriculture

Eating and Lodging

Epidemiology

Notify CDC Public Information Officer

1. Flush and disinfect system.
2. Eliminate the source of contamination.
3. Install treatment.

**Do Not Use Corrective Actions**

**Based on conditions list.**

**Return to Service**

Enter information into database

**Do Not Use Order (page 2)**

**Drinking Water Program**

**Water System**

**Verification of Safe to Use**

**Return to Normal Operations**

All samples are below acceptable levels of contaminant.

The Drinking Water Program will perform sampling for non-community water systems and community water systems that service less than 500 population. The PWS bears the expense of water sampling. Water systems are responsible for sampling if servicing larger than 500 population. All samples must be below the acceptable levels for the contaminant.

Types and collection of samples are determined by the Maine Center for Disease Control in conjunction with the PWS. Additional input may be sought from the US Environmental Protection Agency, US Center for Disease Control, the Maine Emergency Management Agency and others.

Notify DWP and public

Perform sampling if required

Verify negative samples

Provide sampling media if requested

Notify staff, Maine CDC programs and state agencies previously notified of the event

## Water System Component Failure

**Drinking Water Program**

**Water System**

Discovery of component failure

Prepare DWP Incident Management Team

If system dewatered, loss of pressure, or loss of disinfection

Determine extent of system failure

**Determine Public Health Consequences**

Activate additional DWP personnel, as needed

If necessary, notify Epidemiology

**Implement Operation Responses**

Repair, disinfect, and purge equipment

Notify Maine CDC Initial Response Team if public health is threatened

**Implement Public Notification Strategy**

Provide public notification

**Implement Alternate Water Supply**

Provide alternate sources of water supply

Notify public

Demobilize alternate water supply

**Return to Normal Operations**

Perform After Action Analysis

Notifies

If requested, assist with locating parts and equipment.

Test water quality

Test water quality

Notify Drinking Water Program if test results are fecal positive

If requested, provide water testing media

Repair, disinfect, and purge equipment

If system not dewatered, pressure not less than 20 psi or affected equipment can be isolated, disinfected and purged in accordance with AWWA standards.

## Intentional Contamination

**Drinking Water Program**

**Water System or Incident Command**

**Law Enforcement**

Discovery or notification of potential contamination

Conduct investigation

**Credibility Assessment**

Notifies

Prepare DWP Incident Management Team

Notifies

Assess validity of threat or contamination via evidence

Perform sampling

Assess spread of contaminant

**Determine Public Health Consequences**

If Valid

Criminal Threat

Provide sampling media

Activate DWP personnel, as needed

Notify Laboratory

Notify Epidemiology

Notify Environmental and Occupational Health

Evaluate contaminant properties

**Implement Operation Responses**

Isolation or containment

Cleanup

Consideration of innovative responses

Notify Maine CDC Initial Response Team if public health is threatened

**Implement Public Notification Strategy**

Provide public notification

**Implement Alternate Water Supply**

Provide alternate sources of water supply

Notify public

Demobilize alternate water supply

**Return to Normal Operations**

Perform After Action Analysis

FBI assumes incident command of event

If Terrorism Event

Test water quality

If requested, provide water testing media

## Unintentional Contamination

**Drinking Water Program**

**Water System or Incident Command**

Discovery or notification of potential contamination

Prepare DWP Incident Management Team

Notifies

Perform sampling

Assess spread of contaminant

**Determine Public Health Consequences**

Provide sampling media

Activate DWP personnel, as needed

Notify Laboratory

Notify Epidemiology

Notify Environmental and Occupational Health

Evaluate contaminant properties

**Implement Operation Responses**

Isolation or containment

Cleanup

Consideration of innovative responses

Notify Maine CDC Initial Response Team if public health is threatened

**Implement Public Notification Strategy**

Provide public notification

**Implement Alternate Water Supply**

Provide alternate sources of water supply

Notify public

Demobilize alternate water supply

**Return to Normal Operations**

Perform After Action Analysis

Test water quality

If requested, provide water testing media

## Drought

**Drinking Water Program**

**Water System or Incident Command**

Discovery or notification of potential drought

Prepare DWP Initial Response Team

Notifies

Develop water conservation plan

**Implement Operation Responses**

Restrict water usage

Recommend alternative water sources

**Implement Public Notification Strategy**

Provide public notification

**Implement Alternate Water Supply**

Provide alternate sources of water supply

Notify public

Demobilize alternate water supply

**Return to Normal Operations**

Perform After Action Analysis

Recommend public notification methods

Recommend water conservation methods

Recommend water restriction methods

## Flooding

**Drinking Water Program**

**Water System or Incident Command**

Discovery or notification of potential flooding

Prepare DWP Incident Management Team

Notifies

Monitor for potential spread of contaminant (i.e. flooding of source, distribution system in a flooded area experiences a pressure drop)

**Determine Public Health Consequences**

Provide sampling media, if requested

Activate DWP personnel, as needed

Notify Laboratory

Notify Epidemiology

Notify Environmental and Occupational Health

**Implement Operation Responses**

Isolation, disinfection,

cleanup

Consideration of innovative responses

Notify Maine CDC Initial Response Team if public health is threatened

**Implement Public Notification Strategy**

Provide public notification

**Implement Alternate Water Supply**

Provide alternate sources of water supply

Notify public

Demobilize alternate water supply

**Return to Normal Operations**

Perform After Action Analysis

Perform sampling of raw source water from suspected sources

Increase chlorine levels and monitor residuals

Evaluate contaminant properties

Test water quality

If requested, provide water testing media

## Critical Loss Of Operations

**Drinking Water Program**

**Water System**

Discovery or notification of loss of operators

Notifies

 Determine system status

 - security

 - water quality

**Determine Public Health Consequences**

Evaluate water properties

**Implement Operation Responses**

Isolation or containment

Cleanup

Independent Risk Mitigation

Notify Maine CDC

 Initial Response Team if public health is threatened

**Implement Public Notification Strategy**

Operate system

**Return to Normal Operations**

Explore mutual aid / independent contractors

Perform sampling and, as needed,

Assess spread of contaminant

Contact to verify

Activate DWP personnel, as needed

Prepare DWP Incident Management Team

Provide sampling media Activate DWP personnel as needed

Draft interim Contact for Operations

Provide Public Notification