Template Emergency Action Plan
Noncommunity Public Drinking Water Systems

EMERGENCY PLAN PURPOSE:

In the event of an emergency pertaining to the drinking water supply, it is necessary to act promptly and effectively to protect public health and welfare. In the context of this plan, emergencies could include complete loss of water pressure, flooding, contamination of water supply, and threats or observed vandalism to water supply. Complete loss of water normally would require closure of the facility. Threats or contamination with unknown substances may also warrant such action. However, under certain situations where water is flowing but has been determined unsafe to drink by health authorities, it may be possible to operate the facility with approval of the appropriate local or state agencies. If approved, operation for an interim period is dependent on providing an approved source of water for consumption and notification to the users to not consume the piped water in the facility. This fact sheet is intended to outline procedures and contacts to address such emergencies. If a water emergency occurs, contact your local health department for further instructions.

SYSTEM INFORMATION

Keep this basic information easily accessible to authorized staff for emergency response.

Water System Name	_____
Public Water Supply ID (PWSID) / Water Supply Serial Number (WSSN) and Well WSF IDs	PWSID/WSSN _____ IDs _____ (e.g., WL001, WL002, WL003)
Population Served and Service Connections	Nontransient persons _____ Transient persons _____ Number of connections _____

In any event, there are a series of general steps to take:

1. Analyze the type and severity of the emergency;
2. Act to save lives;
3. Act to reduce injuries and system damage;
4. Make repairs based on priority demand, and
5. Return the system to normal operation.

EMERGENCY CONTACT/NOTIFICATION INFORMATION

Contact the local health department staff to notify them of the situation as soon as possible or for help.

Contact	Name and Position	Phone	Email
System Owner			
System Operator			
Other Responsible Person			
Local Health Dept.			
EGLE District Staff			
Certified Testing Laboratory			
Alternate Certified Testing Laboratory (for weekends)			
Well Driller			
Plumber			
Electrician			
Electric Utility Company			
Water Treatment Equipment/Chemical Supplier			
Gas/Propane Supplier			
Police/Fire			
Emergency Medical Services			
Engineer/Consultant			

ALTERNATIVE WATER SOURCES

An approved alternative source of water is required during precautionary measures when water supply is at risk.

Alternative Source	Names (where water is purchased)	Phone
Purchased Water		
Bulk water suppliers for potable water use		
Tanker trucks in the area available to deliver bulk water for non-potable use		

Method of dispensing water to individuals in a sanitary manner: _____

_____

_____

_____

WATER EQUIPMENT

Other consumptive water uses or equipment that may be directly connected to the potable water supply. Indicate if any of the listed water uses are in the facility and thus need to be addressed.

Type of Water Using Fixture	Yes or No	Location(s)
Drinking fountains/bottle fill stations to shut off		
Ice machines (discard contents)		
Post mix soft drinks to disconnect		
Coffee, tea, juice, soup, vending, etc.		
Other		

Note: If the water supply loses pressure or cannot be used due to unsafe conditions, any equipment used for food service or consumption which is connected to the water supply will need to be disinfected per the manufacturer's specifications.

PUBLIC NOTIFICATION

Consumers are to be advised of a problem with the water and availability of an alternate source of water for consumption. Retain a copy of the signed and dated public notice. Send a copy to your local health department. Consult your local health department for the required public notification language and format.

List locations to be posted
(Post Public Notifications at all sinks and any other potential drinking water outlets that cannot be shut off.)

List of persons who need to be notified, including any licensing agent
(Schools, Child Care Centers, Children's Camps, are recommended to provide notice to parents)

MEDIA NOTIFICATION LIST

Organization or Department	Name and Position	Phone	Email
Newspaper – Local			
Newspaper - Regional/State/Tribal			
Radio			
Radio			
TV Station			
Webpage or Social Media Page			

WATER EMERGENCY ACTIONS

1. Immediately limit access to all faucets that may be used for water consumption. If you have power and well pump can run, “bag” faucets or turn off water to the faucet.
2. Contact your local health department environmental health staff. Get instructions and public notice posting document.
3. Post all sinks where water may be used for consumption. Notify employees and customers not to consume the water. (No drinking, brushing teeth, or use of water in a food or beverage product).
4. Provide an alternate source of water (bottled) if your business stays open.
5. Contact service and repair contractors.
6. Repair system. Flush, disinfect, and flush as needed.
7. Collect bacteriological sample and send to laboratory.
8. Collect second bacteriological sample 24 hours after first sample and send to laboratory.
9. Contact your local health department for approval to serve your system water to the public.

RESPONSE ACTIONS FOR SPECIFIC EVENTS

The following tables identify the assessment, set forth immediate response actions, define what notifications need to be made, and describe important follow-up actions.

A. Power Outage

Assessment	
Immediate Actions	
Notifications	
Follow-up Actions	

B. Treatment Equipment Failure

Assessment	
Immediate Actions	
Notifications	
Follow-up Actions	

C. Source Pump Failure

Assessment	
Immediate Actions	
Notifications	
Follow-up Actions	

D. Microbial (coliform, *E. coli*) Contamination

Assessment	
Immediate Actions	
Notifications	
Follow-up Actions	

E. Chemical Contamination

Assessment	
Immediate Actions	
Notifications	
Follow-up Actions	

F. Flood

Assessment	
Immediate Actions	
Notifications	
Follow-up Actions	

G. Reduction or Loss of Water in the Well

Assessment	
Immediate Actions	
Notifications	
Follow-up Actions	

H. Vandalism or Terrorist Attack

Assessment	
Immediate Actions	
Notifications	
Follow-up Actions	

I. Hazardous Materials Spill in Vicinity of Sources or System Lines

Assessment	
Immediate Actions	
Notifications	
Follow-up Actions	

J. Other

Assessment	
Immediate Actions	
Notifications	
Follow-up Actions	

Returning to Normal Operation

You must have approval from your local health department prior to resuming use of your water supply for consumption.

Description and Actions