

Kentucky Rural Water Association

Helping water and wastewater utilities help themselves

September 18, 2006

Ms. Beth O'Donnell, Executive Director
Public Service Commission
P. O. Box 615
Frankfort, KY 40602-0615

RECEIVED
SEP 21 2006
PUBLIC SERVICE
COMMISSION

Re: **Case No. 2006-00376**
Kentucky Rural Water Association's 27th Annual Technical Conference and
Exhibition, "A Path to Excellence"

Dear Ms. O'Donnell:

Kentucky Rural Water Association (KRWA) hosted its **27th Annual Technical Conference and Exhibition** at the Executive Inn Rivermont in Owensboro, Kentucky on August 21-23, 2006. The planned course of instruction approved for twelve (12) credit hours by the Commission was performed as scheduled with the following change:

Tuesday, August 22, 2006 – General Session
Bill Dobbins, Executive Director, Tennessee Association of Utility Districts,
spoke in place of Gary Williams (no change in curriculum-bio included)

On behalf of Kentucky Rural Water Association, I hereby attest that the program herein referenced as **Case No. 2006-00376**, with the changes noted above, was performed as scheduled. As required, KRWA has retained a record of all persons attending this approved course. Copies of written materials that were available for attendees are also included.

Kentucky Rural Water Association would like to thank the Kentucky Public Service Commission and Staff for your leadership and support in approving the training offered during our **27th Annual Technical Conference and Exhibition**.

Sincerely,

Clem Wethington
Education Director

jc

Enclosures

Biography
Bill Dobbins

RECEIVED
SEP 21 2006
PUBLIC SERVICE
COMMISSION

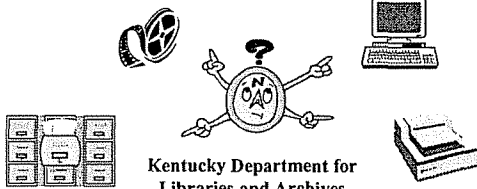
Mr. Bill Dobbins has been the Executive Director of the Tennessee Association of Utility Districts since 1998. He oversees a staff of 14 employees that provide training and technical assistance to water and wastewater utilities across the state. These training sessions are conducted at the local utilities' offices as well as at TAUD's offices in Murfreesboro. In addition to these training programs, TAUD conducts six statewide technical conferences.

Prior to his employment with the association, Mr. Dobbins was employed with the Tennessee Department of Environment and Conservation for 18 years. He specialized in water and wastewater construction financing for local communities. He earned a Bachelor of Arts degree from Bethel College in 1976. In 1982 he was awarded a Masters in Public Administration degree from Tennessee State University.

Mr. Dobbins is a member of the Rebuild Tennessee Coalition, serving as chairman for two years. He serves on the Board of Directors of Tennessee One Call Services, Inc., and serves as Secretary to the Board of Directors of the Tennessee Society of Association Executives. Mr. Dobbins also serves as Secretary to the Board of Trustees of Bethel College in McKenzie, TN. Mr. Dobbins has been a member of the American Water Works Association, the National Rural Water Association, the American Society of Association Executives and the Tennessee Society of Association Executives since 1998. In 2003 he was voted by his peers as "Executive Director of the Year" of the National Rural Water Association.

For hobbies, Mr. Dobbins enjoys growing roses and playing golf. Mr. Dobbins is married, has two grown children and resides in Leipers Fork, TN. He is an elder of the Brenthaven Cumberland Presbyterian Church of Brentwood, TN.

WHAT IS RECORDS MANAGEMENT?



Kentucky Department for
Libraries and Archives

Kentucky Rural Water
Association
August 23, 2006

Records are described as



- Any documentary material, regardless of format, created or received by staff of a public agency in the performance of his or her official duties.

KRS 171.410 says public records are "all books, papers, maps, photographs, cards, tapes, disks, diskettes, recordings and other documentary materials, regardless of physical form or characteristics, which are prepared, owned, used, in the possession of or retained by a public agency."

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What is an Electronic Record?

- **KRS 369.102** defines electronic record as:
"a record created, generated, sent, communicated, received, or stored by electronic means."
- **KRS 369.101-369.120**
 - Uniform Electronic Transaction Act (UETA)
 - Validates the use of electronic records, and electronic signatures

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Kentucky Dept. for Libraries & Archives

KRS 171.410-740

- The department is responsible for managing and controlling records created by state and local government agencies. It establishes standards, procedures and administrative regulations for recording, managing, preserving and reproducing records.

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OUTLINE

1. RECORD FORMATS
2. RECORDS RETENTION SCHEDULES
3. DESTRUCTION OF OBSOLETE RECORDS
4. OPEN RECORDS LAW
5. DISASTER PREPAREDNESS

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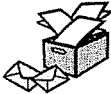
Why all the concern about "records".....

- Agencies are accountable to the people for their actions.
- Creating and maintaining records is one of the main ways of being accountable.
- Records are essential for the conduct of business.
- Records are needed, over time by agencies and the public and must be accessible.

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Records are basically.....

- Information that has value for the organization
- Evidence of what an agency does
- Documents activities and transactions



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RECORDS MANAGEMENT

► **Systematic Control** of recorded information that is created or received in the course of your agency's business.

Systematic control is not throwing a box full of records in the basement, attic, storage building and forgetting it!

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Record Formats

- Paper
- Microfilm/Microfiche
- Video/Audio tapes
- Electronic Records - Computer
 - CDs
 - Computer Tape
 - DVDs
- Digital Imaging
 - Born Digital
 - Scanned
- Geographic Information Systems (GIS)

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Does Format Matter ?

- Does not affect the status of a record.
- By state law, records can take any form and be on any medium.
- So, files created/received in the course of business, regardless of format, can be public records.

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Advantages of Records Management

- Agency records of continuing value are protected, preserved, and accessible.
- Destroying records when authorized keeps files from getting cluttered and frees up space in the office.
- Destroying records systematically when authorized takes the "heat" off you from those who want to know:
- Destroying records when authorized reduces liability.

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Retention General Principles

- **Employees cannot decide on their own when to destroy records.**
- **"Records retention schedules" govern when records can be destroyed.**
- **Schedules cover records in all formats and on all media.**

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Records Retention Schedules

- Developed by the Kentucky Department for Libraries and Archives, in cooperation with public agencies.
- Approved by the State Archives and Records Commission.
- Apply to all public agencies in the Commonwealth.
- Come in two types: "general schedules" and 'agency-specific schedules"

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KDLA Records Retention Schedules

- "Agency Specific"
 - Jailer
 - Coroner
 - County Clerk
 - Municipal
 - Sheriff
 - County Attorney
 - Public Schools
 - Health Departments
 - Area Dev. District
 - County/Judge Ex
- "General"
 - Local Government General Records
 - Personnel
 - Payroll
 - Law Enforcement
 - Fire Dept.
 - EMS
 - 911
 - Administration
 - Financial
- All are found on the KDLA website
- <http://www.kdla.ky.gov/recmanagement.htm>

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General Records Schedule

STATE ARCHIVES AND RECORDS COMMISSION Public Records Division Kentucky Department for Libraries and Archives		LOCAL GOVERNMENTS Common Records Personnel Schedule Date: September 9, 1999	
Series No.	Record Title and Description	Retain at Agency (Years)	Disposition Instructions
L5034	Personnel File (a.k.a. Individual Personnel Folder/Master Personnel Folder. May include the application, employment and education verification, employee orientation, job classification and payment records, performance evaluations, awards given, disciplinary actions, personnel change forms, resignations, retirement information, worker's compensation information, compiled vacation and sick leave reports, attendance reports, exit interview and checklist, and correspondence. This record series is used as the master file to document the employment history of an individual). (C) NRS 61 878 (4)(3) (9)	1	Destroy 70 years from date first employed

C = Confidential Record I = Indefinite P = Permanent V = Vital Record

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GENERAL RECORDS SCHEDULE

RECORDS RETENTION SCHEDULE			
STATE ARCHIVES AND RECORDS COMMISSION Public Records Division Kentucky Department for Libraries and Archives		LOCAL GOVERNMENTS Public Safety Law Enforcement	
Schedule Date: September 09, 1999			
Series No.	Record Title and Description	Retain at Agency (Years)	Disposition Instructions
L4663	Investigations other than Felonies File (This record series includes open, closed, suspended, active and inactive investigative files for misdemeanors, violations and citations that are not felonies. Each file may include a copy of the uniform offense report, uniform citation report, the investigative report, evidence, photos of crime scenes, photos of suspects, interviews, statements from victims/witnesses/suspects, audio and video tapes, arrest warrants, fingerprints, lab information, criminal history information, correspondence, subpoenas, citations, pleas, sentences and prosecution data). (C)KRS 17.156	5	Destroy

GENERAL RECORDS SCHEDULE

Series No.	Record Title and Description	Retain at Agency (Years)	Disposition Instructions
L4054	Official Correspondence (This record series documents the major activities, functions, events and programs of a local government and in addition helps in the establishment of an administrative history. It provides a record of policy evolution and formulation, how and why decisions are made, and how these decisions impact the local government and the public at large. Official correspondence is usually created by the chief administrative officer of the local government but may be supplemented by administrative heads of official departments, divisions, commissions, boards and agencies within the local government).	P	Retain
L4055	General Correspondence (General correspondence is not crucial to the preservation of the administrative history of the agency. It is of a non-policy nature and without permanent value. It deals only with general and routine operations of the office, operations which are documented by other records maintained by the agency	2 17	Destroy

PUBLIC WORKS SECTION

Series No.	Record Title and Description	Retain at Agency (Years)	Disposition Instructions
L4774	Capital Construction Engineering Project File (May include plans, shop drawings, materials used, locations, dimensions, as-built plans, specifications, bids & estimates, guarantees, applications, contracts/agreements, bonds, reports; includes periodic inspection reports and final reports, state approval letters and correspondence. This file may include the financial records for this respective project). (V)	P	Retain

PUBLIC WORKS SECTION			
Series No.	Record Title and Description	Retain at Agency (Years)	Disposition Instructions
L4776	Wastewater Treatment Plant Discharge Monitoring Report(DMR)	3	Destroy
L4777	Water Treatment Plant Monthly Operating Reports(MOR)	3	Destroy
L4778	Pre-Treatment Compliance by Industries	3	Destroy

Stages in the Life Cycle

► **Life Cycle-Creation, Maintenance & Disposition**

- Creation or receipt
- Maintenance
 - Active records
 - Inactive records
- Ultimate disposition (destruction or long term preservation)



Records may be

PAPER RECORDS

- Active – Use at least once or twice a month
- Inactive - Those that are not used very often.

What should I do with the inactive records?

Out of space...what to do?


PAPER RECORDS

- May want to consider an inactive storage room or facility.
 - Box your inactive records and identify them
 - Store in cubic foot boxes on metal shelving
 - Identify contents on boxes
 - Title
 - Inclusive dates
 - Destruction date
 - Create a simple finding aid
 - Number boxes
 - List boxes with record series title
 - Location in storage area

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Records Transmittal to State Archives Center of State Records Center
 Records Department for Libraries and Archives, Public Records Division
 400 West Third Street, P.O. Box 117, Trenton, New Jersey 08646

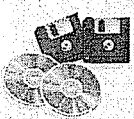
Collection Title: _____
 Description: _____
 Material: _____
 Quantity: _____
 Date of Acquisition: _____
 Transmitted: Yes No

Box No.	Date	Quantity	Description	Accession No.	Date	Initials
1						

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What about other formats?

Electronic Records
Computer Records



Electronic vs Paper Records

<p><u>Advantages</u></p> <ul style="list-style-type: none"> • Saves Space • Improved Searching • Increased Access • Improved Workflow 	<p><u>Disadvantages</u></p> <ul style="list-style-type: none"> • Hardware/Software dependent • Security issues • Costs • Durable Media?
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Electronic records

- Computer (PC, Laptop etc) generated records
 - Word processing (memos, letters, reports etc.)
- Digital Imaging systems
 - Scanned documents
 - Born digital
- E-Mail
 - General/official Correspondence
 - Spam
 - Informational and reference material
- Geographic Information System (GIS)

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Preservation issues.....

- First thing - you must use the records retention schedule
- Document your system
 - Software
 - Hardware
- Long term storage of electronic records is problematic
 - Will you be able to access information over time?
 - Migration of information
 - Upgrade in technology (3-5 years)

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Destruction

- Destruction periods are determined from the records retention schedule.
- One copy must be designated as the “record copy” to meet retention requirements.

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Kentucky's Open Records Law

- KRS. 61.870 thru KRS. 61884
- Procedures for inspection of public records are set by Attorney General www.ag.ky.gov/
 - Must reply in three days
 - Overly burdensome request may be denied
 - Agency must make records available in existing format
 - Agency may provide online access



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OPEN RECORDS – NEW LAWS

- House Bill 59
 - Amends KRS 61.878 exceptions to the open records law
 - Homeland security issues
- House Bill 77
 - Provides for new sections of KRS Chapters 15, 171, 65, 160, 164
 - Attorney General to disseminate information to local officials
 - KDLA to provide information concerning proper retention and management of public records

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Are all records open?

- No: not all “public records” are “open records”.
- Certain records are exempt from public inspection under KRS 61.878; other laws limit access to other records.
 - Information of personal nature
 - Certain records of businesses
 - Certain records of law enforcement
 - Records that are closed by state or federal law



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ARE YOU PREPARED!

- Disaster Preparedness & Recovery
- Are you ready?
-
- *That is the Vital Question!*



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Disasters, Disasters and then there are Disasters



Natural Events



Technical & Mechanical Hazards



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There are many kinds of disasters....

- **NATURAL DISASTERS**
- Earthquake * Lightning * Tornado * Wind Storm
- Snow * Ice Storms * Insects & Rodents
- Fire * Flood
- Mold & Mildew
- **MECHANICAL AND TECHNICAL DISASTERS**
- Power Outage/Failure * Software Failure * Computer Failure * Viruses
- Sewage Failure/Backup * Toxic Spill
- Train Derailment * Airplane Crash
- **DISASTERS CAUSED BY HUMAN ACTIVITIES**
- Vandalism * Theft * Terrorism
- Lost or Misfiled Documents

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Prevention measures.....

- Form/walk-through
- Identify locations of records
- Physical conditions of storage and holding areas
- Security
- Fire Protection
- Proximity to hazards
- Proximity to other agencies or buildings that are vulnerable
- Computer rooms, network facilities, tape and disk storage
- Vulnerabilities

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What are vital and essential records?

- **Essential** to the continuation, resumption or reconstruction of business
- **Important** to preserving the rights of the agency, its staff and the public
- **Necessary** to establishing legal & fiscal responsibility, status and positions

EXAMPLES

- Payroll (Especially for the current pay period)
- Accounts Receivable
- Accounts Payable
- Social security and retirement
- Titles, deeds, contracts
- Insurance
- Licenses

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SUMMARY

- Records Management is fluid....ever changing
- Remember:
 - Creation
 - Maintenance
 - Active
 - Inactive
 - Destruction
 - Prepare for Disaster
 - Disposition
 - **DOCUMENT, DOCUMENT, DOCUMENT**
 - **BACK-UP, BACK-UP, BACK-UP**

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CONTACT INFORMATION

Trace Kirkwood
Local Records Program
Kentucky Department For Libraries and Archives
502.564.8300 ext. 258
270-991-5195 (cell phone)
Trace.kirkwood@ky.gov
www.kdla.ky.gov

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Order Completed

User: Connie R

- Catalog Home
- Order Supplies
- View Shopping Cart
- Favorites
- Order History
- Customer Service
- Return Product
- Logout

Thank you for your patronage. We strive to provide the highest quality, lowest cost service products available. Please don't ever hesitate to call us if you have any difficulties. 800-58
Your order details are listed below:

Your Order Number is: **254367**

Stock Number	Description	Price	QTY	UOM
Office Supply Items				
AVT87T	CLIP,T-PIN,1.5",100/BOX	\$1.61	2	BX
HAM162008	PAPER,LTR,TIDAL,WE	\$59.00	2	CT
PIL32211	PEN,BP,ESYCH,RETR,FNE,BE	\$1.01	12	EA
SWI81808	Swingline Translucent Desktop Stapler Value Packs STAPLER,FULL,STRP.VALU,BE	\$7.79	2	EA
ZEB20010	PEN,BPT,RT,F301,FN,BK	\$1.46	12	EA
		Sub-Total amount:		
		Sales Tax:		
		Total:		

SHIP TO INFORMATION

Organization: Kentucky Department for Libraries and Archives
 Department: Public Records Division
 First Name: Connie
 Last Name: Renfroe
 Address: 300 Coffee Tree Road
 Address 2:
 City: Frankfort
 State: Kentucky
 Zip: 40601
 Phone: 502-564-8300 x252
 Fax: 502-564-5773
 Email: Connie.Renfroe@ky.gov
 Ship-To
 Notes:

BILLING INFORMATION

Organization: Kentucky Department for Libraries and Archives
 Department: Public Records Division
 First Name: Connie
 Last Name: Renfroe
 Address: 300 Coffee Tree Road
 Address 2:
 City: Frankfort
 State: Kentucky
 Zip: 40601
 Day Phone: 502-564-8300 x 252
 Email: connie.renfroe@ky.gov

PAYMENT INFORMATION

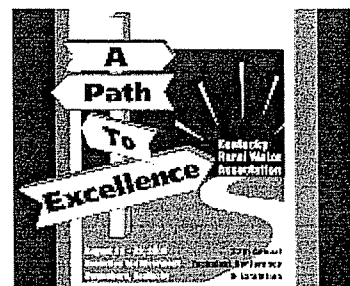
Payment By: ProCard
 Number ends with: 3947
 Exp: 10/09

576 E. Main Street - Frankfort, KY 40601
 Site developed by [NetGain Technologies](http://www.netgain.com)

Bob Farmer's Communication Tips

The Farmer's Almanac is one of the oldest forms of written communication in the United States and Bob's practical tips on how to communicate better have helped businesses and individuals from coast to coast. Here are ten tips for better communication from one of Bob's most requested programs.

1. Listen ... and be empathetic.
2. If you wonder whether or not to say something ... don't.
3. If you don't understand ... ask.
4. Speak the language of the listener.
5. Be sensitive to the response of the listener.
6. Change your tone and tempo often.
7. Dress for success.
8. Be brief.
9. Make the other person feel important.
10. Answer "What's in it for me?"



August 22, 2006
bobfarmer.com

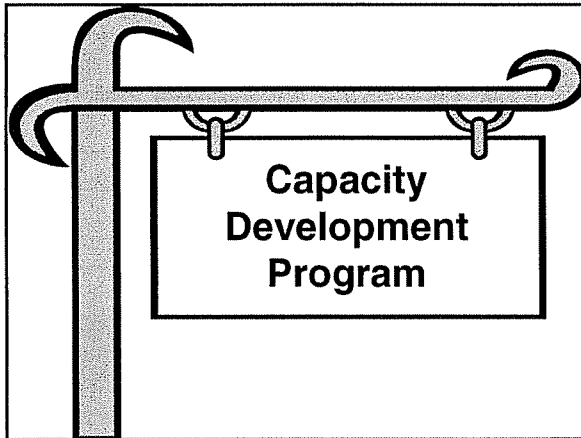
DOW Update

CAPACITY ISSUES FOR DRINKING WATER/WASTEWATER SYSTEMS

Kentucky Rural Water Association
Bowling Green
August 22, 2006

Outline

- Capacity Development Program
 - Stakeholder Workgroup
 - Existing Data Reviews
 - New System Reviews
 - Sanctions/Budgets/Agreed Orders
- Inspections/Sanitary Surveys
- Operator Issues
- DW Program Updates



EPPC Authority

- KAR 151.630 states:
- The Cabinet shall administer a system capacity program for public water systems consistent with the federal law. For purposes of KRS 151.630 to 151.636, 'system capacity' means the technical, financial, and managerial capacity to operate a public water system in compliance with the Federal Safe Drinking Water Act.

EPPC Authority

- KAR 151.632 states:
- The Cabinet shall develop and implement a strategy to assist public water systems in acquiring and maintaining technical, financial, and managerial system capacity.
- Include several components in the strategy.
- If the Cabinet determines an existing system does not have capacity, it may assist the system in submitting a system capacity development plan as part of the long range water supply plan required by KRS 151.114. Plan to include timetables, goals, and funding sources necessary for the PWS to achieve system capacity.

Capacity Development Program

- Each state's capacity development program must contain two elements:
- 1) the legal authority to demonstrate that all new public water systems have the technical, managerial, and financial (TMF) ability to meet state and federal requirements, and
- 2) a strategy to assist existing water systems to improve their capacity.

New System Reviews
<p>(k) A description of the proposed day-to-day operation and management of the water system, including an outline of duties of the personnel and management associated with the system;</p> <p>(l) Other information related to the management or finances of the water system that will allow the cabinet to determine if the system has technical, managerial, and financial system capacity.</p>



Sanctions
<ul style="list-style-type: none"> • Imposed by Cabinet when PWS cannot supply consistent water service in compliance with regulations • Cabinet may refuse to approve <ul style="list-style-type: none"> – plans and specifications for system modifications – extension of service to one or more customers

Trigger
<ul style="list-style-type: none"> • Normally issued at <ul style="list-style-type: none"> – 85% for water line extension sanction – 95% for tap-on sanction • Water treatment plant design capacity • Amount of water available • Last 12 months of MORs <ul style="list-style-type: none"> – production, amount purchased, etc... • Complaints, such as pressure

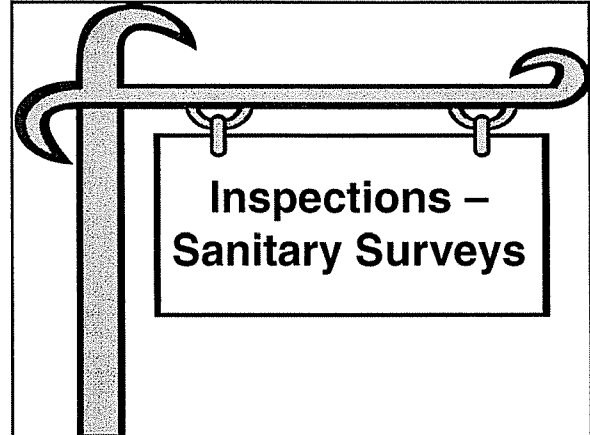
Issuance
<ul style="list-style-type: none"> • Cabinet <ul style="list-style-type: none"> – Drinking Water Branch – Enforcement Branch – Field Operations Branch • Internal review process • In writing, includes <ul style="list-style-type: none"> – Reasons, date imposed, exception procedures – May include how to get off sanction

Issuance												
<ul style="list-style-type: none"> • Notifications sent to (if applicable) <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">– PWS</td> <td style="width: 50%;">– County Judge-Executive</td> </tr> <tr> <td>– Purchasers (PWS)</td> <td>– County Attorney</td> </tr> <tr> <td>– Suppliers (PWS)</td> <td>– Area Development District</td> </tr> <tr> <td>– Division of Plumbing</td> <td>– Cabinet Staff</td> </tr> <tr> <td>– Health Department</td> <td>– Consultant</td> </tr> <tr> <td>– Mayor</td> <td></td> </tr> </table> 	– PWS	– County Judge-Executive	– Purchasers (PWS)	– County Attorney	– Suppliers (PWS)	– Area Development District	– Division of Plumbing	– Cabinet Staff	– Health Department	– Consultant	– Mayor	
– PWS	– County Judge-Executive											
– Purchasers (PWS)	– County Attorney											
– Suppliers (PWS)	– Area Development District											
– Division of Plumbing	– Cabinet Staff											
– Health Department	– Consultant											
– Mayor												

Water Budget Reporting

Use Monthly Operating Report.

- Total number of residential taps and their total demand.
- Demand amount for each non-resident tap.



DOW Inspection Process

- Inspections for both drinking water and wastewater typically originate from the DOW Field Operations Branch Regional Offices
 - 10 Regional Offices
 - 1 primary contact for drinking water in each office
- Can also involve Drinking Water and Groundwater in DOW plus the Division of Enforcement

Sanitary Surveys

- Regulatory requirement
 - Interim Enhanced Surface Water Treatment Rule
 - 401 KAR 8:022
- Every 3 years
- Covers 8 areas, including recordkeeping and management
- 21 pages in length
- Minimum of 2 days

Focus on Sanitary Survey

- History
 - Have completed the 1st 3 year cycle of 2002-2004
 - Approximately 164 surface water systems
 - Community systems
 - Both types of Non-community systems
 - To-date, issued 3 NOVs directly associated with the Sanitary Survey
 - NOV is a result of failure to respond to deficiency letter

Sanitary Survey Development

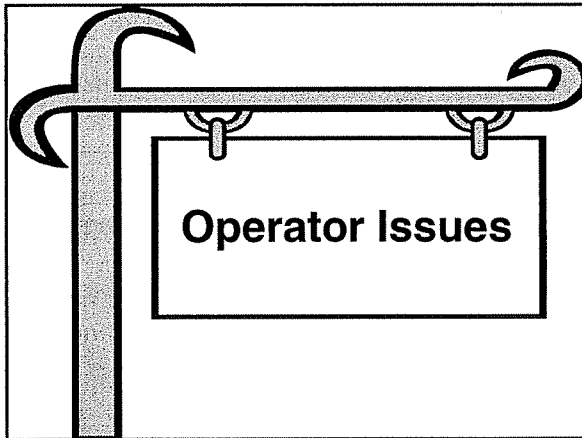
- Originally developed in 2001 with input from
 - Drinking Water Branch
 - Regional Offices
 - EPA Guidance Manual
 - EPA Composite Correction Program
 - Internet Sources
- Revised December 2004 for next 3 year cycle

Dos and Don'ts

- **Don't** look at the survey as a nit-picky list of things that could be wrong at a water system
- **Don't** think the Division is "out to get you"
- **Don't** worry about right or wrong answers—"I don't know" is better than a guess.

Dos and Don'ts

- **Do** look at the survey as a means of gathering current information on your water system
- **DO** look at the survey as providing information that can help you make educated decisions
 - Does your system need goals/water loss tracking/better recordkeeping/more operators....



Operator Issues

- Trend indicating not enough operators across state.
 - Sanitary Surveys, complaints, requests for help
- Operation Issues
- Training:
 - in-house program
 - on-line: webcasts, correspondence courses
 - hands-on such as PBT, peer review, etc..
 - technical assistance providers: KRWA, KWWOA, AWWA, DOW, EPA-DWA, etc...
- Responsibilities - operators can be individual held accountable for not performing duties according to requirements, if cause is found.

DWB UPDATES

- Staffing Changes
- New and Upcoming Rules
- Electronic Submittal
- New Monthly Operating Report Summary Sheet
- New Inventory Reporting Form
- Pilot Program for Water Main Extensions

New Rules

- **STAGE 2 DISINFECTANT BYPRODUCTS**
 - Finalized December 2005
- **LONG TERM 2 SURFACE WATER TREAT**
 - Finalized December 2005
- **UNREGULATED CONTAMINANT 2**
 - Finalized December 2005
- **GROUNDWATER RULE**
 - Expected Summer 2006

General Permit Agreed Order

- DWB formed a stakeholder workgroup to examine developing a program to allow public water systems to review and approve their own water main extensions.
- The group recommended:
 - Minimum requirements to qualify for the program
 - Technical standards

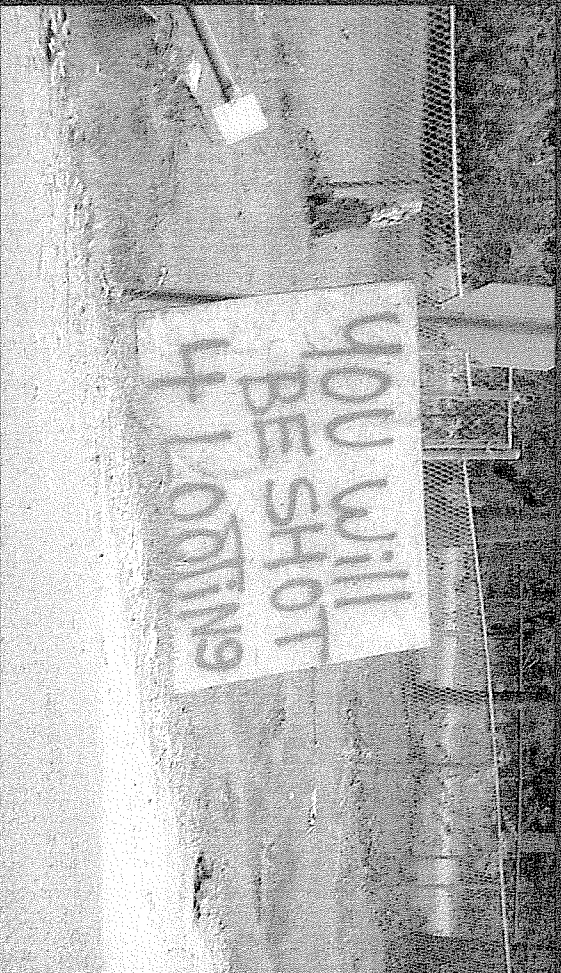
General Permit Agreed Order

- One year pilot program through an 'Agreed Order'
- 5 year agreement at \$1000 cost with DOW audits
- Winchester, Paducah, Louisville, Northern Kentucky Water District, and Warren County Water District approved AO pending. Kentucky-American Water approval pending.
- Will be holding follow up meeting with pilot systems in October or November.

Questions?? Comments??

Donna S. Marlin, Manager
Drinking Water Branch
KY Division of Water
502/564-3410 extension 541
Donna.Marlin@ky.gov

Creating An Emergency Response Network







What Can Be Done Now

- Each facility should have a physical address. P.O. Boxes are useless during an emergency and phones may not work.

- You should have emergency phone numbers for contract operators and know where to contact them if there is no phone service.



- An inventory of available resources (generators, pumps, etc.) is invaluable.

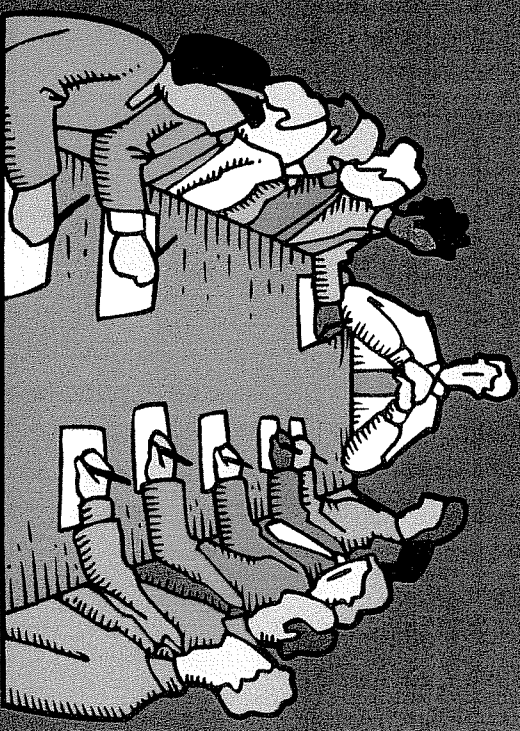
This information might be gathered during sanitary surveys.

What Utilities Can Do Now

- **Review and update Emergency Response Plans**
 - If vendors of necessities such as chemicals and repair parts listed are local, vendors from other areas that might not be affected should be listed, too.
 - Include operators from other areas in the list of emergency contacts.
- **Install generators or gear drives on pumps that can be connected to tractor pto drives.**

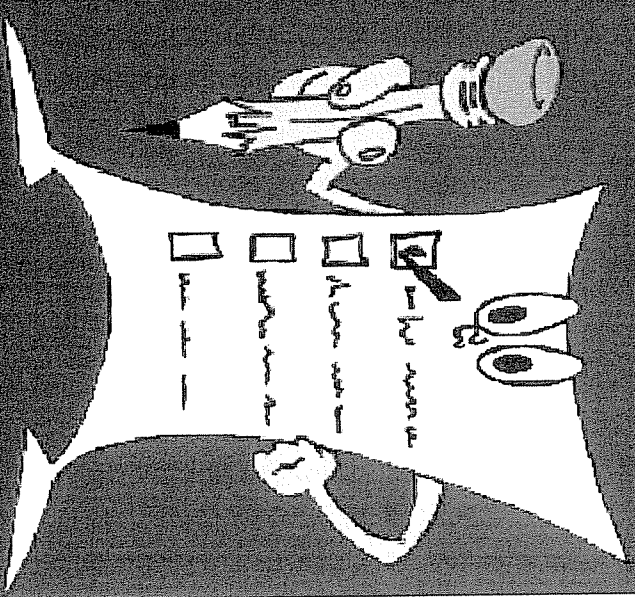
What Can Be Done Now

- Routine meetings with all groups who would be called to respond to a disaster could be used to determine in advance what services each group could provide.
1. Establish a Base Communication location
 2. Purchase two-way radios & establish a frequency.
 3. Field test quarterly for proper maintenance



What Can Be Done Now

4. Identify alternate laboratory facilities to be used if the state's central or branch labs are out of service.
5. Develop a list of agencies who can help and their resources.
 - ✓ State Emergency Management Agency (EMA)
 - ✓ Local fire & police
 - ✓ Mayor's Office



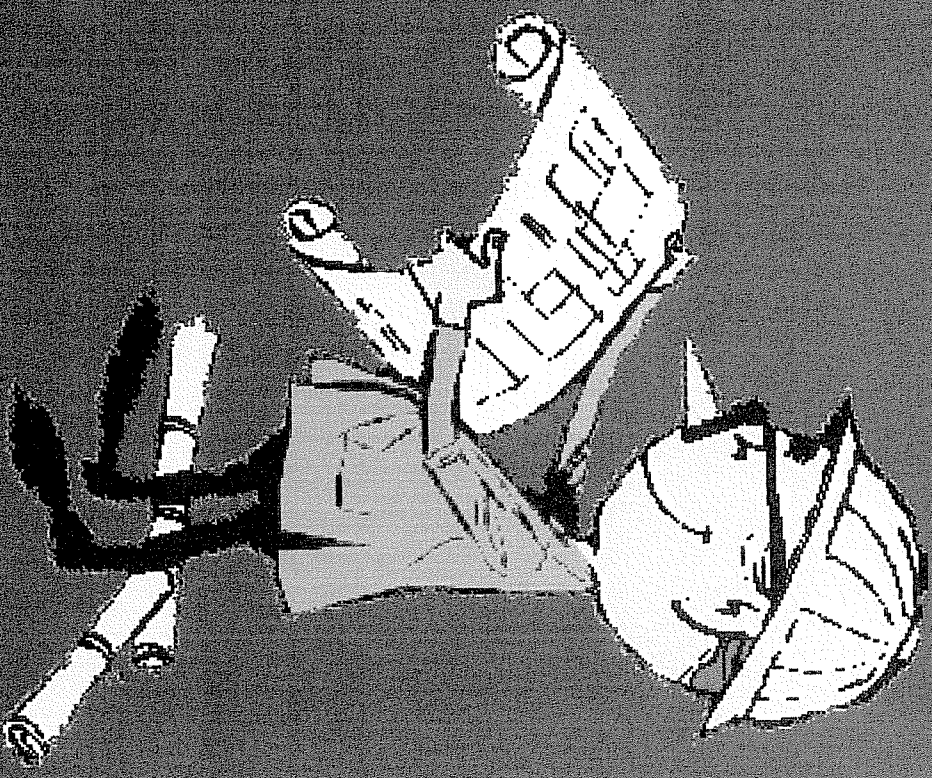
What Utilities Can Do Now

- Locate and mark all valves so that they can be accessed readily if parts of the system need to be isolated.
- Remove trees that could fall on or damage essential equipment.



What Utilities Can Do Now

- Operators with automated equipment should be familiar with manual operation.
- Small contract operated systems should have someone local who has access to and knows the location of essential equipment.



What Utilities Can Do Now

- Have up-to-date maps showing the location of all critical valves.
- Train personnel on how to bring their system back on line following a disaster.

The screenshot displays a complex SCADA interface for a water utility. At the top, there's a navigation menu with options like 'File', 'Edit', 'View', 'Go', 'Bookmarks', 'Tools', and 'Help'. The main area is divided into several panels:

- Left Panel:** A map showing the layout of the water system with various components labeled.
- Top Right Panel:** A 'Valves Open' status table with columns for location, status, and time.
- Bottom Right Panel:** A 'Level (ft)' graph for 'Kivett Hill' showing a fluctuating line over time.
- Bottom Left Panel:** A 'Pump' status table with columns for pump name, status, and time.

Location	Status	Time
Jefferson City	Open	09-20 07:00
Boosters	Open	09-20 07:00
Friend's Tank	Open	09-20 12:00
Kivett Hill	Open	09-20 12:00
Tom Solomon	Open	09-20 10:00

Pump Name	Status	Time
Pump 1	Open	09-20 12:00
Pump 2	Open	09-20 12:00

Date/Time	Level (ft)
2005-09-20 12:00 PM	22.0
2005-09-20 11:00 AM	21.7
2005-09-20 10:00 AM	21.3

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Things To Consider

- Let everyone know who is in charge, don't assume they know. Have a designated spokesperson for each group involved. Too many chiefs cause confusion.
- Communication is very important. All agencies involved should meet regularly to discuss the operations.
- Only designated persons should dispatch teams for onsite assistance. Duplication of service means less systems are assisted.



FEMMA

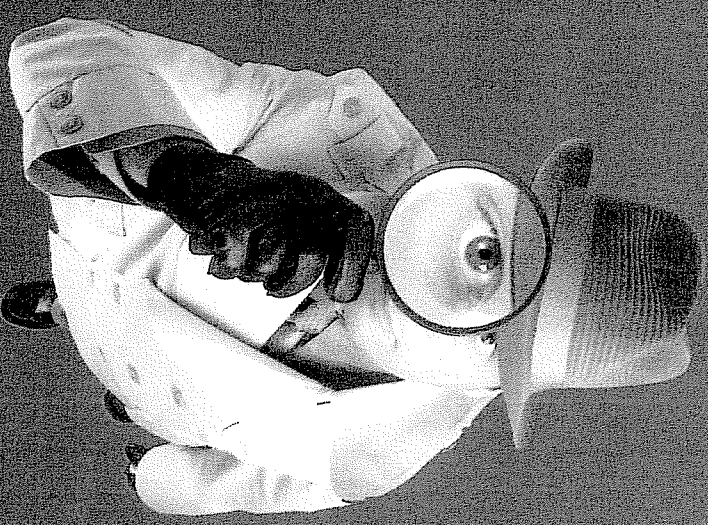
Things To Consider

- Make an attempt to call systems before visiting. Don't waste time visiting systems who don't need help.
- Send personnel where their talents are most useful. Some can assess damages while others are better used at fixing problems.
- Once a team is assigned to a system they should work with them until service is restored.



Things To Consider

- Have a tracking system posted so everyone knows the status of each system.
- Don't assume that someone at the system will have a copy of the Emergency Response Plan with lists of needed information. In a wide spread disaster there may not be anyone at the system.



Things To Consider

- Adopt a mutual aid agreement approved by the Federal Emergency Management Agency. This should also be adopted by your members as well.

“Utilities Helping Utilities”

*Coming together is a beginning,
Keeping together is progress,
Working together is a success.*

