

The Emergency Response Planning Toolkit User Guide

The Purpose of This CD is to provide guidance on completing a Vulnerability Assessment (VA), an Emergency Response Plan (ERP), or a Priority Measures Plan (PMP) to meet the emergency preparedness requirements for public water systems (PWS) in Alaska. For the VA larger PWS (serving 1,000 people or greater) may find the Environmental Protection Agency's (EPA) Vulnerability Self Assessment Toolkit more appropriate. The link to access this tool is noted in the Resources tab or please feel free to consult the Drinking Water Program within Alaska's Department of Environmental Conservation (ADEC) for further guidance.

DRINKING WATER EMERGENCY RESPONSE

Preparedness, Response, and Recovery

presented by the Alaska Department of Environmental
Conservation Drinking Water Program

START ►

Alaska Department of Environmental Conservation Drinking Water Program



Table of Contents

| | |
|---|-----------|
| Using This Manual | 3 |
| Before You Begin | 3 |
| List of Terms | 3 |
| Computer Requirements | 3 |
| How to Start The Toolkit | 4 |
| Online Application | 4 |
| CD ROM | 5 |
| Introduction (Auto) | 5 |
| Tutorial Mode | 6 |
| Direct Mode | 6 |
| Main Menu Introduction | 7 |
| Navigation Bar | 8 |
| Resources | 9 |
| Starting A New Project | 10 |
| Navigating the Toolkit | 11 |
| Required Chapters for Regulatory Compliance | 12 |
| Saving | 13 |
| Generating Your Plan | 13 |
| Printing | 14 |
| Continuing Education Units (CEUs) | 14 |
| Appendix 1: How to access PWS information online | 15 |

Using This Manual

This manual is designed to help you get started and quickly reference the sections and the functions of this toolkit. It does not specifically describe how to go about developing your plan for your individual community. If you need this kind of assistance, please contact the Drinking Water Program's Public Water System Security Specialist at DECPWSsecurity@alaska.gov or at 907-269-8924.

Before you Begin

You will need:

- Computer with an internet connection (online application) or a CD Drive (CD-ROM) if you have received a copy of the CD-ROM version of the program.
- Your Public Water System Identification Number (PWSID) and other system specific information, i.e. source type, system classification, customers served, etc.
- To find your PWSID or other information about your water system, refer to **Appendix 1** "How to Get PWS Information".

List of Terms

Application- This refers to the computer program that you are using to create your emergency preparedness documents. This term is used interchangeably with "Toolkit."

Project – This user guide and the Toolkit both use the term "project" to describe any emergency response planning data that the user enters, including answers to tutorial questions or water system data. A project must be open to enter and save data.

Toolkit - This refers to the computer program that you are using to create your emergency preparedness documents. This term is used interchangeably with "Application."

Computer Requirements

You will need:

- PC running Windows XP, VISTA, or Windows 7
- Mac running OS 10.4.7 or newer
- Linux computers with a recent build of the last couple of years.
- A recent version of Internet Explorer or Firefox. Other browsers may work but are untested.
- Adobe Flash Player 10 or newer installed in the browser
- Some of the reference documents are in Microsoft Word format (.DOC). They will require Word or the free open source application called OpenOffice to open.
- The reference PDF files will require software that can read PDF files such as Adobe Acrobat, the built-in Preview application on a Mac, Foxit Reader, etc.

How to Start the Toolkit

Online Application

From the Drinking Water homepage <http://dec.alaska.gov/eh/dw/index.htm>:

1. Click PWS Security

State of Alaska > DEC > EH > DW

WELCOME
Program Manager: James Weise
(907)269-7647

The Drinking Water Program requires public water systems to be in compliance with state and federal regulations, for drinking water, for the public health protection of the residents and visitors to the State of Alaska.

If you need to contact us, please dial 1-907-269-7656 or 1-866-956-7656 (if you are calling outside of Anchorage).

QUICK LINKS

- ▶ Drinking Water Protection
Participate in Groundwater Protection and Water Wells stakeholder
- ▶ Map of Drinking Water Protection Areas
- ▶ Sanitary Survey
- ▶ PWS Security
- ▶ Engineering Plan Reviews
Engineering Regulation Update Meeting
- ▶ Drinking Water Forms
- ▶ Drinking Water Publications
- ▶ Drinking Water Watch
- ▶ Certified Micro Laboratories

OF INTEREST

- ▶ Program Overview
- ▶ Related Links
- ▶ Mission and Services
- ▶ Training Opportunities
- ▶ Regulations
- ▶ Revised Gravel/Rock Extraction BMP Manual - **NEW**

If you would like information on Water Rights, please contact the Department of Natural resources, Division of Mining, Land and Water. Click here to link to the web site

2. Click State Regulations

DW HOME ENGINEER OPERATOR CONSUMER MANAGEMENT A - Z TOPICS

State of Alaska > DEC > EH > DW > DW Security

WELCOME

The Drinking Water Program Security Group is available to assist water system personnel with the contingency planning process. Specifically, the group can offer guidance with security vulnerability assessments, emergency response plans, and tabletop exercises.

PREPAREDNESS TOOLS

- ★ Public Water System Emergency Response Planning Toolkit

Developed by State of Alaska – guides you through a Vulnerability Assessment, Emergency Response Plan, and Priority Measures Plan

Use the ERP Toolkit Online

Requires Adobe Flash Player

USEFUL LINKS/OF INTEREST

- ★ Natural Disaster and Intentional Acts Guidance Page
- State Regulations
- ★ Water Information Sharing and Analysis Center (Water ISAC)

3. Click Use the ERP Toolkit Online. The Toolkit should open automatically after clicking on it. Skip to page 6 for information on what comes next.

State of Alaska > DEC > EH > DW > Security > PWS Security Regulations

ALASKA DRINKING WATER REGULATION 18 AAC 80.055
Public Water Systems Emergency Preparedness Requirements

As of August 20, 2012 most Public Water Systems are now required to have one of two types of emergency plan in place. Which plan your water system must have will depend upon the size and type of population it serves. See the table below for the planning requirements.

Requirements for Community Water Systems and Non-Transient Non-Community Water Systems.

If serving a population of 1,000 or more persons:

- ▶ Complete a Vulnerability Assessment (VA)
- ▶ Complete an Emergency Response Plan
- ▶ Update ERP Biennially

If serving a population of 999 or fewer persons:

PREPAREDNESS TOOLS

ERP Toolkit

Use the ERP Toolkit Online

Requires Adobe Flash Player
Need Help?

To request a copy of the program on a CD-ROM please call 907-269-8924 or send an email to: DECPWSsecurity@alaska.gov

This toolkit provides you with a tutorial on conducting vulnerability assessments and emergency

CD ROM

If you are using the CD-ROM version of this program make sure you have a CD-ROM driver on your computer. Insert disc and let it run. The program should automatically begin.

If the CD does not automatically run,

1. Go to the Start button at the bottom left of your computer screen.



2. Click "My Computer".

3. Double-Click on the icon showing CD or DVD.

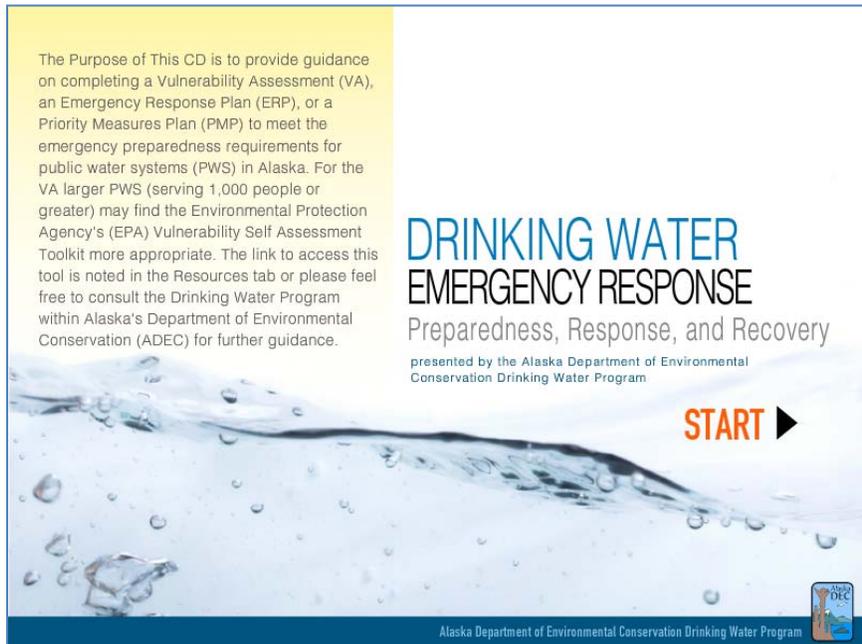


Allowing Protocols – It may be necessary to do this for certain computers.

Introduction (Auto)

This should be your opening screen. Read the opening message and verify that this Toolkit will work for your water system.

Click **START** ►.



The Purpose of This CD is to provide guidance on completing a Vulnerability Assessment (VA), an Emergency Response Plan (ERP), or a Priority Measures Plan (PMP) to meet the emergency preparedness requirements for public water systems (PWS) in Alaska. For the VA larger PWS (serving 1,000 people or greater) may find the Environmental Protection Agency's (EPA) Vulnerability Self Assessment Toolkit more appropriate. The link to access this tool is noted in the Resources tab or please feel free to consult the Drinking Water Program within Alaska's Department of Environmental Conservation (ADEC) for further guidance.

**DRINKING WATER
EMERGENCY RESPONSE**
Preparedness, Response, and Recovery

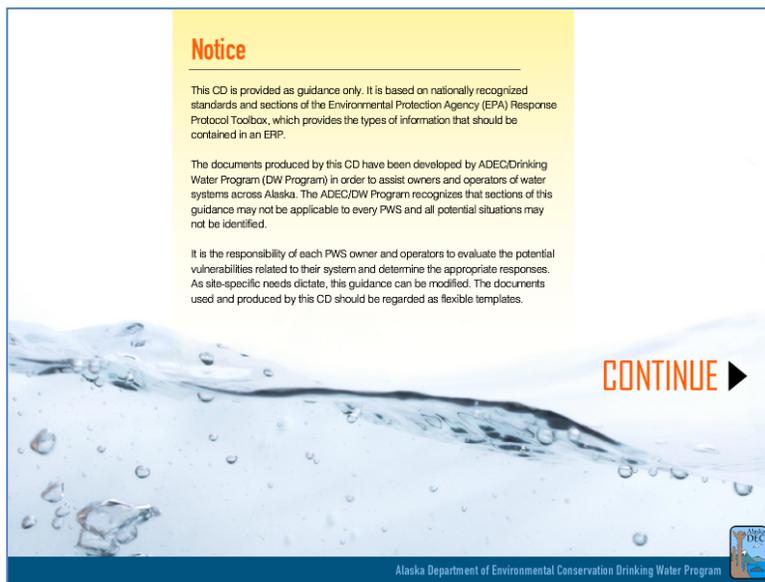
presented by the Alaska Department of Environmental
Conservation Drinking Water Program

START ►

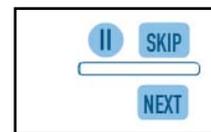
Alaska Department of Environmental Conservation Drinking Water Program



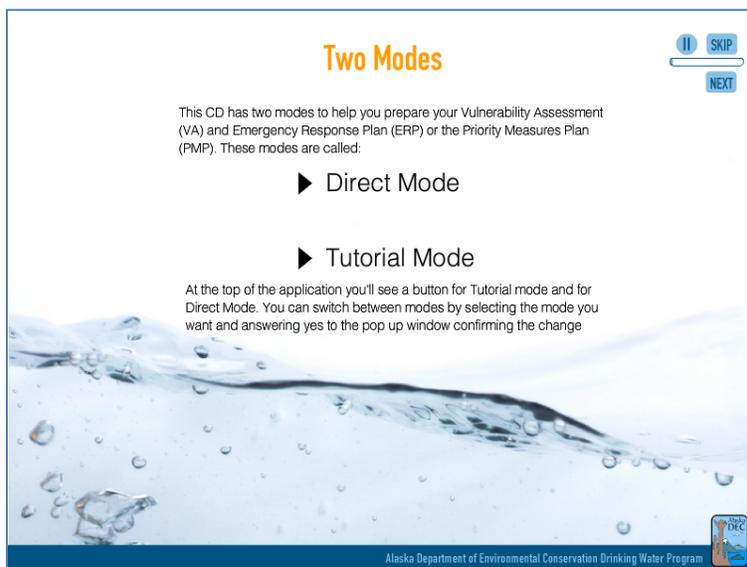
VERY IMPORTANT THAT YOU READ THIS, before clicking **CONTINUE** ▶



After you click "Continue" an automated introduction should begin playing when the window is opened or the CD is inserted. This introduction will explain the two modes (Tutorial or Direct) in which the toolkit can be run, the main menu and extra resources. You can let this program run, but by using the buttons in the upper right corner of the screen, you control the pace of the slides. To slow it down at any time, click "II" to slow it down. You can click "Next" to move to the next slide in the introduction. You can click "Skip" to move past the entire automated introduction. You can also start this over by clicking on "How to Use This Application".



The Toolkit has two modes to help you prepare your Vulnerability Assessment (VA), and Emergency Response Plan (ERP), or your Priority Measures Plan (PMP). These modes are called the Tutorial Mode and Direct Mode.



Tutorial Mode

This mode is recommended if you've never done a VA or ERP before and/or you want to earn Continuing Education Credits (CEU's). The tutorial mode provides additional instructions and tutorials as well as a series of CEU questions designed to help familiarize you with the process of creating your VA and ERP or PMP.

Direct Mode

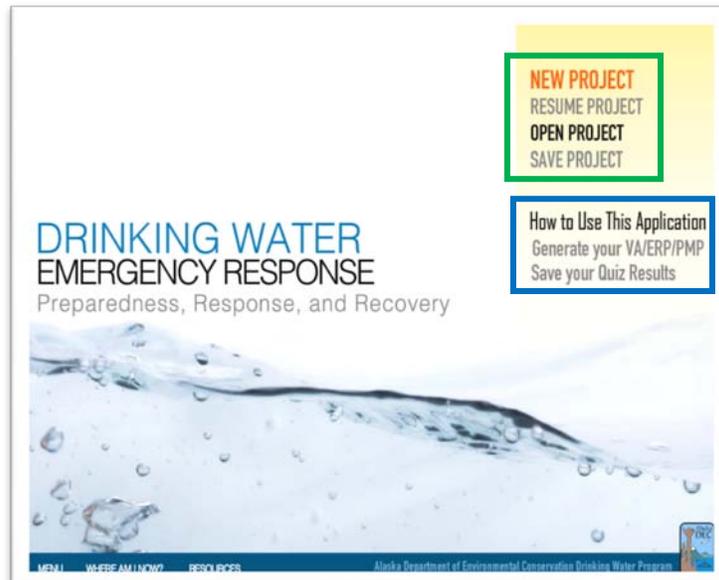
In this mode you will be asked questions about your system. The information that you enter will help generate your VA, ERP, or PMP. Minimal instruction is provided in this mode, and there is no opportunity for gaining CEU credit. Direct Mode provides a quick path for updating existing documents or creating new ones without any assistance.

This mode is recommended if you've already gone through the tutorial mode and are making updates and changes to your VA, ERP or PMP. If you use this mode you should already have much of your system's information with you, or an idea of what your system is like, who you serve, your facility components, where parts are, where supplies are kept, etc. If you have trouble finding this information, or need help to answer to your questions as your move through the planning processes, you may want to switch to the Tutorial Mode.

You can work in either mode and switch between modes at any time, but if you are using this application to obtain CEU credits, you must complete a project in the Tutorial Mode.

Main Menu Introduction

The Main Menu can be accessed after the application begins and the automatic introduction has run through or has been skipped. To continue to a project, you must select one of the options listed on the right side of the page.



New Project

This will begin the Emergency Planning Process for your water system. As you move through each section and chapter the program will record your information inputs. If you are doing the tutorial, it will also begin to keep track of your answers to the CEU questions as they come up in the program. If using this toolkit for the first time, you must click on "New Project" to continue. See New Project section of this manual for an explanation of the page that follows after clicking here.

Resume Project

This button will be active if you have created a New Project, and you have not closed the application. Clicking Resume Project will return you to the section and chapters you left from. Remember, this will only retrieve a project currently open in the application. Closing the application without saving will delete any unsaved work. Save early, save often!

Open Project

This allows you to open a project that was previously saved as a Word document. An open dialogue box will pop up, enabling you to browse your files and open a file from the directory of your choice. If you used the previous version of this toolkit and saved the documents you should be able to open them by using Open Project.

Save Project

This will save an active project's data as it relates to the internet or CD application software ONLY (.erp file). This is an important step to take BEFORE generating your VA/ERP/PMP as a Word template. Using this button to save your data ensures all the information you have entered for your water system will be there when you open up your project the next day. If you Generate your VA/ERP/PMP without saving your data it will not be there next time you open the project to make edits. **See page 13, for more general information on saving.**

A download dialogue box will pop up, enabling you to save to your files to the directory of your choice. **Save early, save often!**

How to Use this Application

This will run the automated introduction to the Toolkit. This is recommended for first-time users of the Toolkit. It can be paused and played at any time, and can be skipped, returning you to the Menu Page.

Generate your VA/ERP/PMP

When you have provided all of your system information and are ready to complete your plan

you will use this button to generate the completed template documents of your VA and ERP or PMP. See page 13 for further instruction.

Save your Quiz Results

This will save your quiz answers and certificate to get CEU credits. See CEU Credits section on page 14 to learn about the requirements to receive CEU credits.

Navigation Bar



These 3 buttons on the navigation bar are available on the main menu page and are accessible at all times when using this program.

Menu

Clicking here returns you to the main menu.

Where Am I Now?

Find out where you are in the program. It will show you what chapter and section you are in which should give you an idea of how much further you need to go in the program. You'll need to click resume to return to your project.



Resources

Resources can be accessed at any time from the Main Menu page or from any page in a project has been created, resumed, or opened.



Websites

A list of helpful websites is provided. Click in the blue text to open each site. Be advised that there are five pages of websites located here. Click “Next Page” or “Previous Page” to find the site you are looking for.

Document Templates

You can find all templates here, including:

- Action Plan Examples
- Advisory Examples
- CEU Qualification Form (**note: Chapter 8.CEU this form is referred to as “CEU Application Letter”**)
- ERP/PMP Biennial Update Form
- ERP/PMP Compliance Certification Form
- Emergency Response Plan Template
- Gap Analysis
- Hazard Analysis
- Priority Measure Plan Template
- Threat Evaluation Plan – Contamination
- Vulnerability Assessment Template

Forms

You can find forms here, including:

- Phone Threat Report Form
- Security Incident Report Form
- Site Characterization and Sampling
- Threat Evaluation Form
- Water Quality- Consumer Complaint Form
- Witness Account Report Form

Reference Documents

Here you will find suggested for further reading to develop your plans. You may find some of these documents beneficial PRIOR to generating your ERP/PMP, such as:

- Emergency Preparedness Regulation Quick Reference Guide
- EPA Planning for an Emergency DW Supply
- Water and Wastewater System Generator Preparedness

Starting a New Project

To begin a new project (see Figure 1). Make selections for each of the three categories below.

1. Select Your Mode

Tutorial Mode will teach the user about emergency planning concepts and will ask them questions to test them along the way. Completion of the Tutorial Mode will make the user eligible for 0.4 Continuing Education Credits (CEU)

Direct Mode provides minimal instruction and there is no opportunity for gaining CEU credit. Direct Mode provides a quick path for updating existing documents or creating new ones without any assistance.

2. Select Your Source

You will need to know your water system's source. If you do not know your system's source, it can be found in Drinking Water Watch. <http://dec.alaska.gov:8080/DWW/>

3. Name Your system

Enter your PWSID and your Water System Name. If you do not know your system's PWSID, it can be found in Drinking Water Watch. <http://dec.alaska.gov:8080/DWW/>

Figure 1

GETTING STARTED

SELECT YOUR MODE

TUTORIAL MODE
CEU CREDIT

DIRECT MODE
NO CEU CREDIT

SELECT YOUR SOURCE

Surface Water Source

Ground Water Source

Both or GWUDISW

NAME YOUR SYSTEM

PWS ID Number
AK2-

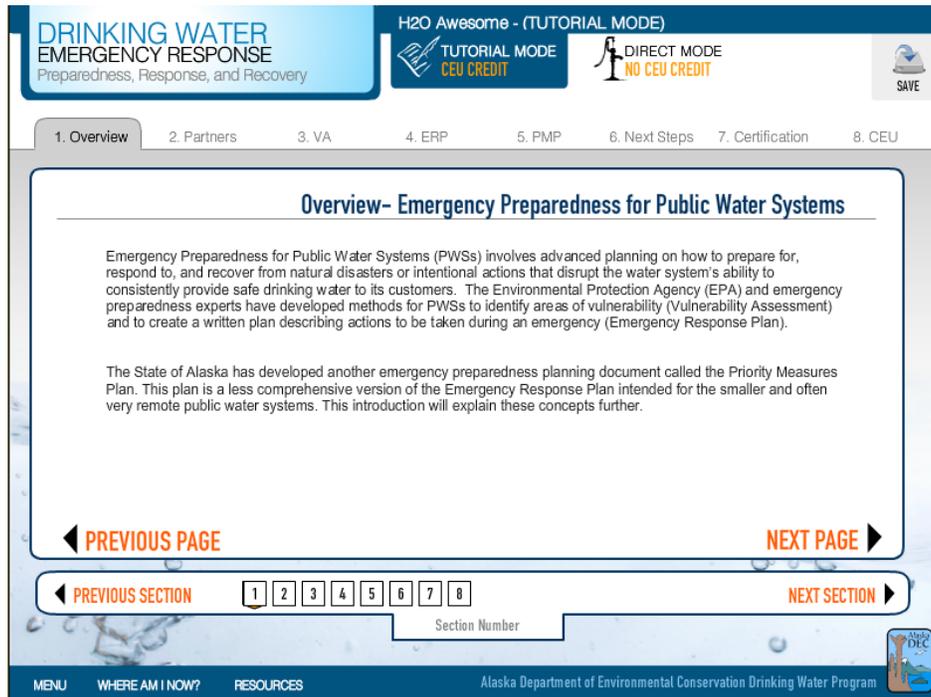
Water System Name

DONE ►

MENU WHERE AM I NOW? RESOURCES Alaska Department of Environmental Conservation Drinking Water Program

When you are finished, click **DONE** ►

Navigating the Toolkit



Tutorial or Direct Mode



If you are working in the Direct Mode and need clarification or information on how to fill in data, you can switch into the Tutorial Mode to find more information. You can switch to either mode at any time simply by clicking the tutorial mode or direct mode at the top of the screen.



This button saves your progress in a project. This will ensure that the new project is saved and you can resume the project whenever you want while the Toolkit is open, and it will take you to the spot where you left off in your planning process. You can save by clicking in the upper right hand corner. You can save at any time, so save early, save often! See page 13 for further information about saving.



You can move through chapters by clicking the tabs.



Chapters are divided into sections. Clicking on the numbers will take you to the corresponding sections within the chapter.



You can click these to advance to the next page or to go back to previous pages.

Template Fields

The slides with the blue background indicate VA, ERP, and PMP information entry is needed (Figure 2, below). If you do not have certain information to fill in fields, you should save here in case you need to resume later. The green background slides are the CEU Questions (Figure 3, below), please respond to these if you are interested in getting CEU credit. More information on CEUs on page14.

Figure 2
Tutorial and Direct Mode

1. Overview 2. Partners 3. VA 4. ERP 5. PMP 6. Next Steps 7. Certification

Overview- ERP: Identify a Contact Person for Your PWS

Question Page 1

Name of the main Contact Person for your PWS:

Title of the main Contact Person for your PWS:

Address:

City, State:

Zip:

Figure 3
CEU Questions - Tutorial Mode

1. Overview 2. Partners 3. VA 4. ERP 5. PMP 6. Next Steps 7. Certification

Overview- CEU Questions

Select all applicable answers. A "major event" refers to:

- A. Obtaining funding to improve your infrastructure.
- B. Earthquake.
- C. A pump breaking.
- D. A distribution line break.

Required Chapters for VA/ERP Compliance

You will be required to complete Chapters:

- 1.Overview,
- 2.Partners,
- 3.VA,
- 4.ERP, and
- 6.Next Steps

Required Chapters for PMP Compliance

You will be required to complete Chapters:

- 1.Overview,
- 2.Partners,
- 5.PMP, and
- 6.Next Steps

Saving

Saving your data or your “progress” in a Project

This is accomplished by either clicking “Save a Project” on the Main Menu page (see page 7), or clicking the Save icon on a project page (see page 11). This will ensure that the data entered for the new project is saved as a (.erp) file type, which can only be opened using the Toolkit. You can resume a project whenever want while the Toolkit is open, and it will take you to the spot in your planning process. You can save by clicking in the upper right hand corner. **You can save data at any time, so save early, save often!**



TIP! It's a good idea to create a folder for all the plan information to be saved that's easy for you to find again when you're ready to save the final version of your plan. An example folder name would be the plan type and the year, **VA/ERP 2013**.

Save your Quiz Results

This will save your quiz answers and certificate to get CEU credits. See CEU Credits section on page 14 to learn about the requirements to receive CEU credits.

Clicking this will open the application's dialogue box, and you will have two choices:

1. Save Quiz Answers to save just the answers to the CEU questions.
2. Save Certificate to save the CEU certificate.

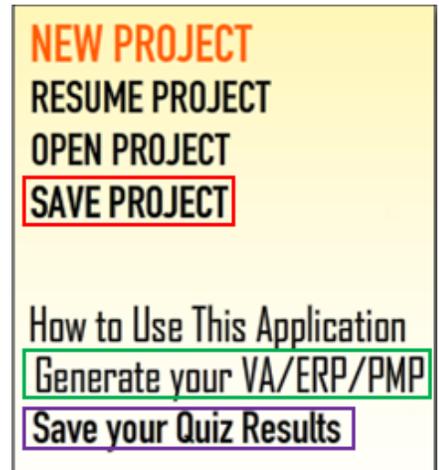
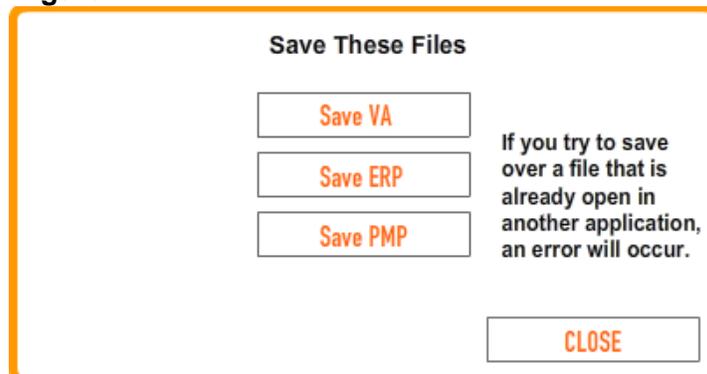
Each option will open your computer's dialogue box. This enables you to save them to the directory of your choice. It is important to note that saving here DOES NOT save your VA/ERP/PMP data in a project, it only saves the items related to CEUs.

Generating Your Plan

When you have provided and saved all of your information as described above, reviewed all the Resources in the toolkit, and feel that your plan is final and ready to be generated you will need to return to the Main Menu to generate the plan. This step is very important as it will save the information for your plan in a rich text format (.rtf) which can then be opened as a MS Word Document. From there the plan can be saved, edited, and printed as a Word document.

Click **Generate your VA/ERP/PMP** (on Main Menu) and the dialogue box (Figure 4, below) will open. You will need to save each of the plans you completed individually (i.e. if you only completed the PMP, you only need to save the PMP). When you click each of the Save buttons your computer's dialogue box will open allowing you to save the file to the location (folder or directory) of your choice.

Figure 4



Saving a VA Template

It will create a Word (.rtf) file, so you can edit and print the document in Word. But keep in mind the data added directly to the Word document cannot be loaded back to a project in the Toolkit.

Saving an ERP Template

It will create a Word (.rtf) file, so you can edit and print the document in Word. But keep in mind the data added directly to the Word document cannot be loaded back to a project in the Toolkit.

Saving a PMP Template

It will create a Word (.rtf) file, so you can edit and print the document in Word. But keep in mind the data added directly to the Word document cannot be loaded back to a project in the Toolkit.

Printing

You can print your project as a filled-in template by opening the saved plan in Word after it has been saved to the directory of your choice (see page 13 for further information on saving).

Continuing Education Units (CEU's)

If you are seeking the .4 CEU's you will need to correctly answer all the CEU questions in the tutorial mode and submit the test along with the CEU Application letter. The instructions are listed in Chapter 8 in the tutorial mode. Information on saving the quiz results are on page 13.

Certification Forms

Once you've completed your required plan, you can download the certification form from the Drinking Water Program Security Website http://dec.alaska.gov/eh/dw/security/security_regs.html or they can be found on the Resources section under Document Templates. The certification form is required to be submitted to the DEC Drinking Water Program in order to be in compliance with the Emergency Preparedness Regulation (18.AAC.80.055). The certifications require the owner to check off each section and then sign to certify the system has completed the required section of the plan. **Please do NOT send us your completed VA, ERP, or PMP documents.** Further information about the certification form is available through *Chapter 7. Certification* of the toolkit.

Appendix 1

How to Get PWS Information

In order to start the Toolkit you will need some general information about your system. If you are unsure of your PWSID or source type, this information can be found by on the Water System Details page of Drinking Water Watch. You may want to refer to this page a few times when using the toolkit to find further system information, so keep it handy.

To find your system's primary source type and PWSID:

1. Go to <http://dec.alaska.gov:8080/DWW/> .
2. Enter your system name in the appropriate field where indicated, and any other information you might have that the search engine asks for (i.e. Principal County Served, etc.) and click "Search for Water Systems".

DRINKING WATER WATCH
SEARCH SYSTEMS AND SAMPLES

PUBLIC WATER SUPPLY SYSTEMS SEARCH PARAMETERS

Water System No.

Water System Name

Principal County Served

Water System Type

Primary Source Water Type

Point of Contact Type

DRINKING WATER WATCH
WATER SYSTEMS

| Water System No. | Water System Name | Type | Status | Principal County Served | Primary Source Water Type |
|------------------|----------------------------------|------|--------|-------------------------|---------------------------|
| AK2200000 | TEST | NP | A | | |
| AK2371582 | TEST THE WATERS ADVENTURE SPORTS | NP | A | FAIRBANKS NORTH STAR | GW |
| AK2263080 | TEST WATER SYSTEM | NP | I | ANCHORAGE | SW |

Total Number of Records Fetched = 3

3. Click on the PWSID that corresponds with your system. There may be more than one system that comes up from your search.

Appendix 1, *continued*

4. The Water System Details page will display public information for the system.
 - The PWSID is located near the middle of the page.
 - The source type is located at the bottom left of the screen. You may need to scroll down.

| DRINKING WATER WATCH | | |
|-----------------------------------|---|--|
| WATER SYSTEM DETAILS | | |
| Water System Facilities | Source Water Assessment | Sample Schedules |
| Coliform/Microbial Sample Results | Coliform Sample Summary Results | Lead And Copper Sample Summary Results |
| Non-Coliform Samples/Results | Non-Coliform Samples/Results by Analyte | Violations/Enforcement Actions |
| Site Visits | Milestones | 263000 |

SYSTEM

| | | | |
|---------------------------|-------------------|------------------|------------|
| Water System No. : | AK2263080 | Federal Type : | NP |
| Water System Name : | TEST WATER SYSTEM | State Type : | |
| Principal County Served : | ANCHORAGE | Primary Source : | SW |
| Status : | I | Activity Date : | 02-23-2012 |

POINTS OF CONTACT

| Name | Job Title | Type | Phone | Address | Email |
|----------|-----------|------|--------------|---|------------------|
| DOE, JOE | | AC | 907-269-2XXX | 555 Cordova Street, ANCHORAGE, AK-99501 | email@alaska.gov |

ANNUAL OPERATING PERIODS & POPULATION SERVED

| Start Month | Start Day | End Month | End Day | Population Type | Population Served |
|-------------|-----------|-----------|---------|-----------------|-------------------|
| 6 | 1 | 8 | 31 | NT | 6 |
| 1 | 1 | 12 | 31 | T | 1500 |

SERVICE CONNECTIONS

| Type | Count | Meter Type | Meter Size | Measure |
|------|-------|------------|------------|---------|
| AG | 2 | UN | 0 | |
| CM | 2 | MU | 0 | |

Add these together for total population

SOURCES OF WATER

| Name | Type Code | Status |
|---------------------------|-----------|--------|
| CC CONSECUTIVE CONNECTION | CC | A |
| LAKE EDMUNDS | IN | A |
| C. PALMER WELL | WL | A |

SERVICE AREAS

| Code | Name |
|------|-------------------------|
| NT | INDUSTRIAL/AGRICULTURAL |
| O | AK - LOGGING CAMP |