



Emergency Response & Recovery Plan (ERRP)

Public Version

For

Sweetwater Authority

A Public Water System/ Utility providing safe, reliable drinking water to portions of Chula Vista, National City, and Bonita in San Diego County, California

Emergency Contact (24-hour contact):

Perdue Water Treatment Plant Operator On-Duty

Phone: 619-409-6800 or 619-479-4529

September 2020

Public Water System Information

Utility Information

PWSID	3710025
Street Address	505 Garrett Ave.
City, State Zip Code	Chula Vista, CA 91910
Phone number	619-409-6800
Population Served	190,680
Prepared by	Clay Clifton
Reviewed by	Sweetwater Authority
Date completed	September 1, 2020 <i>Updated September 2, 2022</i>

PLAN DISTRIBUTION

Copy Number	Organization	Person Receiving Copy	Distributed By	Date
1	County of San Diego, Office of Emergency Services (OES)	Erin McCann Nick Zobel	Clay Clifton	4 Nov 2020 3 Dec 2021
2	San Diego County Sheriff's Department	Claudia Hatfield	Clay Clifton	4 Nov 2020
3	City of Chula Vista	Fire Marshall Justin Gipson	Clay Clifton	4 Nov 2020
4	City of National City	Chief Robert Hernandez	Clay Clifton	4 Nov 2020
5	San Miguel Fire Protection District	Capt. Bob Lundstrom	Clay Clifton	4 Nov 2020
6	Bonita-Sunnyside Fire Protection District	Capt. Michael Smith	Clay Clifton	4 Nov 2020
7	Sweetwater Authority	Jennifer Sabine, AGM	Clay Clifton	3 Nov 2020
8	Sweetwater Authority	Justin Brazil, Director of WQ	Clay Clifton	3 Nov 2020
9	Sweetwater Authority	Ron Mosher, Erick Del Bosque, Director of Engineering & Operations	Clay Clifton	3 Nov 2020 2 Sept 2022
10	Sweetwater Authority	Greg Snyder Dan Bresniker, Distribution Manager	Clay Clifton	3 Nov 2020 2 Sept 2022
11	Sweetwater Authority	Rich Stevenson, Director of Finance	Clay Clifton	3 Nov 2020
12	Sweetwater Authority	Dina Yorba, Director of Admin Services	Clay Clifton	3 Nov 2020
13	Sweetwater Authority	Carlos Quintero, General Manager	Clay Clifton	3 Dec 2021

CHANGE HISTORY

Please describe the changes made to this plan since its original development, who made the changes and on what date the changes were incorporated into this plan.

Revision #	Date	Sections Reviewed or Revisions Made	By Whom
1	December 20, 2019	Draft document updated with Sweetwater Main Dam Emergency Action Plan (EAP)	Clay Clifton
2	July 10, 2020	Sweetwater Main Dam EAP removed to be a separate document. ERRP revised to conform to US EPA Emergency Response Plan template	Clay Clifton
3	January 15, 2021	UTILITY INFORMATION , Key Local Services, section vii. (aka Emergency Phone Numbers)	Clay Clifton, Sylvia McCain
4	February 15, 2021	Updated table in Section 1.1 due to staff changes	Clay Clifton
5	April 1, 2021	Updated staff and responsibilities in Section 1.1 due to staff changes	Clay Clifton
6	December 3, 2021	Updated staff and responsibilities in Section 1.1 due to staff changes	Clay Clifton
7	March 16, 2022	Added Chlorine Release to Incident Specific Response Procedures in Section 2.3, and edited links to Dam EAPs	Clay Clifton
8	May 25, 2022	Added a link to the <i>Business Continuity Planning for Water Utilities Guidance Document</i> in section 2; edited section 2.3.1; added resource links to section 2.3.4; and added the <i>Contamination Threat Management Decision Tree</i> to section 2.3.17	Clay Clifton
9	September 2, 2022	Changed AGM to Director of Admin Services and changed Director of Distribution to Distribution Manager in 1.1 and 1.3 (ICS org chart).	Clay Clifton

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UTILITY INFORMATION

i Utility Overview

Sweetwater Authority (Authority) is a drinking water utility that treats and delivers both imported water and local water sources to its customers in western and central Chula Vista, National City and Bonita in San Diego County.

Utility Information	
PWSID	3710025
Utility name and address	Sweetwater Authority, see major facility addresses below
Owner	Publicly Owned Water Agency
Directions to Robert A. Perdue Water Treatment Plant and Sweetwater Main Dam from major roadway, include lat./long. coordinates	100 Lakeview Ave., Spring Valley, CA 91977 Take Interstate I-5 or Interstate I-805 to SR-54 and go east. Exit at Jamacha Blvd. and go east to Kempton St., then go south (right). Turn right (south-west) on Lakeview Ave. and follow to end.
Directions to Richard A. Reynolds Desalination Facility from major roadway, include lat./long. coordinates	3066 North Second Ave, Chula Vista, CA 91910 Take CA-54 to 4 th Ave./ Highland Ave. exit. Go north to 30 th Street and turn right. Proceed east until N. 2 nd Ave. and go right. Facility is 200 ft on the right.
Directions to Edwin J. Steele Operations Center from major roadway, include lat./long. coordinates	744 F Street, Chula Vista, CA 91910 Take Interstate I-5 to E Street exit in Chula Vista. Proceed south at stop light, go left on F Street. Immediate right after crossing railroad / train tracks.
Directions to Administration Building Treatment Plant from major roadway, include lat./long. coordinates	505 Garrett Ave., Chula Vista, CA 91910 Take Interstate I-5 to H Street exit in Chula Vista. Go east to Garrett Ave, go right.
Total population served and total service connections	190,680 served and 33,613 service connections
Name, title, phone number of primary contact (e.g., ERRP Lead)	Clay Clifton, Program Specialist, 619-409-6861
Alternate contact	Dan Hayes, Program Manager, 619-409-6882
Location of treatment, distribution, collection schematics and operation manuals	For Treatment manuals, see "Operational Plans, Monitoring Plans, As Built, and Reports and Studies" in SWAnet/Water Quality/ Perdue For Distribution, see SOPs and Distribution Documents in SWAnet/Distribution

Maps, Site Plans, As Built, and SOPs

The following documents, plans, and equipment specification files are available to Authority staff on the Authority intranet site (SWAnet) or by contacting the Authority Engineering or Water Quality Departments.

- Map of distribution systems
- Pressure boundary map
- Process flow diagram
- Site plans and “as built” drawings for the following components:
 - Pumping and storage facilities
 - Reservoir facilities
 - Water treatment facilities
 - Perdue
 - Reynolds
 - Chemical storage locations
 - Booster pump stations
 - Pressure-regulating valve (PRV) sites
- Distribution system diagrams and instrumentation information
- Equipment specifications and operation instructions
- Emergency power and light generation operation specifications
- Supervisory Control and Data Acquisition (SCADA) system operation instructions
- Communications systems operation instructions

ii Authority Personnel Information

This section in the full ERRP lists the work location, office phone and cellular phone numbers of Authority staff.

iii Primary Utility Components

Sweetwater Authority is made up of numerous critical components, all of which go to producing safe, reliable, cost effective, potable water to our customers. These components include the following: Wells, Intakes, Treatment Plants, Storage and Distribution System – Reservoirs, Tanks, Pump Stations, and Treatment Chemical Storage Facilities, and other key facilities. The full ERRP lists all primary utility components.

iv Industry Chemical Handling and Storage Facilities

There are no nearby chemical production, handling or storage industries that could impact the Authority’s facilities during incidents such as accidental releases, hurricanes or earthquakes.

v Safety

Safety Materials

Type	Location
Toxic material detection and testing supplies	<p>For the WQ Laboratory, spill kits are available for most of the types of spills expected in the laboratory and are located in the chemical storage room. See “Chemical Hygiene Plan” on SWAnet/Departments/Admin Services/Safety/</p> <p>For oxygen deficient environments/ confined spaces, there are four portable ambient air monitors; two at Perdue and two at the Operations Center with the System Operators. Devices have pump attachments for remote sensing.</p> <p>There is one portable chlorine and one portable ammonia detector at Perdue.</p> <p>There is one portable ammonia detector at Desal.</p> <p>WQ Maintenance performs calibration on these testing devices every three months.</p> <p>Ninyo & Moore is the on-call contractor for Hazardous Materials testing. Contact via Engineering Inspectors or Distribution Department.</p>
Emergency food and water supplies	The Perdue Water Treatment Plant has a 36-hour stock pile of food and water supply.
Emergency PPE	See “Personal Protective Equipment” on SWAnet/Departments/Admin Services/Safety/Safety Documents/. Distribution, Engineering, and Water Quality staff will have their PPE at their respective locations.
Other equipment	See “Injury and Illness Prevention Program” on SWAnet/Departments/Admin Services/Safety/ Safety Documents/

Safety Information

Topic	Description
Confined Spaces Program	See “Confined Spaces Program” on Admin Services, Safety page on SWAnet
Locator and Marking Program for underground utilities	See “Locator- Marking Program” on Admin Services, Safety page on SWAnet
Electrical Safety Program	See “Electrical Safety Program” on SWAnet/Departments/Admin Services/Safety
Fire Prevention Plan	See “Fire Prevention Plan” on SWAnet/Departments/Admin Services/Safety
Laboratory Safety Program	See “Sweetwater Authority Water Quality Laboratory Safety Program” on SWAnet/Departments/Water Quality/Laboratory/Monitoring Plans/
Power Outage/ Power Loss	See “SDG&E Power Outage Guide” on SWAnet/Departments/Admin Services/Safety
Workplace Violence Prevention	See “Workplace Violence Prevention Policy” on SWAnet/Departments/Admin Services/Policies & Procedures
Workstation Malware	See “Workstation Malware” on SWAnet/Departments/Admin Services/Policies & Procedures

vi Response Resources

The full ERRP contains a table of the Authority's response resources and the location of the resource, and a listing for offsite equipment rentals.

vii Key Local Services

Other local services include: Construction Services, Crane Services, Distribution System Material providers, Electrical Contractors, Hazardous Materials Spill Clean-up, Plumbers, Security Services, Tree Care and Welding. The full ERRP contains list of all key local services.

viii Mutual Assistance and Mutual Aid

This section discusses support, response, and coordination while using mutual aid or mutual assistance agreements. In times of crisis, when normal resources are not able to meet emergency demand, emergency response providers must be able to call upon other emergency service providers and request help. The responding provider will send personnel and/or equipment as available. The Authority subscribed to the California Water/Wastewater Agency Response Network (Cal WARN) agreement and became a Cal WARN member in April 2009. The Authority is not a member of the California Utility Emergency Association (CUEA) which requires an annual fee. See the "Cal WARN Operations Plan" on SWAnet/Departments/Admin Services/Safety. Additionally the Authority has a number of other mutual assistance/aid agreements to ensure continuity of service to our customers. These include the San Diego County Water Authority (SDCWA) Member Agency Communications System (MACS), the Interagency Shared Services Program (ISSP), and access to the San Diego County Web Emergency Operations Center (EOC) through its membership with SDCWA.

1. RESILIENCE STRATEGIES

1.1 Authority Staff in the Emergency Operations Center (EOC) or Incident Command System (ICS)

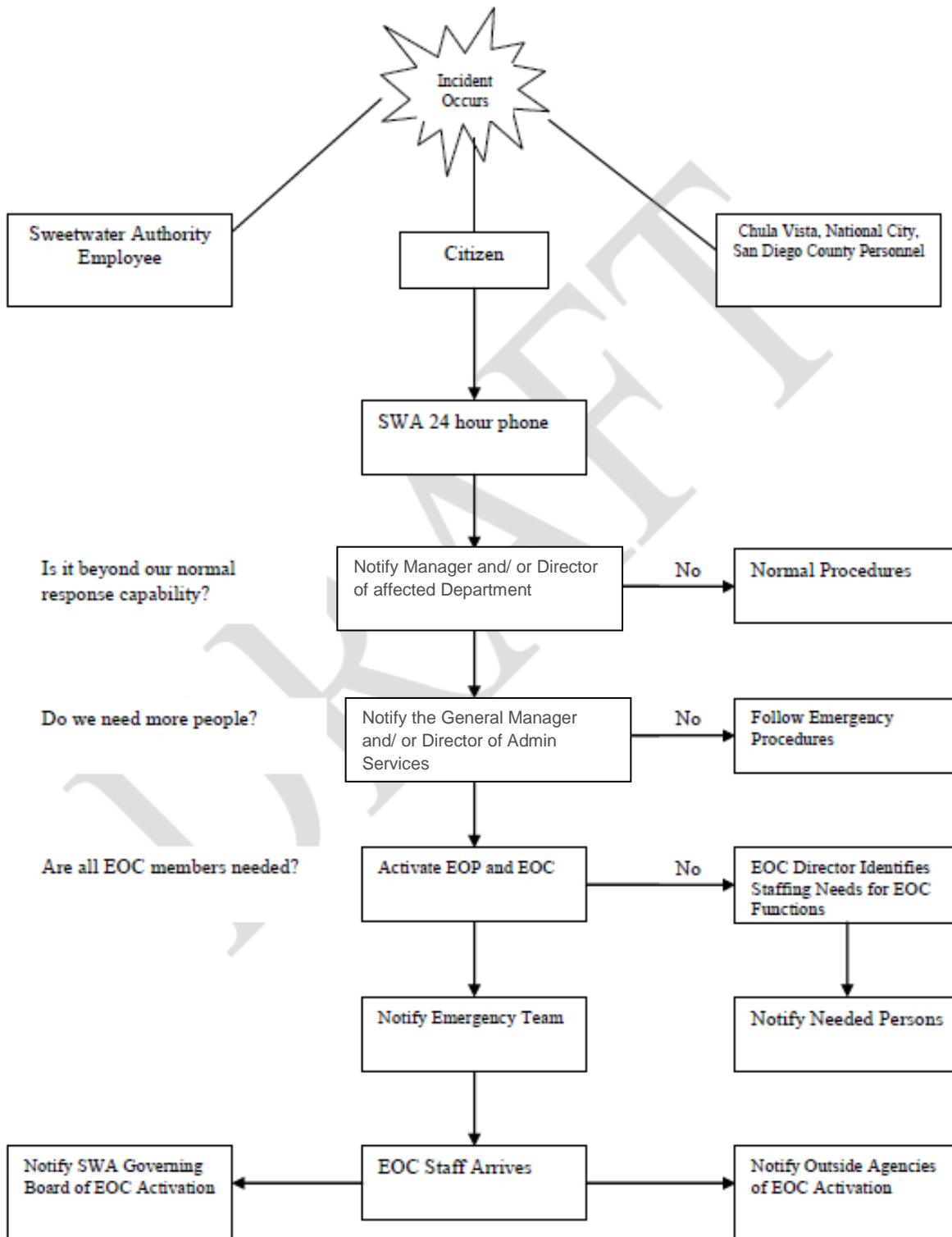
Water Utility and Partner Roles.

Name/Title	Emergency Response Role	Responsibilities
General Manager or Assistant General Manager	Incident Commander/ EOC Manager	Responsible for all incident response activities, including developing strategies and tactics and ordering and releasing resources.
Director of Admin Services	Back-up Incident Commander/ EOC Manager	Responsible for all incident response activities, including developing strategies and tactics and ordering and releasing resources.
Director of Water Quality	Operations Chief	Coordinating all field operations in support of the emergency response through implementation of the action plan. Operations staff include field coordinators, as necessary, linked to Authority personnel at other fixed facilities or assigned to incidents within the Authority.
Distribution Manager	Logistics Chief	Overseeing the acquisition, storing, and distribution of essential resources and support services needed to manage the emergency. It tracks the status of resources.
Director of Engineering & Operations	Planning/ Intelligence Chief	Overseeing the collection, evaluation, and dissemination of information; development of an action plan in coordination with other functions; and maintaining documentation related to the emergency
Safety Coordinator	Safety/ Risk Control	Ensuring safety and injury prevention for Authority staff
Public Affairs Manager	Public Information	Coordinate public outreach messaging with SDCWA EOC
Director of Finance	Administration/ Finance Chief	Overseeing the cost accounting associated with the emergency. Finance/Administration prepares vendor contracts, maintains records of expenditures for personnel and equipment, and maintains records and processes claims. It provides preliminary and follow-up estimates of damage costs and losses
Public Affairs Manager	Board Liaison	Channel communications between the Sweetwater Authority Board of Directors and the Sweetwater Authority Incident Commander

Field Response and Emergency Operations Center (EOC) operations at any level of emergency activation must ensure that the appropriate SEMS functions are being accomplished. In minor emergencies, one person may be responsible for all primary functions and related sub-functions. As the emergency grows, the authority to manage primary functions and sub-functions may be assigned to others, if necessary. The Incident Commander remains responsible for every function until it is delegated to another person. See Checklists for EOC Functions in [Appendix A](#).

A general rule governing the organizational structure under emergency conditions is that no individual should supervise more than seven sub-elements simultaneously. The optimum span-of-control for a supervisor to maintain during an emergency is one-to-five. Functions within the emergency organization must not be consolidated. While one supervisor may have responsibility for more than one function at a time, the Operations and Planning/Intelligence functions should have separate Chiefs. Functional units no longer required may be deactivated at any time.

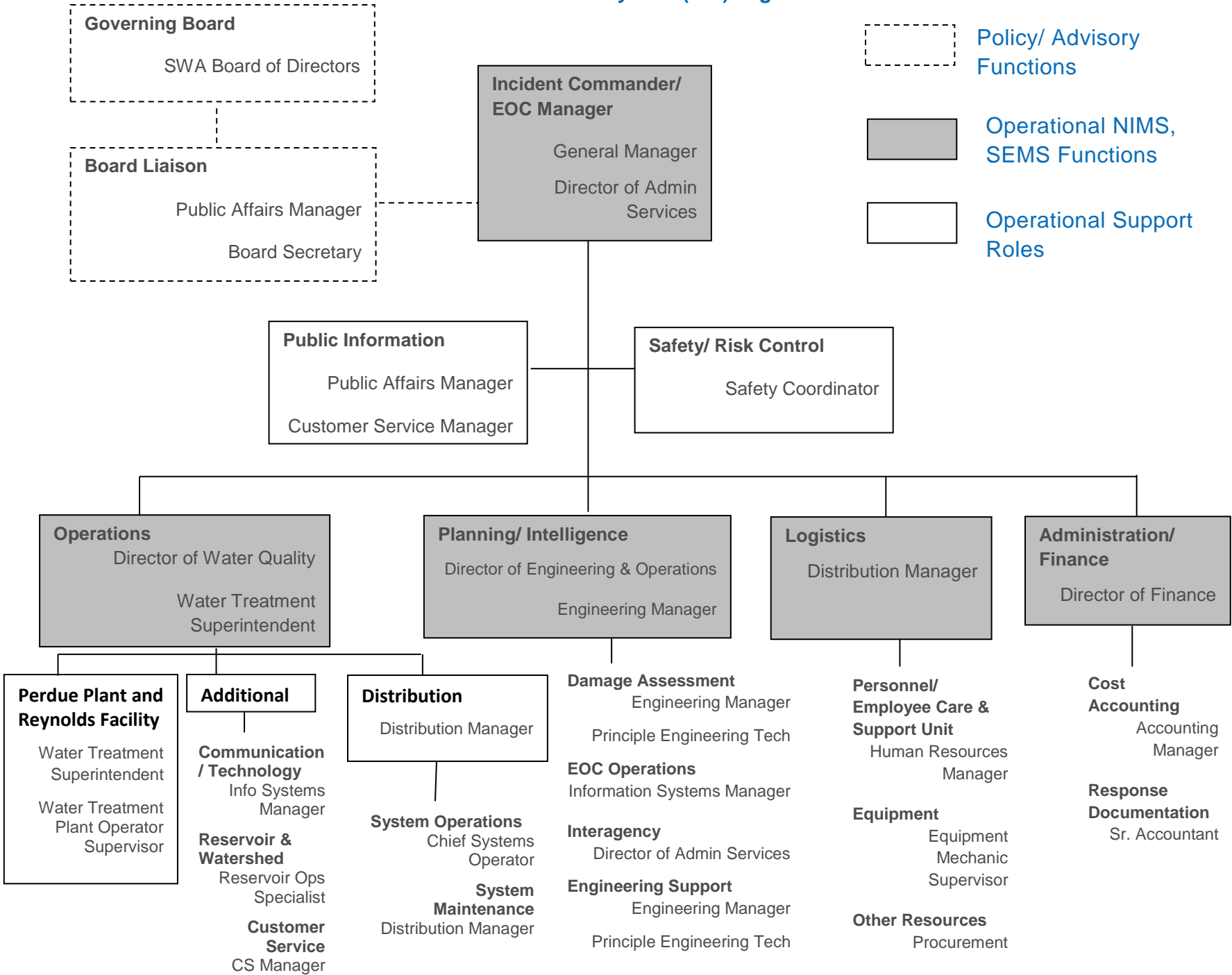
Flow Chart for Activation of the Emergency Operations Center (EOC)



1.2 External Response Partner Roles

In an emergency the primary goals for the Authority's Incident Command System (ICS) are the safety of its employees, maintaining system integrity, and continuing to provide safe potable water to its customers. To assist the IC with meeting these goals a table of the Authority's external partners (Local, Regional, State, and Federal) has been developed. The full ERRP lists all external partners, their roles, and contact information.

1.3 Incident Command System (ICS) Organizational Chart



1.4 Communication

1.4.1 Authority ICS Contact Information

Authority staff that have a role in the Emergency Operations Center or Incident Command System are listed in section 1.1 Authority Staff in EOC or ICS. See [Appendix A](#) for descriptions of roles and duties for EOC/ ICS personnel.

1.4.2 External Response Partner Communication

External response partners and critical customers will be notified based on the type and severity of the emergency. In the event of a public phone system failure the Authority has a two-radio system that consists of 5 base, 64 mobile and 24 hand held radios. The full ERRP lists all ICS contact information.

1.4.3 Critical Customer Communication

This section in the full ERRP lists the addresses and contact information for commercial facilities with critical needs for water supply.

1.4.4 Communication Equipment Inventory

FCC Call Signs

Sweetwater Authority is licensed by the FCC under the following call signs:

- WNRX482 – Operations (Exp. Date: 04-20-2025)
 - WRB507 - Perdue Water Treatment Plant (Exp. Date: 06-26-2024)
-

1.5 Media Outreach

See the Media Relations Standard Operating Procedure and Crisis Communication Plan.

1.6 Public Notification Templates

1.6.1 Potential Emergency

Sweetwater Authority has activated the Sweetwater Emergency Response & Recovery Plan.

The Emergency Level at this time is a Potential Emergency.

At _____ (time) on _____ (date), Sweetwater Authority verified, determined, or observed that:

Sweetwater Authority is taking remediation measures to reduce the potential for a full emergency.

Sweetwater Authority will provide updates as appropriate of any changes in the emergency condition and the agency's ability to continue to provide safe drinking water. Please remain on alert for any further communications from Sweetwater Authority or your local emergency management agencies.

If you serve in an emergency management role and need additional information, please contact the Sweetwater Authority Treatment Plant Operator on Duty at 619-409-6800.

Date Issued:

Time Issued:

Issued By:

1.6.2 Active Emergency

Sweetwater Authority has activated the Sweetwater Emergency Response & Recovery Plan.

The Emergency Level at this time is Active Emergency.

Again, the Emergency Level at this time is Active Emergency.

At _____ (time) on _____ (date), Sweetwater Authority verified, determined, or observed that:

Sweetwater Authority will provide updates as appropriate of any changes in the emergency condition, any drinking water service interruptions, boil water orders, or the agency's ability to continue to provide safe drinking water. Please remain on alert for any further communications from Sweetwater Authority or your local emergency management agencies.

If you serve in an emergency management role and need additional information, please contact the Sweetwater Authority Treatment Plant Operator on Duty at 619-409-6800.

Date Issued:

Time Issued:

Issued By:

Date:

UNSAFE WATER ALERT

ALERTA DE AGUA INSEGURO

Sweetwater Authority water is possibly contaminated
with [name of substance] or “an unknown substance”

DO NOT DRINK YOUR WATER

Failure to follow this advisory could result in illness.

An unknown substance has been added to the drinking water supplied by the Sweetwater Authority due to a recent [intrusion; break-in] at [one of the wells; our treatment plant; storage tank; specific facility]. The California State Water Resources Control Board, Division and Sweetwater Authority Water System are advising residents of [City, Town, System] to NOT USE THE TAP WATER FOR DRINKING AND COOKING UNTIL FURTHER NOTICE.

What should I do?

- ***DO NOT DRINK YOUR TAP WATER---USE ONLY BOTTLED WATER.*** *Bottled water should be used for all drinking (including baby formula and juice), brushing teeth, washing dishes, making ice and food preparation **until further notice.***
- ***DO NOT TRY AND TREAT THE WATER YOURSELF.*** *Boiling, freezing, filtering, adding chlorine or other disinfectants, or letting water stand will not make the water safe.*
- **Optional:** Potable water is available at the following locations: [List locations]
Please bring a clean water container (5 gallons maximum capacity).

We will inform you when tests show that the water is safe again. We expect to resolve the problem within [estimated time frame].

For more information call:

Water Utility contact: Sweetwater Authority, 619-420-1413.

California State Water Resources Control Board, Division of Drinking Water: San Diego Field Office, 619-525-4159.

This notice is being sent to you by Sweetwater Authority. California Public Water System ID # 3710025. Date Distributed: [date].

Please share this information with all other people who receive this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand.

1.6.4 Boil Water Order

Date

Sweetwater Authority

Failure to follow this advisory could result in stomach or intestinal illness.

Due to the recent event (e.g., flood, fire, earthquake, or other emergency situation), the California State Water Resources Control Board, Division of Drinking Water, in conjunction with Sweetwater Authority is advising residents to boil their tap water or use bottled water for drinking and cooking purposes as a safety precaution.

All tap water used for drinking or cooking should be boiled rapidly for at least 2 minutes at a full rolling boil. This is the preferred method to assure that the water is safe to drink.

An alternative method of purification for residents that do not have gas or electricity available, is to use fresh liquid household bleach (Clorox, Purex, etc.). To do so, add 8 drops (or 1/8 teaspoon) of bleach per gallon of clear water or 16 drops (or 1/4 teaspoon) per gallon of cloudy water. Mix thoroughly and allow to stand for 30 minutes before using. A chlorine-like taste and odor will result from this purification procedure and is an indication that adequate disinfection has taken place.

Optional:

Potable water is available at the following locations:

Please bring clean water container (5 gallons maximum capacity).

Emergency water treatment and quality testing are being conducted by _____ to resolve this water quality emergency problem. Sweetwater Authority will notify residents as soon as the water is safe to drink.

For more information call:

Water Utility contact: Sweetwater Authority 619-420-1413.

2. EMERGENCY PLANS AND PROCEDURES

2.1 General Guidelines for Emergencies

Response procedures will vary depending on the type and scope of the emergency. The general guidelines for most emergencies are as follows:

Assess

Stay calm

Observe – Perform a brief assessment of the situation: what, when, where

Safety – Consider personnel, customers, neighbors, property

Respond

Isolate – Remove or minimize from continued hazard. Remove from use, secure from further damage, unauthorized personnel, and the general public.

Notify – Make initial notifications to 911, supervisor, safety, and Regulatory Agencies (DHS, OES etc.).

Activate Plans– Emergency Response & Recovery Plan, Water Quality Emergency Notification Plan, Crisis Communication Plan, Distribution Stand-by, Perdue Risk Management Plan (RMP) – Process Safety Management (PSM), SDG&E Power Outage Guide, Site Evacuation, etc.

Recover

Prioritize work

Build team

Implement alternatives and backups

Monitor situation

Restore/Repair

Report – complete documentation, follow up with regulators, update plans based on lessons learned

In addition to general response procedures above, specific responses may be followed for each situation listed in this section.

Also see the Water Research Foundation (WRF), US EPA, and American Water Works Association (AWWA) guidance document for [Business Continuity Planning for Water Utilities](#).

2.2 Incident Planning and Preparation

The following components must be considered in emergency planning and preparedness to ensure an incident is handled safely and efficiently: access, physical security, cybersecurity, power loss, emergency alternative drinking water supplies*, sampling and analysis, local contract/State/Federal laboratory contact list, family and utility personnel well-being and the Emergency Operations Center (EOC) Action Plan template. All of these are found in the full version of the ERRP.

2.3 Incident-Specific Response Procedures

The Authority has incident specific response procedures for a variety of different emergency scenarios. The full ERRP has detailed response procedures for each incident type.

2.3.1 Cybersecurity attack

2.3.2 Communications Failure

2.3.3 Dam Failure

2.3.4 Distribution System or Source Water Contamination

2.3.5 Flood, Storm, or Wild Fire Natural Disasters

2.3.6 Earthquake

2.3.7 Extreme Heat

2.3.8 Fire at Authority Facilities

2.3.8 Harmful Algae Bloom (HAB)

2.3.9 Pandemic/ Epidemic Disease Outbreak

2.3.10 Physical Security/ Armed intruder/ Active Shooter

2.3.11 Power Loss or Failure

2.3.12 Structural Failure, Storage/ Reservoir Tanks or Pump Stations

2.3.13 Structural Failure, Transmission or Distribution System

2.3.14 Water Supply Failure/ Drought

2.3.15 Water Treatment Failure at Perdue WTP

2.3.16 Water Treatment Chlorine Release

2.3.17 Water Quality Contamination Threat Management Decision Tree

3. MITIGATION ACTIONS

3.1 Alternative Source Water Options and Interconnected Utilities

In the event the Authority loses its own water supply alternative sources are available through inter connections with the San Diego County Water Authority, Otay Water District, and City of San Diego.

3.2 Mitigation Measures from the Risk Resilience Assessment

The following are mitigation measures from the Risk Resilience Assessment (RRA) performed in March 2020. These recommendations are designed to reduce the consequence or vulnerability related to threats to the Authority's assets. The full ERRP contains all of the recommendations from the RRA.

4. DETECTION STRATEGIES

This section contains strategies that can be used to aid in the detection of malevolent acts or natural hazards that threaten the security or resilience of the system. The full ERRP lists all detection strategies.

5. APPENDICES

Appendix A. Checklists for EOC Functions

1. Incident Commander/ EOC Manager

- Assess magnitude of emergency
- Assess preliminary impacts on Authority's operations.
- Determine need to activate Emergency Operations Center
- General Manager or Department Director proclaims the emergency condition exists.
- Conduct initial briefing of EOC staff and review status of initial damage assessment reports.
- Determine operational status of following facilities:
 - Loveland and Sweetwater dam(s)/reservoirs
 - Three administrative/facility sites
 - Tanks
 - Pump and Hydro stations
 - National City Wells
 - Raw water pipelines and filtered water transmission
 - Distribution system
- Assess distribution system's ability to meet fire suppression needs.
- Assess potential for general or localized water quality problems and determine need to issue general "boil order"
- Establish liaison with news media through Public Information/Communications office and provide timely updates
- Establish multi-agency communications
- Ensure initial damage assessment reports are made to the following agencies:
 - State Division of Dam Safety
 - San Diego County Water Authority
 - State Water Resources Control Board
- Notify cities within Authority service area that emergency was proclaimed
- Ensure status reports to fire agencies within service area advising of impact on suppression capabilities
- Notify CWA that Sweetwater Authority proclaimed an emergency condition
- Update and review damage assessment status (review a minimum of every 30 minutes)
- Review and approve media news releases
- Evaluate need for water allocations or mandatory water use restrictions
- Review status of efforts to secure distribution system to preserve usable available water
- Establish and review list of damages at Authority facilities and system
- Ensure police support is requested, if needed
- Prioritize list of damages and begin to develop and review priorities for emergency response, including:
 - Short-term response
 - Long-term response
- Determine need for mutual aid and specific type of aid available, if needed

- Update status of damage and response to Board of Directors and news media, as necessary
 - Periodically meet with EOC staff to ensure progress of damage assessment, listing of damage, prioritizing of response plan, and communications within EOC
 - Review and approve damage response plan and authorize its implementation, including:
 - Allocation of resources
 - Need for mutual aid
 - Ensure continued contact with all agencies involved, status of reports to Board of Directors, and timely release of information to news media
-

2. Public Information / Communications / Board Liaison

- Obtain information regarding magnitude of emergency and Authority's ability to provide service
- Determine information important to public
- Determine best location for media information center
- Keep EOC Manager informed
- Establish communication lines to obtain regular briefings
- Prepare initial summary/press release
- Open information center
- Establish media hotline number, if possible
- Brief media
- Establish regular media briefing schedule and provide updates
- Keep Board of Directors informed
- Implement notification of emergency water conservation measures, if necessary
- Respond to special requests
- Coordinate interviews
- Communicate with public information officers from other public agencies
- Assure continued release of updated information to media
- Update hotline with status of emergency
- Document emergency response activities:
 - Photographs & videos
 - Journal/log entries
 - Copies of report forms
 - Work orders opened
 - Purchase orders initiated
 - Purchases made – receipts
 - Overtime worked

3. Safety/ Risk Control

- Keep EOC Manager informed
- Report safety and risk control status, as needed
- Coordinate safety and health information received
- Keep EOC Section Leaders (SEMS) updated
- Ensure medical treatment or other employee first aid is administered
- Incidents involving hazardous chemical releases/spills should be handled in accordance with guidelines contained in the Authority's RMP/PSM document, a copy of which should be stored in close proximity to this Plan
- Investigate work-related injuries/illnesses
- Report fatality or serious injury to Cal/OSHA within 8 hours, Phone: 858/637-5534
- Notify JPIA as soon as possible, Phone: 858/535-7899, Ext. 3159
- Forward to Employee Care & Support (Human Resources staff) the Workers' Compensation forms following Authority procedures, including:
 - Employees' claim forms within 24 hours
 - Cal/OSHA log entry within 15 days
- Document emergency response activities:
 - Photographs & videos
 - Journal/log entries
 - Copies of report forms
 - Work orders opened
 - Purchase orders initiated
 - Purchases made – receipts
 - OT worked

4. Operations

- Obtain status from Distribution/Systems Function Leader regarding:
 - System condition and needs
 - Fire suppression needs
 - Communications, SCADA, power
 - Pump stations
 - Tanks
- Where do we need emergency power?
- Obtain reservoir/dams assessment information from Planning/Assessment Function Leader regarding:
 - Loveland Reservoir
 - Sweetwater Reservoir
 - Reynolds Facility
 - Perdue Plant
- Coordinate emergency notification with Public Information office and SDCWA
- Contact Division of Dam Safety, if necessary

- Determine possibility of flooding due to releases
- Obtain update from Communications Systems Function Leader regarding:
 - Radios
 - Interagency contacts
 - Phones
 - Ham operators
- Obtain status from Distribution Maintenance Function Leader regarding:
 - Assessment of damaged areas
 - How are repairs being handled?
 - Work and time schedules for repairs
- Obtain information from Water Quality Function Leader regarding:
 - Conditions of TP structures: building, filters, tanks
 - Amount of chemicals on hand
 - Is “boil water” notice necessary? Have we issued it?
- Inform Public Information/Communications regarding public notifications needed
- How have repairs been scheduled?
- Are emergency samples being taken?
- Ensure State Water Resources Control, Division of Drinking Water notified, if necessary
- Coordinate public notification needs with Public Information Function Leader
 - Boil water orders
 - Controlled releases
 - Water use cutbacks/restrictions
- Document emergency response activities
 - Photographs
 - Journal/log entries
 - Copies of report forms
 - Work orders opened
 - Purchase orders initiated
 - Purchases made – receipts
 - OT worked

4.1 Operations / Perdue WTP and Reynolds Groundwater Desalination Facility

- Maintain adequate disinfection
- Is boil water order necessary?
- Call chlorine and other chemical suppliers to order chlorine in both one ton and 150 lb. Cylinders
- Call local pool supply outlets for additional calcium hypochlorite
- Coordinate emergency sampling measures
- Determine availability of off-duty personnel
- What and where do emergency samples need to be taken?
- Coordinate Perdue Plant operations

- Determine supply of other water treatment chemicals, especially alum
- Monitor effluent turbidity and particle counts leaving the plant
- Utility water system integrity
- Coordinate surface storage & watershed damage assessment
- Has Otay's reclamation plant or effluent line suffered damage?
- Any spills from Sweetwater River bridge crossings?
- Determine need for spill containment (sandbags) within watershed
- Coordinate Perdue & Reynolds Plants integrity
 - What is the condition of various plant structures?
 - Can problem be isolated without shutdown?
 - Coordinate water treatment methods
 - Coagulation, flocculation, disinfection, filtration unit processes okay?
- Keep Field Operations Section Leaders (SEMS) informed
- Document emergency response activities
 - Photographs
 - Journal/log entries
 - Copies of report forms
 - Work orders opened
 - Purchase orders initiated
 - Purchases made – receipts
 - OT worked

4.2 Operations / Communications

- Update Distribution Systems Function Leader about status of:
 - Authority radio systems, including:
 - Between SWA facilities
 - CWA
 - Chula Vista and National City
 - County OES
 - Mobile radios
 - Walkie-talkies
 - Base stations
 - SCADA
- Cellular phones
- Keep communications systems operational
- Coordinate with Logistics Section if additional personnel are needed
- Document emergency response activities
 - Photographs & videos
 - Journal/log entries
 - Copies of report forms
 - Work orders opened

- Purchase orders initiated
- Purchases made – receipts
- OT worked

4.3 Operations / Distribution

Update Field Operations Section Leaders (SEMS) about operational status of:

- Pump stations
- Tanks
- Main transmission lines
- Aqueduct connections
- Overall fire protection
- Emergency power needs
- Domestic water outage areas
- Extent of damage assessment effort
- Inundation areas
- Communications systems operational status

Document emergency response activities as follows:

- Photographs & videos
- Journal/log entries
- Copies of report forms
- Work orders opened
- Purchase orders initiated
- Purchases made – receipts
- OT worked

4.4 Operations / Distribution - System Operations

Coordinate with Damage Assessment Function Leader to identify and prioritize water loss sources:

- Pipeline breaks
- Water tanks
- Pump stations and other appurtenances

Plan, coordinate and prioritize operational changes using assessment and other information

Recommend actions and obtain direction from Distribution Systems Function Leader

Keep Operations Section Leaders (SEMS) informed and updated on work status and time schedules

Coordinate with Logistics Section for resource availability

- Meals
- Restrooms
- Personnel
- Petty cash
- Equipment and materials

Coordinate with Distribution for electrical power needs

Coordinate with Interagency Liaison for assistance needed from other agencies

Coordinate assistance needed from Safety/Risk Control Section

- Injuries reported and documented
 - Hazard controls
 - Confined space entry
 - Hazardous chemicals
- Coordinate controlled releases
- Document emergency response activities
- Photographs & videos
 - Journal/log entries
 - Copies of report forms
 - Work orders opened
 - Purchase orders initiated
 - Purchases made
 - OT worked

4.5 Operations / Distribution – Maintenance

- Dispatch isolation teams as needed to isolate water loss sources
- Pipeline breaks
 - Water tanks
 - Pump stations and other appurtenances
- Obtain information from Damage Assessment Function Leader
- Plan, coordinate and prioritize field repairs using assessment and other information
- Obtain directives from Distribution Systems Function Leader
- Keep Distribution Systems Function Leaders informed and updated on work and time schedules
- Coordinate with Logistics Section for resource availability
- Meals
 - Restrooms
 - Personnel
 - Petty cash
 - Equipment and materials
- Coordinate with Distribution Operations for electrical power needs
- Coordinate with Interagency Liaison for assistance needed from other agencies
- Coordinate assistance needed from Safety/Risk Control Section
- Injuries reported and documented
 - Hazard controls
 - Confined space entry
 - Hazardous chemicals
- Coordinate controlled releases
- Document emergency response activities
- Photographs & videos
 - Journal/log entries

- Copies of report forms
- Work orders opened
- Purchase orders initiated
- Purchases made – receipts
- OT worked

5. Planning / Intelligence

- Keep EOC Manager informed
- Confirm Damage Assessment Function Leader is communicating
- Verify that damage assessment areas are being checked
- Determine extent of damage to:
 - Loveland and Sweetwater dams/reservoirs
 - Three administrative operational locations
 - Sweetwater watershed
 - Filtered water clearwell and transmission mains
 - Distribution system
 - Power systems
- Report status from initial damage assessment for facilities listed above to EOC Manager and Operations Section Leader (SEMS)
- Report initial damage assessment to:
 - State Division of Dam Safety
 - San Diego County Water Authority
 - County Department of Health Services
 - State Department of Health Services
 - Cities within Authority service area
- Identify any inundation areas
- Report status of fire suppression potential/damage to fire agencies within Authority service area
- Check damage assessment every thirty minutes
- Work with EOC Manager to prioritize and establish list of critical repairs
- Document emergency response activities:
 - Photographs & videos
 - Journal/log entries
 - Copies of reports forms
 - Work orders opened
 - Purchase orders initiated
 - Purchases made – receipts
 - OT worked

5.1 Damage Assessment, checklist at bottom of this section

- Keep Planning/Assessment Section Leader (SEMS) informed
- Verify damage assessment teams are in place and operational, and reports received from each team
- Verify visual inspection of Authority's critical facilities

- Loveland Reservoir and dam
- Sweetwater Reservoir and dam
- Operational storage
- Hydro pneumatic systems
- Pump stations
- National City Wells
- Power systems
- Reynolds Desalination Facility

- Verify need for comprehensive structural survey of dams
- Verify that damage assessment is progressing in a timely manner
- Communicate progress of damage assessment teams to Planning/Assessment Section Leader (SEMS) at EOC
- Document emergency response activities:
 - Photographs & videos
 - Journal/log entries
 - Copies of report forms
 - Work orders opened
 - Purchase orders initiated
 - Purchases made – receipts
 - OT worked

Preliminary Damage Inspection checklist

Determine need to repair, replace, or abandon facility.

Include estimate of cost to restore facility.

Consider possible effects of aftershocks (if event is recent earthquake).

Evacuate buildings in danger of collapse.

Confirm that field crews perform the following inspections and close/tag

Damaged equipment:

Reservoirs

Check for seepage, leaks, cracks, landslides, embankment slump, broken inlet-outlet pipes, piezometers, and underdrains.

Notify Department of Water Resources, Division of Safety of Dams (through Sweetwater Authority EOC) if problems are found.

Lower water levels to reduce possibility of structural failure.

Wells

Check for power disconnect.

Test for contamination.

Check for failure of pump or motor.

Check for physical damage.

Treatment Plant

Check for available power and condition of mechanical and electrical equipment.

Check quality of outflow

Check for chemical releases.

Check for the need for emergency purification

Check for structural damage

Tanks

Check for evidence of failure of subbase.

Check for leaks, cracks, broken inlet-outlet pipes, and underdrains.

Check for buckling.

Pumping Stations

Check for power disconnect.

Check for structural damage.

Pipes

Check air and vacuum valves.

Check for leaks, breaks, pressure loss in lines, cross-connections between Sweetwater Authority and adjacent water utilities, and overflow into streets and watercourses.

Check mechanical couplings

5.2 EOC Operations

Keep Planning/Assessment Section Leader informed (SEMS)

Set up EOC as required

Inventory and coordinate communication systems

- SWA radio
- CWA/MWD radio
- County OES radio
- Telephone system
- Cell phones/pagers

Assess need to request portable radio(s) from neighboring agencies

Assess need for volunteer (RACES) ham radio operator

Coordinate staffing needed to cover EOC communications needs, including:

- Radios
- Telephones
- Status boards
- Message runner(s)

- Supplies and staff support

Document emergency response activities

- Photographs & videos
- Journal/log entries
- Copies of report forms
- Work orders opened
- Purchase orders initiated
- Purchases made – receipts
- OT worked

5.3 Interagency

Keep Planning/Assessment Section Leader (SEMS) informed

Establish contacts with the following agencies:

- SDCWA
- Fire agencies within Authority sphere:
 - City of Chula Vista
 - City of National City
 - County of San Diego
 - Rural Fire Protection District
 - Bonita/Sunnyside Fire
 - San Miguel Fire
- Municipalities/County EOCs:
 - City of Chula Vista EOC
 - City of National City EOC
 - County of San Diego OES
 - City of San Diego OES
- Division of Dam Safety
- County of San Diego Health Department
- State of California Health Department
- MWD Operations Center via MARS, as needed

Communicate with agency contacts as required

Share information with multi-agency liaisons and appropriate Section Leaders (SEMS)

Document emergency response activities:

- Photographs & videos
- Journal/log entries
- Copies of report forms
- Work orders opened
- Purchase orders initiated
- Purchases made – receipts
- OT worked

5.4 Engineering Support

- Assess and report damage to:
 - Administrative Office Building
 - Operations Center Structures
 - Reynolds Facility Structure
 - Perdue Plant Structures
- Verify operations of telephones at Administrative Office
- Verify operation of radio(s) at Administrative Office
- Establish communication with EOC
- Report to EOC to provide support (see staff assignments)
- Relay necessary information to Planning/Assessment Section Leader (SEMS)
- Document emergency response activities:
 - Photographs & videos
 - Journal/log entries
 - Copies of report forms
 - Work orders opened
 - Purchase orders initiated
 - Purchases made – receipts
 - OT worked

6. Logistics

- Keep EOC Manager informed
- Personnel:
 - Coordinate staffing needs by contacting Section Leaders (SEMS)
 - about personnel levels needed
 - Monitor and report any changes in employee location/work status to
 - Employee/Family Status Function Leader (Public
 - Information/Communications Section)
- Equipment:
 - Monitor and record operational status of equipment
 - Determine status of fuel availability
- Materials:
 - Obtain inventory and availability status of repair parts and construction materials
- Other supplies:
 - Determine status of food, water, office supplies and other sundry items
- Document emergency response activities:

- Photographs & videos
- Journal/log entries
- Copies of report forms
- Work orders opened
- Purchase orders initiated
- Purchases made – receipts
- OT worked

6.1 Personnel / Employee Care & Support (EC&S)

- Keep Logistics Function Leader informed
- Coordinate personnel needs with Section Leaders (SEMS)
- Assess need for outside personnel
- Report personnel available to Logistics Section Leader (SEMS)
- Establish and maintain employee/family communications/message system:
 - Obtain roll call and family status from supervisors
 - Set up message system to advise employees of emergency status of family
 - Contact family members, as needed, regarding employee status
 - Notify employee's family, in person, and as soon as possible, about the following events:
 - Serious injury resulting in hospitalization
 - Death (refer to instructions in manual for these notifications)
- Document emergency response activities:
 - Photographs & videos
 - Journal/log entries
 - Copies of report forms
 - Work orders opened
 - Purchase orders initiated
 - Purchases made – receipts
 - OT worked

6.2 Equipment

- Maintain inventory of available Authority equipment
 - Operations Center and Main Office
 - Perdue Plant
 - Refer to equipment list, if needed, to answer questions
- Report equipment availability and operational status
 - Maintain Master Equipment list and provide information to each facility as requested
- Coordinate additional equipment needs
 - Refer to Vendor Contract list
 - Secure a purchase order for equipment
- Arrange fueling and maintenance equipment

- Refer to Vendor Contract list
- Contact vendor to secure fuel

Keep Logistics Section Leader (SEMS) informed

Document emergency response activities:

- Photographs & videos
- Journal/log entries
- Copies of report forms
- Work orders opened
- Purchase orders initiated
- Purchases made – receipts
- OT worked

6.3 Other Resources

Report equipment availability to EOC

Coordinate acquisition of additional construction materials

Establish purchase priorities

Contact outside vendors for possible purchases

Develop and maintain resource directory for materials and supplies

Keep Logistics Section Leader (SEMS) informed

Document emergency response activities:

- Photographs & videos
- Journal/log entries
- Copies of report forms
- Work orders opened
- Purchase orders initiated
- Purchases made – receipts
- OT worked

Food supplies in an emergency would be considered if Sweetwater Authority facilities were in outlying areas. The fact that all lie within a large metropolitan area seeking food supplies for field service personnel is not considered a major issue. Authority wide, commercial catering companies can be contacted to arrange for delivery of food and drink. The purchase of foods, such as MREs, is not considered necessary for emergency situations.

7. Administration/ Finance

Keep EOC Manager informed

Cost Accounting/Financial Resources

Check that work order numbers are established and communicated to Section Leaders (SEMS) Documentation

Ensure that adequate FEMA information is being gathered and documented

Check that application for FEMA reimbursement is filed

Assist in completion of After-Action reports

Document emergency response activities:

- Photographs & videos
- Journal/log entries
- Copies of report forms
- Work orders opened
- Purchase orders initiated
- Purchases made – receipts
- OT worked

7.1 Cost Accounting

- Keep Administration/Finance Section Leader (SEMS) informed
- Maintain cost accounting system
 - Open work order(s) using established procedures
 - Communicate work order numbers to Section Leaders (SEMS) and warehouse staff
 - Notify Section Leaders (SEMS) to follow work order procedures when documenting labor hours, purchases made, and issuing materials
- Record all costs incurred
 - Follow standard operating procedures using purchase orders, petty cash, and accounts payable
 - Follow standard operating procedures for issuing materials and time entry
- Provide additional financial resources
 - Provide Section Leaders (SEMS) with Authority credit cards/P.O. #s as requested
- Document emergency response activities:
 - Photographs & videos
 - Journal/log entries
 - Copies of report forms
 - Work orders opened
 - Purchase orders initiated
 - OT worked

7.2 Response Documentation

- Keep Administration/Finance Section Leaders (SEMS) informed
- Determine potential for FEMA reimbursement
- Select projects meeting criteria for FEMA assistance and prepare list of claims
- Coordinate with Office of Emergency Services for FEMA reimbursement
 - Obtain FEMA claim forms and prepare application for FEMA reimbursement
 - Ensure all records meet current FEMA requirements
- Coordinate the development of records for FEMA claim
 - Work order established
 - Accounting records developed
 - Repair records
- Coordinate FEMA inspection

- Prepare progress payments
- Prepare final payment request
- Assemble final billing data
- Ensure all documentation is collected and retained for future use:
 - Photographs & videos
 - Journal/log entries
 - Copies of report forms
 - Work orders opened
 - Purchase orders initiated
 - Purchases made – receipts
 - OT worked

Appendix B. Water Quality Laboratory ELAP Accredited Fields and Analytes for testing

The full ERRP contains a list of contract laboratories that can perform microbiology, inorganic chemistry, and semi-volatile organic chemistry analysis for water and wastewater.

Appendix C. Employee Care and Support (EC&S)

Employee Care policies and programs

During response to and recovery from a disaster, employees may be required to work extended hours and many days in a row; often for weeks or even months at a time. The Authority will put in place a number of policies and services that will benefit not only the employees impacted by the disaster or by their time at work, but will provide family care and support at home. The full ERRP contains all the Employee Care policies and programs.