

 **Emergency Operations Handbook & Planning Guide**

**Missouri Rural Water Association “Your Resource For Water Quality” On the web at www.moruralwater.org**

PURPOSE OF HANDBOOK

This handbook is designed to assist you in the first hours and days after a major disaster has damaged or destroyed your water supply system. It is set up in a checklist form to remind you of the many tasks and decisions facing you in that first critical period and to provide in one place, the regulations, information, and procedures which may assist you. It is a supplement to the County Emergency Operations Plan--EOP. Many of the explanations of actions, emergency numbers etc are located in the County EOP. The lead operator or Public Works Director should have a copy and become familiar with the county EOP and the County Emergency Management Director. This plan will be an Appendix to Annex I, Public works, of the County EOP. COUNTY EMD:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This handbook is designed to comply with MoDNR 10 CSR 60-12.010 Emergency Operations Plan. Its effectiveness is limited, however, to the amount of time you, the system operator, puts into it. In addition, any pertinent information can be added to this manual. The more local information you add to the manual, the more useful it will become to you. We at Missouri Rural Water Association strongly encourage each system to fill the handbook with your local information and **KEEP IT UP-TO-DATE!**

ACKNOWLEDGEMENTS

MRWA wishes to acknowledge the following sources for information found in this handbook.

First and foremost, the California Department of Water Resources. Many of the ideas and some of the text are directly from their manual.

**Explanation for Section 1:** This section is intended for “who to call” when something major happens at the water system such as a natural disaster (tornado, flood, earthquake) or an emergency such as a hazardous leak of chlorine etc. Who is called can depend on the type of emergency but the **COUNTY EMERGENCY DIRECTOR IS THE FIRST CALL IN EITHER SITUATION.** This position is the key to get the response rolling from both a local level and state level.

**SECTION 1: EMERGENCY COORDINATOR AND KEY PERSONNEL**

 NAME TITLE PHONE AUTHORIZED TO PURCHASE?

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

LOCAL UTILITIES

TYPE CONTACT PHONE PHONE #2

Telephone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Sewer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Electricity \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Gas \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fire Dept \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Police Dept \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

County EMD \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Sheriff \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

System

Engineer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**LOG OF ACTIONS TAKEN**

DATE/ TIME PROBLEM ACTION

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**EMERGENCY COMMUNICATIONS AND KEY PERSONNEL:**

**Explanation of Emergency Communications:**

In the event of a serious emergency, one can probably assume conventional forms of communications such as telephone will not be available. It is important that water and wastewater systems pre-plan for alternative forms of communication. Traditionally, the communications vehicle of choice will be radio. Potential sources of radio communications might be: **SEE BELOW.** Always coordinate your communications with the other emergency agencies in the county to make sure they are compatible. This should be done **BEFORE** the emergency happens to assure smooth operations when the event does occur.

Sheriff \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Highway Patrol \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

County EMD \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Ambulance \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fire Dept \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Police Dept \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HAM Radio \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Additionally, many businesses today utilize radio communications, some common ones are:

Several points are worth noting when considering communications. A good emergency radio system needs to be set up in advance of the actual disaster.

Emergency power might be classified as a number one priority. In the event of a major emergency, conventional sources of electricity will be disrupted. Any radio system, regardless of quality, will be rendered useless unless battery and/or emergency generator backup capabilities are present.

Historically during emergencies, independent HAM radio operators have proven good emergency communication sources. A list of HAM radio operators will be in the County EOP.

**Explanation of Section 2:** This section is very important to maintaining service to your customers during a disaster. The planning and homework done **BEFOREHAND,** will assure a viable system during a disaster. There are many avenues of help and assistance within your area and the state but many times this can be slow in arriving. By utilizing the chain of command within the county, help can arrive quickly and efficiently. Know what resources are available in your local area and make those arrangements before the event takes place.

**SECTION 2: EMERGENCY EQUIPMENT AND ALTERNATIVE WATER SOURCES**

**A) Act to protect life**

**B) Notify employees of implementation of emergency operating plan:**

\_\_\_Act to ensure safety of employees’ families per prepared plan

\_\_\_Maintain, to a practical extent, records and logs of actions taken and ask all supervisors to do

 the same

\_\_\_Ensure that radio communications are limited to vital information only

\_\_\_Attempt to coordinate efforts with other regulatory agencies

**C) Preserve water in storage:**

**\_\_\_**Consider what can be saved, what can be sacrificed

**\_\_\_**If damage is apparent, lower water in dams to prevent structural failure

**\_\_\_**If applicable, assess damage to sewer system which could contaminate water supplies

**\_\_\_**Secure well houses against unauthorized entry and possible contamination

**D) Isolate areas that will take longest to restore service and arrange for emergency water distribution in those areas:**

\_\_\_Establish collection points and ration water

\_\_\_Locate source of water containers (plastic bottles, jerry cans, etc.)

\_\_\_Spot containers at locations to serve immediate needs

\_\_\_Locate trucks with water-carrying capabilities

\_\_\_Start reserve pumping facilities

\_\_\_If needed, provide information to public on emergency disinfection of drinking water

**E) Set priorities on repair work:**

\_\_\_Plan to restore service by area

\_\_\_Prepare and keep current a plan to restore service

\_\_\_Get input from appropriate agencies on essential uses

\_\_\_Take into account condition of existing facilities

\_\_\_Take into account the public’s need for fire protection-determine if other water

sources are available

\_\_\_When work exceeds capabilities, notify appropriate agency

**LIST OF POSSIBLE EMERGENCY MATERIALS AND EQUIPMENT**

Type of Equipment:

Contact name:

Systems owned Generators and Equipment:

**DESCRIPTION AND LOCATION OF SYSTEM MAPS**

Location 1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Location 2.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Location 3.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Explanation of Alternative Water Sources:** These arrangements should be worked out in advance with other municipalities if available. In the event that the system has to provide water, coordination with the County EMD to work with state agencies for shipment of bottled or non-potable water is necessary.

**ALTERNATIVE WATER SOURCES:**

A. Other municipal or commercial supplies

Source: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact Person: \_\_\_\_\_\_\_\_\_\_\_ Phone : \_\_\_\_\_\_\_\_\_\_\_\_

Source: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact Person: \_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_

Source: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact Person: \_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_

B. Private supplies (note: test for safety before distribution)

Source: \_\_\_\_\_\_\_\_\_\_\_\_ Contact Person: \_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_

Source: \_\_\_\_\_\_\_\_\_\_\_\_ Contact Person: \_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_

Source: \_\_\_\_\_\_\_\_\_\_\_\_ Contact Person: \_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_

**SECTION 3: EMERGENCY DISINFECTION OF DRINKING WATER**

The following procedures will destroy the usual bacteria and other microorganisms that may be present in water obtained from a contaminated public water supply system or from alternate emergency sources. THIS TREATMENT WILL NOT REMOVE CHEMICAL OR RADIOLOGICAL CONTAMINANTS FROM THE WATER! Boiling is the most effective method for killing disease-causing organisms in the water; if boiling is not possible, follow the procedures indicated for chemical disinfection.

**Heat Disinfection (boiling):**

1. Strain water through a clean, tightly-woven cloth into a clean container to remove any sediment or floating matter.
2. Boil the water vigorously for at least one (1) full minute, preferably three (3) to five (5) minutes.
3. After allowing the water to cool, it is ready to use. If desired, a pinch of salt added to each quart of boiled water, or pouring it back and forth from one clean container to another several times, will improve the taste.

**Chemical Disinfection:**

If boiling is not possible, strain the water as in Step 1 above and purify with one of the following chemicals (choice of chemical is based on availability):

1. Hypochlorite Solutions (Purex, Clorox, or other household bleach without added scent)

Available Drops to be Added Per Quart

Chlorine Clear Water Cloudy Water

\*common household laundry bleach

Mix thoroughly by stirring or shaking water in container. Let stand for 30 minutes. A slight chlorine odor should be detectable in the water; if not, repeat the dosage and let stand an additional 15 minutes before using. Water is safe to use.

2. Iodine: Use USP tincture of iodine; iodine from the medicine cabinet is suitable. Add 2 to 3 drops to each quart of clear water, or 8 to 10 drops to each quart of cloudy water. Mix and let water stand for 30 minutes before using.

Note: Commercially prepared iodine or chlorine tablets, available in drug, sporting goods stores, and discount variety stores, can also be used for disinfecting drinking water. Follow the instructions on the package.

**Water Storage:**

Water purified by either boiling or chemical disinfection should be stored in clean, non-corrodible, tightly covered containers. Containers suitable for water storage include empty vinegar or soft drink jugs and plastic milk containers, which have been thoroughly washed and rinsed with the purified water.

**DISINFECTION OF TANK TRUCKS**

The following procedures are guidelines for utilizing tank trucks or trailers to provide potable water during drought or other emergency conditions. The appropriate Department of Natural Resources’ regional office should be contacted before a water hauling operation is begun.

**Selection**

Tank trucks or trailers to be used for transporting potable water should be selected with two considerations in mind: The nature of the truck’s normal use and the degree of difficulty in cleaning. Commercial milk or potable water tank trucks are preferred. Trucks designed for the transport of wine, vegetable oil, beer, or other food stuffs may also be used. Trucks that have been used to haul petroleum products or other toxic substances are generally not acceptable and can be used only with the Department’s approval.

**Cleaning Procedures**

Water trucks: Flush tanks thoroughly with potable water and inspect for particulate matter such as rust and sediment.

Milk trucks: Scrub tanks with detergent, flush thoroughly with potable water, and inspect for cleanliness.

The following cleaning procedures may be employed for tank trucks normally used for hauling such liquids as apple juice, vinegar, wine, yeast, liquid sugar, beer, corn syrup, cottonseed oil, peanut oil, margarine oil, linseed oil, safflower oil, and soybean oil:

1. Open the drain and flush with hot, potable water.
2. Steam with an emulsifying detergent until the tank is clean. If steam is not available, circulate the detergent at a temperature of 180 degrees to 210 degrees Fahrenheit, changing the location of the nozzle to keep the interior continuously wet from top to bottom, Repeat this procedure until tank is clean.
3. Rinse the tank thoroughly with hot, potable water and drain.

All hoses should be stored off the ground and should be properly capped in storage and transit to prevent contamination. All equipment should be of an approved type for water supply purposes and should be new or obtained from a water supply application. All hoses, pumps, and other equipment should be flushed and disinfected before use.

**SOURCE OF TANK TRUCKS:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Explanation of Section 4:** Media Communications are an important part of a disaster. Each County should have a designated Public Information Officer (PIO) and **ALL** communications should be handled through this designated person.

**SECTION 4: RELEASE OF EMERGENCY INFORMATION AND PUBLIC INFORMATION TO THE MEDIA**

**County Public Information Officer\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1) **PLAN AHEAD** Media relations start before a disaster occurs. Take steps to familiarize yourself with your local media representatives on an ongoing basis. The best way to do this is for your water or wastewater system to be active in various public relations programs. Regular press releases and articles on routine operations not only keep the public informed on your system, but serve to open a dialogue between you and the various local news organizations. Before a disaster strikes you know them and they know you.

2) **WHEN DISASTER STRIKES** If a disaster occurs the press will be on the scene relatively quickly. Make preparations before meeting the media. Check your facts and organize the information you plan to release prior to your interview.

3) **AVAILABILITY** Don’t hide from the media. The public has a right to know the situation. Schedule a meeting with the media at the first reasonable time and at a location you choose. Familiar surroundings can ease the situation for you. After your initial report, schedule regular updates. Adapt these to your schedule, not the reporter’s.

4) **ACCURACY** Extremely important. Be sure of your facts and give only the facts. Don’t be drawn into expounding on your preset story or speculating on situations where you have no confirmed information. Avoid ad-libbing. Be brief and to the point. If injuries are involved, numbers are okay, but avoid specifically naming the injured parties.

5) **RESPONSIBILITY** If the crisis situation is your responsibility, say so. If not, the same rule applies.

6) **MONITOR** If practical, monitor the finished news report whether electronic or in print. Make sure the facts are presented as reported and immediately take steps to correct if inaccuracies are noted. Misinformation can be more damaging than no information.

**LOCAL RADIO STATIONS:**

Call Letters: \_\_\_\_\_\_\_\_\_\_\_ Contact Person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

**LOCAL TELEVISION STATIONS:**

Call Letters: \_\_\_\_\_\_\_\_\_\_\_ Contact Person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **LOCAL NEWSPAPERS:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact Person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SECTION 5: ASSESSMENT OF POSSIBLE DAMAGE**

**GENERAL OVERVIEW:**

Determine need to repair, replace, or abandon facilities

Estimate cost to repair damaged facilities

Evacuate buildings in danger of collapse

Confirm that field crew does the following: Closes and tags damaged facilities and equipment

**RESERVOIRS:**

Check for seepage, leaks, cracks, landslides, embankment slump, broken inlet/outlet pipes and under-drains

Lower water levels to reduce possibility of structural failure

**WELLS:** Check for physical damage to facilities Test for contamination

 Check for pump or motor failure Check power source

**TREATMENT PLANTS:**

Check if power is available and condition of mechanical and electrical equipment

Check for quality of outflow

Check for chemical spills or releases

Check for need of emergency purification

Check for structural damage

**TANKS:**

Check for evidence of failure of sub-base

Check for leaks, cracks, broken inlet/outlet pipes, under-drains

Check for buckling

**DISTRIBUTION SYSTEM:**

Check air and vacuum leaks

Check for leaks, breaks, pressure loss in lines, cross- connections between water and sewage, and overflows

Check mechanical couplings



**EMERGENCY RESPONSE CENTER CONTACT (Sarah Hearne)**

**(573) 291-3268**

**MISSOURI DEPARTMENT OF NATURAL RESOURCES**

DNR – Environmental Emergency Response (24-hour) (573) 634-2436 DNR – Central Office Public Drinking Water (573) 751-5331 DNR – Laboratory Service (573) 751-7929

**MoDNR – REGIONAL OFFICES**

KCRO - Kansas City (816) 622-7000 SWRO - Springfield (417) 891-4300 NERO - Macon (660) 385-8000 SLRO - St. Louis (314) 416-2960 SERO - Poplar Bluff (573) 840-9750

**MISSOURI OFFICE OF HOMELAND SECURITY**

Office (573) 522-3007

**MERC-MISSOURI EMERGENCY RESPONSE COMMISSION**

Office (800) 780-1014 Spills and Releases (573) 634-2436

**STATE EMERGENCY MANAGEMENT AGENCY**

Office (573) 526-9100

**NOTE: During the meeting with SEMA, they indicated that we should contact the LEPC. The contact information is included as a three page attachment.**

**MISSOURI DEPARTMENT OF CONSERVATION**

Main Office (573) 751-4115 Fish & Wildlife Research (573) 882-9880 Local Conservation Agent

**MISSOURI DEPARTMENT OF HEALTH**

24 hr Emergency or Disease Reporting (800) 392-0272 After Hours Emergency - Jefferson City (573) 751-4674 Operator - Jefferson City (573) 751-6400 Eastern District - St. Louis (314) 877-2800 SE District - Poplar Bluff (573) 840-9720 NW District - Independence (816) 325-6100 SW District - Springfield (417) 895-6900 NE District - Macon (816) 385-3125 State Health Lab- Jefferson City (573) 751-3334 Central District- Jefferson City (573) 751-4216 Southeast Lab- Poplar Bluff (573) 840-9729

**MISSOURI HIGHWAY PATROL**

General Hqtr - Jefferson City (573) 751-3313 Troop F - Jefferson City (573) 751-1000 Troop A - Lee’s Summit (816) 524-1407 Troop G - Willow Springs (417) 469-3121 Troop B - Macon (660) 385-2132 Troop H - St. Joseph (816) 387-2345 Troop C - St. Louis (314) 340-4000 Troop I - Rolla (573) 368-2345 Troop D - Springfield (417) 895-6868 Marshall Service - Jefferson City (573) 635-9708 Troop E - Poplar Bluff (573) 840-9500

**PUBLIC SERVICE COMMISSION** Office (573) 751-3234

**MISSOURI NATIONAL GUARD** Jefferson City Office (573) 526-9500

**EPA REGION VII**

Response Line (913) 281-0991 Drinking Water (913) 551-7030 Fax (913) 551-7151 Safe Drinking Water Hotline (800) 426-4791

**NATIONAL RESPONSE CENTER**

Office (800) 424-8802

**FBI**

Jefferson City (573) 636-8814 Kansas City (816) 512-8200 St. Louis (314) 231-4324

**FEDERAL EMERGENCY MANAGEMENT AGENCY (REGION 7) –Iowa/Kansas/Missouri/Nebraska**

Office (816) 283-7063

**U.S. DOT**

Motor Carrier (816) 276-2760 Pipeline Safety (816) 329-3800 Jefferson City (573) 636-3246 Railroad Safety (816) 426-2497

**U.S. CORPS OF ENGINEERS** Kansas City District (819) 983-3486 Omaha District (888) 835-5971

**NATIONAL WEATHER SERVICE**

Kansas City (913) 384-5555 St. Louis (636) 441-8467 Springfield (417) 869-4491

**U.S. COAST GUARD**

St. Louis (314) 539-3091 Paducah, KY (270) 442-1621 AWWA (800) 926-7337

**NATIONAL POISON CENTERS**

Kansas City (816) 234-3000 Office of Pesticides and Toxic Substances St. Louis (800) 366-8888 (202) 260-2902

**OTHER AGENCIES**

National Infrastucture Protection Center (report incidents) (202) 323-3205 (888) 585-9078 WaterISAC (866) 426-4722 CHEMTREC (800) 424-9300

**Local Emergency Planning Committees (LEPC) Addresses**

<http://sema.dps.mo.gov/reports/EMD_Listing.php>

Division 60 – Public Drinking Water Program Chapter 12 – Emergency Operations Plan

10 CSR 60-12.010 Emergency Operations Plan

PURPOSE: The purpose of this rule is to insure that a supplier of water to a public water system implements an adequate plan for providing drinking water under emergency conditions.

(1) This rule applies only to community water systems.

(2) Each supplier of water to a community water system shall develop and implement a plan for assuring, to the extent practicable, continuous water service under emergency conditions. Each supplier of water, existing at the time of promulgation of these regulations, shall complete its emergency plan by June 30, 1980.

(A) To facilitate a coordinated response under emergency conditions, a supplier of water to a community water system, serving more than fifty thousand (50,000) population, shall file (2) two copies of its emergency response plan with the department.

(B) A supplier of water to a community water system serving less that fifty thousand (50,000) population, need not file a copy of their plan with the department, but must make a copy available to key operating personnel and for inspection by department personnel during inspection of the water supply facilities.

(3) Emergency operation plans for a community water system prepared by the suppliers of water must include as a minimum:

(A) Designation of a coordinator and key personnel to be on call under emergency conditions;

(B) Designation of personnel authorized to expend funds under emergency conditions;

(C) A list of quarterly-updated home and office telephone numbers of the coordinator, key operational personnel, and state and local assistance sources;

 (D) A list of alternative water systems which could be made available if the basic system were incapacitated. Evaluation and assessment of alternate water systems shall take into account accessibility for tank trucks (to include municipal, private, and other sources), capacity of fillingfacilities and location of alternative facilities;

(E) An inventory of equipment available under emergency conditions; and

(F) Written emergency procedures (available the department), including those for tank truck disinfection and protection, installation of emergency chlorinators, or disinfection of trucked water.

Auth: section 640.100, RSMo (1986) Original rule filed May 4, 1979, effective Sept. 14, 1979.