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## Introduction:

This Wastewater System Emergency Response Plan has been developed by and for the Town of Chino Valley for use in emergency situations. The Plan is the base protocol for hazard assessment, hazard mitigation, authoritative reporting and public notification. This document is a "living" entity and shall be modified and updated as the system grows, personnel change, potential hazards are identified and as regulations are adopted or changed.

## Section 1.

### System Information

Keep this basic information easily accessible to authorized staff for emergency responders, repair people, and the news media.

#### System information

|  |   |   |
|--|---|---|
| <b>System Discharge Number</b>   | ADEQ Facility No. #P104236  |   |
| <b>System Name and Address</b>   | Chino Valley Water Reclamation Facility (WRF)<br>2190 Rodeo Drive<br>Chino Valley, AZ 86323   |   |
| <b>Directions to the Treatment Plant</b>   | Hwy 89 to Perkinsville Road. East on Perkinsville Road for approx. 1-1/2 to 2 miles. Turn North on Jerome Junction. Follow this around to Rodeo Drive. East on Rodeo Drive. Plant consists of several small brown concrete buildings.   |   |
| <b>Basic Description and Location of System Facilities</b>   |  <p>The Treatment facility consists of four buildings, main office, headworks, dewatering/blower building and effluent pump station, and a membrane bioreactor area. It includes a major lift station, over 2 miles of 18" gravity sewer truck main and miles of other gravity sewer mains.</p> |   |
| <b>Location/Town</b>   | Chino Valley, Arizona   |   |
| <b>Population Served and Service Connections</b>   | <u>7400</u> people  | <u>3200</u> connections   |
| <b>System Owner</b>  | Town of Chino Valley  |   |
| <b>System Operator</b>   | Town of Chino Valley  |   |
| <b>Name, Title. and Phone Number of Person Responsible for Maintaining and Implementing the Emergency Plan</b> | Frank Marbury<br>Public Works Director  | (928) 636-3401 Phone<br>(928) 713-0624 Cell<br>(928) 636-7141 Fax<br><a href="mailto:fmарbury@chinoaz.net">fmарbury@chinoaz.net</a> email |

## Section 2.

### Chain of Command- Lines of Authority

The first response step in any emergency is to inform the person at the top of this list, who is responsible for managing the emergency and making key decisions.

#### Chain of command – lines of authority

| Name and Title                                 | Responsibilities During an Emergency   | Contact Numbers   |
|--|--|---|
| Frank Marbury<br>Public Works Director         | <b>Emergency Response Team Leader-</b><br>Responsible for implementation of response plan, directing response team and interacting with responding government agencies.  | 928-636-7140<br>Cell: 928-713-0624<br>Email: <a href="mailto:fmurbury@chinoaz.net">fmurbury@chinoaz.net</a>     |
| Steve Sullivan<br>Asst. Town Engineer          | <b>Engineering Evaluation Team Leader-</b><br>Responsible for coordinating engineering evaluation team. Making evaluation of system condition, repair options, possible life/safety conditions, and oversight of repairs.                                  | 928-636-7140<br>Cell: 928-713-4124<br>Email: <a href="mailto:ssullivan@chinoaz.net">ssullivan@chinoaz.net</a>   |
| Mike Bovee--<br>Chief Plant Operator           | <b>System Operations –</b> Responsible for the continual operations of the system during the emergency. Will assist the Engineering Evaluation team with systems evaluation. Will coordinate outside emergency repair equipment and materials acquisition. | 928-636-7140<br>Cell: 928-925-8677<br>Email: <a href="mailto:mbovee@chinoaz.net">mbovee@chinoaz.net</a>         |
| Cindy Blackmore<br>Town Manager                | <b>Support Services-</b> Responsible for overall Town management and Town Council interaction.   | 928-636-3110<br>Cell: 928-764-2024<br>Email: <a href="mailto:cblackmore@chinoaz.net">cblackmore@chinoaz.net</a> |
| Terri Denemy<br>Asst. Town Manager             | <b>Information Officer-</b> Provide input to the public and media  | 928-636-3110<br>Cell: 602-614-4329<br>Email: <a href="mailto:tdenemy@chinoaz.net">tdenemy@chinoaz.net</a>       |
| Jason Olson<br>Facility Maintenance Supervisor | <b>Town's Maintenance Supervisor-</b> Will coordinate Town's Maintenance team and assist with Engineering Evaluation team.   | 928-636-3420<br>Cell: 928-273-0282<br>Email: <a href="mailto:jolson@chinoaz.net">jolson@chinoaz.net</a>         |

## Section 3.

### Events that Cause Emergencies

The events listed below may cause wastewater system emergencies. They are arranged from highest to lowest probable risk.

#### Events that cause emergencies

| Type of Event          | Probability or Risk<br>(High-Med-Low) | Comments   |
|------------------------|---------------------------------------|--|
| Floods                 | High                                  | Trunk collection main located near or within flood plain of Santa Cruz wash.               |
| High Winds             | High                                  | High winds and thunderstorms prevalent from July through September.                        |
| Construction Accidents | Medium                                | Construction crews can hit collection mains.   |
| Chemical Spills        | Low                                   | Small volumes of moderately hazardous chemicals stored at Wastewater Reclamation Facility. |
| Chemical Discharges    | Low                                   | Industrial facilities not currently served by the system.                                  |
| Vandalism              | Low                                   | Security measures are in place.  |
| Earthquakes            | Low                                   | No historical earthquakes in area exceeding 4.0 on Richter scale.                          |
| Ice Storms             | Low                                   | Storms infrequent and not typically significant.   |
| Terrorism              | Low                                   | Need to be trained on suspicious activity.   |

## Section 4.

### Emergency Notification

Notification call-up lists- Use these lists to notify first responders of an emergency.

| Emergency Notification List                          |  |                              |                     |                      |
|--|--|------------------------------|---------------------|----------------------|
| Organization or Department                           | Name & Position                        | Telephone                    | Night or Cell Phone | Email                |
| <b>Local law Enforcement</b>                         | CV Police Dept.<br>County Sheriff      | 928-636-4223<br>928-771-3260 | 911                 |                      |
| <b>Fire Department</b>                               | CV Fire District                       | 928-636-2442                 | 911                 |                      |
| <b>Ambulance</b>                                     | Lifeline Ambulance                     | 928-445-3811                 | 911                 |                      |
| <b>Emergency Medical Services</b>                    | Chino Valley Medical Clinic            | 928-636-4355                 | 911                 |                      |
| <b>Wastewater Operations</b>                         | Frank Marbury<br>Public Works Director | 928-636-7140                 | 928-713-0624        | fmarbury@chinoaz.net |
| <b>Wastewater Operator</b>                           | Mike Bovee<br>Utilities Manager        | 928-636-7140                 | 928-925-8677        | mbovee@chinoaz.net   |
| <b>interconnected Wastewater System</b>              | N/A                                    |                              |                     |                      |
| <b>Neighboring Wastewater System (not connected)</b> | N/A                                    |                              |                     |                      |

| Priority Customers               |  |  |                     |  |
|----------------------------------|--|--|---------------------|--|
| Organization or Department       | Name & Position  | Telephone  | Night or Cell Phone | Email  |
| <b>Hospitals or Clinic(s)</b>    | Chino Valley Medical Clinic  | 928-636-4355   | 911                 |  |
| <b>Public or Private Schools</b> | Head Start-Chino Valley<br>Valley Learning Center<br>Chino Valley Unified<br>Excel Education<br>Mingus Springs Charter<br>Trinity Christian<br>Vocations Unlimited<br>CV Literacy Program<br>Yavapai College | 928-636-1076<br>928-636-1656<br>928-636-2458<br>928-636-1444<br>928-636-4766<br>928-636-6306<br>928-636-1444<br>928-636-5567<br>928-636-8299 |                     |  |
| <b>Public Water System</b>       | Town of Chino Valley<br>Utilities Department<br>Mike Bovee   | 928-636-7140   | 928-925-8677        | <a href="mailto:mbovee@chinoaz.net">mbovee@chinoaz.net</a> |
| <b>Adult Care Facility</b>       | N/A  |  |                     |  |

| <b>State, Federal Notification List</b> |  |                              |                            |  |
|---|--|------------------------------|----------------------------|--|
| <b>Agency</b>                           | <b>Agency Service</b>                  | <b>Telephone</b>             | <b>Night or Cell Phone</b> | <b>Email</b>   |
| AZ Highway Patrol                       | State Police                           | 928-773-3600                 |                            |  |
| FBI                                     | Federal Investigations                 | 602-279-5511                 |                            |  |
| Federal Emergency Management            | Provides disaster information and aid  | 800-621-3362                 |                            | <a href="http://www.fema.gov">www.fema.gov</a>                 |
| NRO ADEQ Flagstaff                      | Regulatory Agency                      | 928-771-2701                 |                            |  |
| National Weather Service                | Accurate national and regional weather | 928-774-3301<br>928-556-9161 |                            | <a href="http://www.wrh.noa.gov">www.wrh.noa.gov</a>           |
| Chemical Spill Hotline                  | Catastrophic chemical spill planning   | 800-424-9346                 |                            |  |
| National Poison Control Center          | Poison & drug information center       | 800-222-1222                 | 800-222-1222               |  |
| EPA Regional & Federal                  | To report chemical spills              | 800-424-8802                 |                            |  |
| Legend Technical Services               | Laboratory Testing                     | 602-324-6118                 |                            | <a href="http://www.legend-group.com">www.legend-group.com</a> |

| <b>Service / Repair Notifications</b>                                      |  |                                  |  |                    |
|--|--|----------------------------------|--|--------------------|
| <b>Organization or Department</b>  | <b>Name &amp; Position</b>                     | <b>Telephone</b>                 | <b>Night or Cell Phone</b>   | <b>Email</b>       |
| <b>Electric Utility Co.</b>  | AZ Public Service                              | 928-776-3636                     |  |                    |
| <b>Electrician</b>   | Summit Controls<br>Todd McKenzie               | 928-772-2669                     | 928-699-3584   |                    |
|  | SKM<br>Ryan Pack                               | 801-677-0011                     | 801-599-4628   |                    |
|  | Aqua Engineering<br>Scott Rogers               | 801-299-1327                     | 801-450-2151   |                    |
| <b>Gas/Propane Supplier</b>  | Sante Fe Propane                               | 928-636-1313                     | Note: used only for heating fuel of Wastewater Reclamation Facility office.  |                    |
| <b>Water Testing Lab.</b>  | Legend Technical                               | 602-324-6118                     |  |                    |
| <b>Telephone Co.</b>   | Qwest<br>Line Locate                           | 800-244-1111<br>800-833-0825     | 800-573-1311   |                    |
| <b>System Operations</b>   | Town of Chino Valley                           | 928-636-7140                     | 928-925-8677   | mbovee@chinoaz.net |
| <b>"Call Before You Dig"</b>   | Blue Stake                                     | 1-800-STAKEIT<br>(800-782-348)   |  |                    |
| <b>Rental Equipment Supplier</b>   | Chino Valley Rentals<br><br>Sunstate Equipment | 928-636-2026<br><br>928-775-7350 | Adam 237-6075<br>Brian 237-6064<br><br>Sunstate after Hrs #:<br>928-899-4556 |                    |
| <b>Chlorine Supplier</b>   | Hills Brothers                                 | 602-272-9363                     |  |                    |
| See Emergency Equipment and Supplier Contact List for additional resources |  |                                  |  |                    |

| Media Notification List    |  |  |                     |       |
|----------------------------|--|--|---------------------|-------|
| Organization or Department | Name & Position                                      | Telephone  | Night or Cell Phone | Email |
| Newspaper - Local          | Chino Valley Review                                  | 928-636-2653   |                     |       |
| Newspaper-Regional         | Courier  | 928-445-3333   |                     |       |
| Radio                      | KVRD<br>KOLT<br>KPPV<br>KKLD<br>KYCA<br>KQNA<br>KAHM | 928-775-5200<br>928-779-1177<br>928-445-8289<br>800-473-5873<br>928-445-1700<br>928-445-8289<br>928-445-7800 |                     |       |

## Notification procedures

### Notify wastewater system customers

#### Procedures for issuing a health advisory

|                            |   |
|----------------------------|---|
| <b>Who is Responsible:</b> | The Public Works Director, Frank Marbury, is ultimately responsible for making the decision to notify system customers and the public regarding a potential discharge of sewage and the usability of the Water Reclamation Facility (WRF). The Public Works Director should consult with the system operators and field staff to make the system operations and public/customer notification decisions. Upon decision-making, procedures for notification will be initiated.  |
| <b>Procedures:</b>         | <ul style="list-style-type: none"> <li>• PW Director confers with operations staff to verify problems</li> <li>• PW Director and Staff develop description of problem</li> <li>• PW Director consults with ADEQ regarding the problem</li> <li>• PW Director formalizes a statement regarding emergency situation, the condition and usability of the WRF and potential health impacts into a brief written document</li> <li>• PW Director and Information Officer formalize Public Health Advisory Notice and/or customer door hanger document, templates included in the ERP</li> <li>• Information Officer disseminates Public Health Advisory to the media and coordinates door to door notification with the Utility Maintenance Supervisor</li> <li>• Operations staff continues to update PW Director on system status</li> </ul> Information Officer continues update customers and the public until situation is resolved |

#### Alert local law enforcement, state, federal or tribal regulatory officials, and local health agencies

|                            |  |
|----------------------------|--|
| <b>Who is Responsible:</b> | The Public Works Director, Frank Marbury, is responsible for agency notification. The PW Director should consult with the system operators and field staff to assess the needs for services from local/state law enforcement and the Fire District. State regulatory agency notification, ADEQ, requirements will also be discussed and met. |
| <b>Procedures:</b>         | <ul style="list-style-type: none"> <li>• PW Director confers with staff</li> <li>• PW Director makes request for fire and/or police assistance</li> <li>• PW Director directs staff to call ADEQ to alert them of the incident</li> </ul>  |

### Contact service and repair contractors

|                            |   |
|----------------------------|---|
| <b>Who is Responsible:</b> | The Utility Maintenance Supervisor, Mike Bovee, is responsible for coordinating repairs. The Chief Plant Operator, Mike Bovee, and the Town Engineer, Steve Sullivan, will work closely with the UM Supervisor to determine material, equipment, and labor requirements to make the repairs.  |
| <b>Procedures:</b>         | <ul style="list-style-type: none"> <li>• UM Supervisor confers with the Chief Plant Operator and Town Engineer</li> <li>• Team develops list of required materials, equipment and labor to complete the work and inventory Town's internal availability</li> <li>• System Operator coordinates and provides additional equipment and labor as necessary</li> <li>• UM Supervisor contacts local suppliers for materials and coordinates their delivery</li> <li>• UM Supervisor will use the emergency supplier and equipment contact list found in the appendix</li> </ul> |

### Notification of system personnel and ERP chain of command

|                            |  |
|----------------------------|--|
| <b>Who is Responsible:</b> | The Public Works Director, Frank Marbury, is responsible for notification of the systems operators and the ERP chain of command.   |
| <b>Procedures:</b>         | <ul style="list-style-type: none"> <li>• Upon notification of an emergency condition the PW Director will verify that with staff the status of systems operator notification and make such notification as needed</li> <li>• The PW Director will notify all parties listed on the Chain of Command of Section 2 of this document of the incident and current status.</li> <li>• The PW Director will request/direct those individuals as to their responsibilities and immediate needs</li> </ul> |

## Section 5.

### Effective Communication

Communication with customers, the news media, and the general public is a critical part of emergency response.

#### Designated public spokesperson

Designate a spokesperson (and alternate) and contact regulatory agency for delivering messages to the news media and the public.

#### Designate a spokesperson and alternates

| Spokesperson                        | Alternate                    |
|-------------------------------------|------------------------------|
| Terri Denemy, Asst. to Town Manager | Frank Marbury, Town Engineer |

Tips for assuring effective communication with the media is included as an appendix to this plan.

### Communication Tips

#### Do:

- Be prepared;
- Designate a spokesperson;
- Provide complete, accurate, and timely information;
- Tell the truth;
- Express empathy;
- Acknowledge uncertainty and offer to get back with more information later; and
- Document your communications.

#### Do Not:

- Speculate on the cause or outcome of an incident;
- Blame or debate;
- Minimize or brush off concerns of customers; and
- Treat inquiries from interested parties as an annoying distraction from the real business of emergency response.

## Section 6.

### The Vulnerability Assessment

This is an evaluation of each wastewater system component to identify weaknesses or deficiencies that may make them susceptible to damage or failure during an emergency. It also assesses facilities for security enhancements that may guard against unauthorized entry, vandalism, or terrorism.

#### Facility vulnerability assessment and improvements identification

| System Component         | Description and Condition   | Vulnerability   | Improvements or Mitigating Actions  | Security Improvements            |
|--------------------------|---|---|---|----------------------------------|
| <b>Collection System</b> | The collection system consists of 15,000 ft of 18-inch gravity trunk main, several miles of gravity collection system and over 100 manholes   | Other than manholes in or directly adjacent to the Santa Cruz Wash Flood Plain, manholes are not secured. The trunk main is within easements on private property just north and south of Perkinsville road and is possibly vulnerable to construction damage. | Put up warning signs on the trunk main at each manhole in remote areas. Implement notification to system operators of any construction permits in the area of the trunk main. | Secure manholes in remote areas. |
| <b>Sewage Pumping</b>    | The WRF includes a single lift station located along Santa Cruz Wash northwest of the intersection of Jerome Junction and Rodeo drive. The lift station has electrical service entrance and control cabinets above grade, an appropriately sized emergency generator, redundant pumping capacity and SCADA remote alarm notification equipment. The facility is secured with 6-foot chain link fence with 3 strands of barbed wire. | Control panels are not locked. There is no immediate visual indication of station failure.  | Install flashing red lights for visual station failure alert.   | Lock panels                      |

|                                      |   |   |   |  |
|--------------------------------------|---|---|---|--|
| <b>Treatment</b>                     | The treatment plant is a 1 MGD Membrane Bio-Reactor Treatment plant with current membrane capacity of 0.125 MGD. Facility is secured by 6ft chain link fence with 3 strands of barbed wire. Facility is well lit at night and has a backup generator. | Septage receiving station, "Muffin Monster", control panel is outside of the fenced area and is vulnerable to acts of vandalism | Fence Control Panel area  |  |
| <b>Effluent Disposal</b>             | Treated effluent is discharged in 5 Rapid Infiltration Basins (RIBs). The basins are secured by 3 strand field fencing  | Fence around basins is not posted detailing the containment of non-potable water.   | Install signage warning people of the non-potable water in the RIBs |  |
| <b>Computer and Telemetry System</b> | Computer and telemetry systems are located in the WAF office at the treatment plant. All systems are in good operating condition with Cyber security.   | The office has no security measures other than door and window locks.   |   | Install lighting and security system to guard against theft and vandalism. |
| <b>Other Considerations</b>          |   |   |   |  |

## Section 7.

### Response Actions for Specific Events

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

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

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

## A. Power Outage

|                          |   |
|--------------------------|---|
| <b>Assessment</b>        | The WRF is vulnerable to power outages, experiencing multiple short power outages typically in the months of July to September. The system has back-up generators at its key facilities.  |
| <b>Immediate Actions</b> | <ul style="list-style-type: none"> <li>• Assess whether the outage is likely to last more than 10 hours. If no, be on alert for changing conditions and that the generators remain operational. If yes, complete the following steps</li> <li>• Call on the availability of emergency fueling of the generators</li> <li>• Placing fuel provider on stand-by</li> <li>• Monitor plant and lift station performance</li> <li>• Call for refueling of generators when fuel level is to 25% of capacity</li> </ul> |
| <b>Notifications</b>     | <ul style="list-style-type: none"> <li>• APS-let them know that a public wastewater system is experiencing an outage and that generators will be used until power is restored – and get updated ETA on restoration of power.</li> </ul>   |
| <b>Follow-up Actions</b> | <ul style="list-style-type: none"> <li>• Verify generators are off and transfer switches are functioning</li> <li>• Arrange for refueling of the generators</li> <li>• Inspect lift station and treatment plant to ensure proper operation</li> <li>• Prepare Incident Report for the Town</li> </ul>   |

## B. Collection System Blockage or Line Break

|                          |  |
|--------------------------|--|
| <b>Assessment</b>        | The entire collection system is vulnerable to blockage and/or line breaks. Upon notification of one of these conditions operations staff shall be dispatched to make the initial assessment.   |
| <b>Immediate Actions</b> | <ul style="list-style-type: none"> <li>• Assess the size of the break or blockage and determine the size of main</li> <li>• For a blockage call Fann Environmental at 778-5335 for mobilization of a Hydro-Vac Truck</li> <li>• For a complete trunk main blockage or break notify PW Director and Fann Contracting's Project Manager immediately</li> <li>• Begin mitigating spills and prepare for bypass pumping</li> <li>• As equipment arrives begin bypass pumping and spill containment/mitigation</li> <li>• Fann will lead the team on repairs and system cleaning</li> </ul> |
| <b>Notifications</b>     | <ul style="list-style-type: none"> <li>• Within 24 hours notify ADEQ of any discharge associated with the incident and within 5 days provide them a written report quantifying the discharge and all mitigation work</li> </ul>  |
| <b>Follow-up Actions</b> | <ul style="list-style-type: none"> <li>• Properly dispose of contaminates</li> <li>• Inspect the collection system to verify that incident did not cause any ancillary or future problems</li> <li>• Prepare Incident Report for the Town</li> </ul>   |

### C. Collection System Pumping Facilities Failure

|                          |  |
|--------------------------|--|
| <b>Assessment</b>        | The system has a single lift station with redundant pumps and controls. Upon failure of either pump the remote alarm system will notify system operations. At the site the operator will assess the problem and attempt to determine if it is an electrical or pump issue. As it is a redundant system the likelihood of total system failure is minimal   |
| <b>Immediate Actions</b> | In the event of total system failure <ul style="list-style-type: none"> <li>• Contact Fann Environmental to mobilize their Hydro-Vac Truck as stand-by equipment to transport wastewater to the treatment plant</li> <li>• Notify Fann Project Manager and PW Director of the incident</li> <li>• Conduct detailed analysis of possible causes of failure</li> <li>• If electrical in nature contact Summit Controls for emergency call-out</li> <li>• If it is a double pump failure begin procedures for removing Pumps</li> <li>• Contact Pump Systems, Inc. and determine availability of replacement pumps</li> <li>• Begin procedures for long term pump bypass of the lift station, including mobilizing two six inch "trash" pumps, approximately 3000 LF of six to 8 inch temporary discharge pipe and tying temporary system into existing alarm and control system</li> </ul> |
| <b>Notifications</b>     | None   |
| <b>Follow-up Actions</b> | <ul style="list-style-type: none"> <li>• WRF operator to provide start-up of repaired system including control and alarm testing and report finding to the Town</li> <li>• Prepare Incident Report for the Town</li> </ul>   |

### D. Treatment System Failure

|                          |  |
|--------------------------|--|
| <b>Assessment</b>        | The Treatment system has redundancy built in throughout. This includes two treatment trains, multiple blowers, permeate and RAS pumps. Facility operators will assess the performance of the system and failure. Every attempt will be made to maintain some operational system to avoid catastrophic release. The assessment will include both mechanical investigation and electrical.   |
| <b>Immediate Actions</b> | <ul style="list-style-type: none"> <li>• Contact Fann Operations Manager and PW Director</li> <li>• Contact Facility Design Engineer, Aqua Engineering, and Summit Controls</li> <li>• Evaluate extent of failure and possible temporary solutions, including replacement of pumps, blowers, and mechanical screens</li> <li>• Gather all investigated information and hold meeting with all parties to develop approach</li> <li>• Begin repair procedures and place equipment suppliers on stand-by</li> <li>• Construct containment berms if spill of wastes is possible</li> </ul> |
| <b>Notifications</b>     | <ul style="list-style-type: none"> <li>• Within 24 hours notify ADEQ of any discharge associated with the incident and within 5 days provide them a written report quantifying the discharge and all mitigation work</li> </ul>  |
| <b>Follow-up Actions</b> | <ul style="list-style-type: none"> <li>• Following start-up test all controls and alarms</li> <li>• Evaluate cause of failure and develop specific emergency action plan amendment to address this possibility</li> <li>• Prepare Incident Report for the Town</li> </ul>  |

## E. Effluent Disposal Failure

|                          |   |
|--------------------------|---|
| <b>Assessment</b>        | Possible effluent disposal failures could occur and would most probably be associated with Effluent Pump Station failure or Rapid Infiltration Basin failure. The operations personnel will first conduct the assessment.   |
| <b>Immediate Actions</b> | <p>Effluent Pump Station failure</p> <ul style="list-style-type: none"> <li>• Adjust permeate pumps to reduce flow to the pump station</li> <li>• Check pumps and control system and evaluate condition</li> <li>• If repairs are not possible notify Fann Operations Manager and PW Director</li> <li>• If problem is electrical in nature contact Summit Controls for emergency call-out</li> <li>• If it is a pump failure begin procedures for removing Pumps</li> <li>• Contact Pump Systems, Inc. and determine availability of replacement pumps</li> <li>• Begin procedures for long term pump bypass of the pump station, including mobilizing two six inch "trash" pumps, equipment to tie into existing 12-inch effluent main and tying temporary system into existing alarm and control system</li> </ul> <p>RIB failure</p> <ul style="list-style-type: none"> <li>• Adjust pump station to minimize flow to RIBs</li> <li>• Determine total volume of retention capacity of RIBs and based on current influent flow determine time until RIB overflow</li> <li>• Contact Fann Operations Manager and PW Director</li> <li>• Begin procedures for long term effluent disposal, including mobilizing six inch "trash" pumps, equipment to tie into existing 12-inch effluent main, and surface sprinkler system for effluent evaporation and tying temporary system into existing alarm and control system</li> </ul> |
| <b>Notifications</b>     | <ul style="list-style-type: none"> <li>• For RIB failure notify both ADEQ and ADWR</li> </ul>   |
| <b>Follow-up Actions</b> | <ul style="list-style-type: none"> <li>• Following start-up test all controls and alarms</li> <li>• Evaluate cause of failure and develop specific emergency action plan amendment to address this possibility</li> <li>• Prepare Incident Report for the Town</li> </ul>   |

## F. Chemical Contamination/Hazardous Materials Spill into Collection System

|                          |   |
|--------------------------|---|
| <b>Assessment</b>        | The system currently has no commercial or industrial dischargers. The Town maintains an industrial discharge policy that includes the requirement for pretreatment. The WRF operator will make the first assessment of the potential problem. The contamination can enter the treatment facility in two locations, at the lift station and at the septage receiving station. Each wet well will be checked to determine the source. Following this determination either the septage-receiving log will provide information of the illegal discharge or further investigation on the collection system will be required.   |
| <b>Immediate Actions</b> | <ul style="list-style-type: none"> <li>• Cease all discharge of effluent to the RIBs</li> <li>• Contact Fann Operations Manager and PW Director</li> <li>• Notify Fire District of possible explosive conditions in collection system</li> <li>• Monitor plant operating parameters</li> <li>• Obtain samples of chemical for analysis and identification</li> <li>• Begin inspection of collection system manholes to determine area of discharge</li> <li>• Obtain HazMat assistance as necessary from City of Prescott Fire HazMat Team</li> <li>• Make arrangements for by-pass pumping, hauling or other measures to maintain sewer service to customers</li> <li>• Prepare for clean-up of entire system</li> </ul> |

|                          |   |
|--------------------------|---|
|                          |   |
| <b>Notifications</b>     | <ul style="list-style-type: none"> <li>• For contained contamination notify ADEQ</li> <li>• For discharge contamination notify ADEQ and EPA Spill Hot Line</li> </ul> |
| <b>Follow-up Actions</b> | <ul style="list-style-type: none"> <li>• Restart system and verify all contaminants have been removed</li> <li>• Prepare Incident Report for the Town</li> </ul>      |

## G. Vandalism or Terrorist Attack

|                          |  |
|--------------------------|--|
| <b>Assessment</b>        | The facilities are secure and the probability of terrorist attack is low. Any signs of vandalism should, however, be considered possible terrorist attack. Prior to assessment, operations personnel shall contact the local police for assistance. No work assessment work should be completed until the proper authority evaluates the potential for further terrorist attack. Operations personnel should verify systems integrity and operational function ability.          |
| <b>Immediate Actions</b> | <ul style="list-style-type: none"> <li>• Contact local police and PW Director</li> <li>• Contain the area so no possible evidence is disturbed</li> <li>• Once the authority allows entrance to the "scene" begin assessment</li> <li>• Control any spills and mitigate any life/safety hazards</li> <li>• Work with authorities to determine any possible further damage to the system or other possible points of attack</li> <li>• Develop possible repair options</li> </ul> |
| <b>Notifications</b>     | Contact State and Federal investigative and homeland security agencies as recommended by the local police  |
| <b>Follow-up Actions</b> | Prepare Incident Report for the Town   |

## H. Flood

|                          |  |
|--------------------------|--|
| <b>Assessment</b>        | Flood events are probable along the Santa Cruz Wash. Approximately 1.5 miles of the collection systems trunk main parallels the wash and is in the flood plain. The lift station is located on the edge of the flood plain in what is estimated to be within the 500 yr flood event zone.  |
| <b>Immediate Actions</b> | <ul style="list-style-type: none"> <li>• Following a flood event an assessment of the lift station and low-lying collection main will be required.</li> <li>• The operations personnel should walk/drive the entire length of the wash area and inspect the manholes and any erosional features in the area of the buried collection system.</li> <li>• Personnel shall pay close attention to evidence of discharge of wastewater</li> <li>• Inspect the lift station for operational capacity and check recorded data to evaluate the possibility of infiltration of water during the flood event.</li> <li>• Contact the PW Director of finding any conditions requiring repair or any evidence of discharge.</li> <li>• Begin containment procedures in the case of discharge</li> </ul> |
| <b>Notifications</b>     | Within 24 hours notify ADEQ of any discharge associated with the incident and within 5 days provide them a written report quantifying the discharge and all mitigation work  |
| <b>Follow-up Actions</b> | <ul style="list-style-type: none"> <li>• Develop plan to mitigate possible future flood events</li> <li>• Prepare Incident Report for the Town</li> </ul>  |

## I. Earthquake

|                          |   |
|--------------------------|---|
| <b>Assessment</b>        | The Town of Chino Valley Is located is a low seismic area. Historical earthquakes have not been measured in Chino Valley and events in the Prescott area have not exceeded 4.0 on the Richter Scale. No recent evidence has been identified to suggest surface failure or rupture has occurred in Chino Valley.   |
| <b>Immediate Actions</b> | <ul style="list-style-type: none"> <li>Inspect buildings, structures and equipment pads for evidence of failure (cracks in walls, electrical fixtures knocked down, vertical alignment of concrete pads and piping</li> <li>Look for surface changes above underground pipelines that might suggest settlement of soils, lateral displacement of man-made structures or general failure/damage to the pipeline</li> </ul> |
| <b>Notifications</b>     | In the case of structural damage notify the Town Engineer, Steve Sullivan for evaluation  |
| <b>Follow-up Actions</b> | Prepare Incident Report/report of findings for the Town   |

## J. Electronic Equipment Failure

|                          |   |
|--------------------------|---|
| <b>Assessment</b>        | The electronic equipment is state of the art with redundancy. The system has self-checking ability and remote alarm notification.   |
| <b>Immediate Actions</b> | <ul style="list-style-type: none"> <li>Complete basic electric/electronic analysis</li> <li>Call electrical contractor and systems integration firm, Summit Controls, for thorough systems analysis and repair</li> <li>Evaluate additional operational conditions that may occur in the event that the repair are not made timely</li> <li>Prepare emergency operational plan based on finding of Summit Controls</li> </ul> |
| <b>Notifications</b>     | None  |
| <b>Follow-up Actions</b> | Prepare Incident Report for the Town  |

## K. Cyberattack

|                          |   |
|--------------------------|---|
| <b>Assessment</b>        | The operating system for the plant and lift station are contained in a single location at the plant office. One portal via radio is available to link this system to external computers/systems. A separate computer system is used for operational duties such as internet, email, word processing, etc. |
| <b>Immediate Actions</b> | <ul style="list-style-type: none"> <li>Contact SKM Systems Engineer Ryan Pack</li> <li>Have SKM investigate the extent of the condition and report findings</li> <li>Report attack to local police for evaluation and determination to escalate the crime to state or federal agencies</li> </ul>         |
| <b>Notifications</b>     | None  |
| <b>Follow-up Actions</b> | <ul style="list-style-type: none"> <li>Prepare Incident Report for the Town</li> <li>Make recommendations to the Town for upgrade of Cyber security system</li> </ul>   |

## Section 8.

### Returning to Normal Operation

#### Returning to normal operations

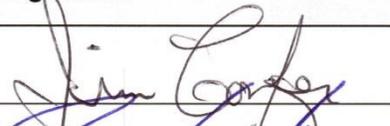
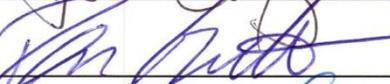
| Action  | Description and Actions   |
|---|---|
| Inspect all system components                         | Following any event all operating equipment and electronics associated with the event shall be inspected during operation and preventative maintenance work completed. The collection system should be cleaned and video inspected following blockage, breakage, flood and earthquake events to verify system integrity in those areas. Any repairs to the collection system should also be followed by system testing per the YAG Standards. |
| Follow start-up procedures for each unit of operation | For re-starting of the equipment the Operation and Maintenance manuals should be followed. These documents provide clear direction of start-up procedures and tests necessary to verify correct operations.   |
| Coordinate with ADEQ and other regulators             | Coordination with ADEQ and other regulators is key to minimizing negative effects of the emergency. It is crucial that open and honest communication be maintain with these entities. Proper and timely reporting is mandatory. It is important to contact them only after proper assessment of the situation is completed. Incident reporting prior to factual assessment may result in confusion and delay in remedying the situation.      |
| Notify customers and public                           | Public and customer notification following the resolution of an incident is as important as the initial reporting. Customers need to know when they return to normal use of the system. The public has the right to know when conditions are safe to resume normal activity in the emergency area. The Information Officer should distribute timely and factual information at the completion of the incident to media outlets and customers. |
| Prepare for the next event                            | Effectiveness of emergency response is founded on planning and preparedness. The emergency response team should meet following the completion of each incident to discuss strategies and techniques to better handle the next event. This is also a good time to evaluate this plan and revise it to reflect conditions encountered.  |

## Section 9.

### Plan Approval

#### Plan approval

This plan is officially in effect when reviewed, approved, and signed by the following people:

| Name/Title   | Signature  | Date    |
|--|--|---------|
| Jim Confer, Public Work Director                               |  | 9/30/06 |
| Ron Gritman, Town Engineer                                     |  | 9/30/06 |
| Jeff Sawyer, Systems Operation Manager, Fann Contracting, Inc. |  | 9/30/06 |

## Section 10.

### Certificate of Completion

I certify to the United States Department of Agriculture, Rural Development (USDA/RD) that this community wastewater system has completed an Emergency Response Plan (ERP) that incorporates the results of the Security Vulnerability Assessment (SVA) completed for the system.

I certify that this document was prepared under my direction or supervision.

Wastewater Systems NPDESIID Number: 28493

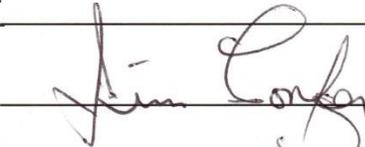
System Name: Chino Valley Water Reclamation Facility

Address: 2190 Rodeo Drive, Chino Valley, AZ 86323

Print Name of Person Authorized to Sign this Certification on behalf of the System:

Jim Confer

Title: Public Works Director

Signature: 

9/30/01

Phone: 928-636-7140

Fax: 928-636-7141

Email: jconfer@chinoaz.net

Classification Guidelines

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System Personnel Contact List

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Emergency  
Equipment/Supplier Contact  
List

---

Dealing With the Media

---

Public Advisory

---

Customer Notification Door  
Hanger

---

Work Order Log

---

Communication Log

---

Location of Critical Information

---

English/Spanish Translations  
of Emergency Instructions

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**CLASSIFICATION GUIDELINES TO DETERMINE IMPACT OF AN EMERGENCY**

DATE: \_\_\_\_\_

EMERGENCY HAZARD: \_\_\_\_\_

Initial assessment classification: \_\_\_\_\_

**Level 1 – NORMAL TROUBLE** – Trouble, which can be handled routinely. This would include normal operator activity.

**Level 2 – ALERT (Minor Emergency)**– Trouble that can be handled by a system with oversight and guidance from the state primacy agency. This could be the early sign that a system or part of a system could be lost.

**Level 3 – MAJOR EMERGENCY** – Problems that are somewhat beyond the capability of system personnel and association capabilities may require a declaration of emergency to authorize shortcut procedures.

This level would require the mobilization of all Utility personnel who might seek additional help by activation of mutual aid agreements or contracts.

This level of emergency leaves no doubt that outside help is required because of a serious threat to health or facilities of a member system.

**Level 4- PROBLEMS CLEARLY AND IMMEDIATELY BEYOND THE CAPABILITY OF THE UTILITY**

Recovery time will exceed one week, cost will be great, large amounts of mutual aid will be required and a request for declaration of emergency will be required.

This level would normally affect many different services that may be lifelines to the water and wastewater systems. These natural or man-made disasters will cause disruption over a large area of service and cause a severe health risk.

**SYSTEM PERSONNEL CONTACT LIST**

| <b>Name</b>                 | <b>Title</b>                 | <b>Home Phone</b> | <b>Office Phone</b> | <b>Cell Number</b> | <b>Pager Number</b> |
|-----------------------------|------------------------------|-------------------|---------------------|--------------------|---------------------|
| <b>OPERATION</b>            |                              |                   |                     |                    |                     |
| Jeff Sawyer                 | Operations Manager           | 363-7099          | 778-5335            | 713-0501           |                     |
| Mike Young                  | Operations Manager           | 772-0324          | 778-5335            | 713-9265           |                     |
| Jim Muylle                  | Chief Plant Operator         | 772-8465          | 583-0478            | 713-9397           | 443-4508            |
| Lee Carey                   | Plant Operator               | 636-1106          | 583-0478            | 308-4530           |                     |
| Sam Ramirez                 | Plant Operator               | 636-1928          | 583-0478            |                    |                     |
|                             |                              |                   |                     |                    |                     |
|                             |                              |                   |                     |                    |                     |
|                             |                              |                   |                     |                    |                     |
| <b>TOWN OF CHINO VALLEY</b> |                              |                   |                     |                    |                     |
| Mike Bovee                  | Utilities Supervisor         |                   | 636-7140            | 925-8677           |                     |
| Kurt Morrill                | Inspector                    |                   | 636-7140            | 713--5548          |                     |
| Joe Grassi                  | Utilities Equipment Operator |                   | 636-7140            | 583-4069           |                     |
| Mark Holmes                 | Water Resource Consultant    |                   | 636-7140            | 830-6084           |                     |
|                             |                              |                   |                     |                    |                     |

## Emergency Equipment and Supplier Contact List

| <b>Company/Agency</b> | <b>Service Provided</b> | <b>Phone Number #1</b>      | <b>Phone Number #2</b> |
|-----------------------|-------------------------|-----------------------------|------------------------|
| Fann Environmental    | Operations              | Mike Young - 713-9265       | Jeff Sawyer - 713-0501 |
| Fann Contracting      | Operations              | Mike Fann - 713-3286        | John Heisley- 713-1086 |
| JBT Contractors       | Contractors             | 445-3788                    | Pat Bates - 925-0626   |
| Johanson Construction | Contractors             | David Syme - 772-2489       | David's 928-220-2291   |
| Hughes Supply         | Pipe/valves/etc.        | Hector Urias - 445-8032     | Hector's cell237-6986  |
| National Waterworks   | Pipe/valves/etc.        | Phil Grimes - 445-2411      | Phil's cell237-0147    |
| Dana Kempner          | Pipe/valves/etc.        | Tracy Hunter- 928-445-1433  | Tracy's cell237-7689   |
| Pump Systems          | Pumps & Valves          | Kevin Oliver - 480-545-8484 | 623-694-8100           |
| Sunstate Equipment    | Equipment Rental        | 602-275-0601                | 602-390-3473           |

# DEALING WITH THE MEDIA

## PLAN AHEAD

Media relations start before a disaster occurs. Take steps to familiarize yourself with your local media representative on an ongoing basis. The best way to do this is for your water or wastewater systems 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 should know them and they should know you.

## 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.

## AVAILABILITY

Don't hide from the media. The public has a right to know the situation. Take a pro-active approach and establish your association as the spokesperson for your member systems, help keep the pressure off the system where possible. Schedule a meeting with the media at the first reasonable time and at a location you chose. Familiar surroundings can ease the situation for you. After your initial report, schedule regular updates. Adapt these to your schedule, not the reporter's.

## ACCURACY

This is extremely important. Be sure of your facts and give only the facts. Don't be drawn into expounding on your present 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.

## RESPONSIBILITY

If the crisis situation is our responsibility, say so. If not, the same rule applies.

## 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 the record if inaccuracies are noted. Misinformation can be more damaging than no information.

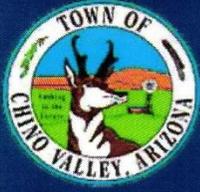
## COMMUNICATION TIPS

### Do:

- Be prepared;
- Designate a spokesperson;
- Provide complete, accurate, and timely information;
- Tell the truth;
- Express empathy;
- Acknowledge uncertainty and offer to get back with more information later; and
- Document your communications.

### Do Not:

- Speculate on the cause or outcome of an incident;
- Blame or debate;
- Minimize or brush off concerns of customers; and
- Treat inquiries from interested parties as an annoying distraction from the real business of emergency response.



# Public Advisory

*Issued by the  
Town of Chino Valley  
928-636-7140*

## Wastewater Treatment Advisory

### Dear Public

The purpose of this advisory is to inform you of a potential health issue within the Town of Chino Valley.

Please be advised that the following situation or condition:

To Avoid possible problems please follow the instructions listed:

**DO:**

**DO NOT:**

For further information please do the following or contact the Town of Chino Valley Public Works Department at 928-636-7140 or City Hall at 928-636-2646.

# ATTENTION

## Chino Valley wastewater Customers

The following conditions exist in the  
Wastewater Collection System:

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We are requesting your assistance until  
these conditions can be remedied.  
Please do the following until you are  
notified that the conditions no  
longer exist.

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If you have any questions or concerns,  
please call Chino Valley Public Works  
Department at – 636-7140

THANK YOU

Ver el reverse para la versi6n en EspaŃiel

# ATTENTION

## Chino Valley Wastewater Customers

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If you have any questions or concerns,  
please call Chino Valley Public Works  
Department at – 636-7140

THANK YOU



Ver el reverse para la versi6n en EspaŃiel



# Atencion Chino Valley Clients de alcantarillado

Las condiciones siguientes exyistentes en el sistema de la colecci6n de alcantarillado:

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Solicitamos su ayuda hasta que estas condiciones se arreglan. Haga por favor el siguiente hasta que usted sea notificado que las condiciones sean restaurado:

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Si usted tiene preguntas o concieme, llama por favor a el departamento del servicio publico de Chino Valley-  
**636-7140**

Gracias'



See reverse side for English Version

# Atencion Chino Valley Clientsde alcantarillado

Las condiciones siguientes exyistentes en el sistema de la colecci6n de alcantarillado:

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Si usted tiene preguntas o concieme, llama por favor a el departamento del servicio publico de Chino Valley –  
**636-7140**

Gracias'



See reverse side for English Version





**LOCATION OF CRITICAL INFORMATION**

| <b>Item</b>              | <b>Location</b>                   | <b>Secondary Location</b>         |
|--------------------------|-----------------------------------|-----------------------------------|
| Distribution system maps | Water Reclamation Facility Office | Town of Chino Valley Public Works |
| Operational Records      | Water Reclamation Facility Office | Town of Chino Valley Public Works |
| Permits                  | Water Reclamation Facility Office | Town of Chino Valley Public Works |
| Technical Manuals        | Water Reclamation Facility Office | Town of Chino Valley Public Works |
| O&M Manuals              | Water Reclamation Facility Office | Town of Chino Valley Public Works |

## English/Spanish Translations

### Requests

City officials ask that all residents and businesses refrain from non-essential water use or activities that result in discharges to the sewer system (such as unnecessary toilet flushing, washing machine usage and dish washing) until further notice.

*Los funcionarios de la ciudad preguntan que todos residentes y los negocios se abstienen del uso agua no esencial o actividades que tienen como resultado las descargas a/ sistema de la alcantarilla (limpiar tal como innecesario de lavabo, el uso de lavadora y plato que lavan) hasta nuevo aviso*

Residents of the affected areas have not lost sewer services, but officials have asked that all residents refrain from non-essential water use (such as unnecessary toilet flushing, washing machine usage and dish washing) until further notice.

*Los residentes de las areas afectadas no han perdido los servicios de alcantarilla, pero los funcionarios han preguntado que todos residentes se abstienen del uso agua no esencial {limpiar tal como innecesario de lavabo, el uso de lavadora y plato que lavan) hasta nuevo aviso*

Please minimize your usage of water

*Aminore por favor su uso de Agua*

Immediately stop using you toilet, sinks and showers

*Inmediatamente parada que utiliza usted lavabo, los fregaderos y los chaparrones*

### Statements

A sewer spill has occurred at . . . <location>

*Una alcantarilla rocia ha ocurrido en . . . <location>*

The sewer treatment plant is not functioning

*La planta del tratamiento de la alcantarilla no funciona*

The sewer collection system is plugged or broken

*El sistema de la colección de la alcantarilla se tapa o es roto*

A hazardous material called \_\_\_\_\_<name>\_\_\_\_\_ has entered the sewer collection system

*Una materia peligrosa llamo \_\_\_\_\_<name>\_\_\_\_\_ -- ha entrada el sistema de la colección de alcantarilla*