

STATE OF OHIO EMERGENCY OPERATIONS PLAN



EMERGENCY SUPPORT FUNCTION #7 RESOURCE SUPPORT AND LOGISTICS

TAB B: EMERGENCY POTABLE WATER PROCUREMENT AND DISTRIBUTION OPERATIONS PLAN

FACILITATING AGENCY

Ohio Emergency Management Agency

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FACILITATING AGENCY:	Ohio Emergency Management Agency (Ohio EMA)
SUPPORT AGENCIES:	Ohio Department of Transportation (ODOT) Ohio Department of Health (ODH) Adjutant General's Department, Ohio National Guard (OHNG) Ohio Environmental Protection Agency (Ohio EPA) Public Utilities Commission of Ohio (PUCO) Ohio Department of Rehabilitation and Correction (ODRC) Ohio Department of Administrative Services (DAS) Ohio Department of Natural Resources (ODNR)

I. INTRODUCTION

A. Purpose

1. This Plan has been developed in response to repeated and varied incidents that called for the State of Ohio to either directly supply or facilitate the supply of emergency potable water to local jurisdictions within Ohio.
2. This plan clarifies roles and responsibilities of key stakeholders involved in locating, procuring, and delivering emergency potable water to populations in Ohio during a local- or state-level emergency.
3. This plan provides guidance to local water supply utilities and emergency response organizations to facilitate and develop local plans for activating a unified response to local potable water supply emergencies.
4. The State's strategy for providing potable water to Ohio residents who have been impacted by the failure of a public water supply system is centered on deliveries of bottled water.

B. Scope

1. This Plan incorporates considerations from the State of Ohio's Emergency Operations Plan (State EOP), the National Incident Management System (NIMS) and the National Response Framework (NRF).
2. This Plan identifies activities to be considered by local water utilities, local and regional operational field response units and governments, and national response agencies and teams.
3. The concepts of operation within this plan include: evaluation of the emergency incident, identification of potential and appropriate sources of potable water, and the procurement of resources to obtain and distribute emergency potable water.
4. This Plan provides guidance on options and methods for producing and packaging emergency potable for delivery to impacted areas.
5. "Emergency potable water" and "emergency drinking water" refer to potable (drinkable) water that is supplied from an alternate source and/or a delivery system.

II. ASSUMPTIONS

- A. Local potable water supply emergencies will happen within the state of Ohio. These incidents could be caused by source contamination, system contamination, or supply system and infrastructure failures.
- B. Local potable water supply utilities and local emergency response agencies will be contacted and their capabilities will be exhausted before State-level potable water supply resources are delivered. Upon completing an initial threshold assessment at the state level, water may be staged in anticipation of depleted local resources.
- C. Public water supply utilities and local emergency response agencies have developed and exercised plans for their response to potable water supply emergencies.

III. SITUATION

A. General Considerations

To ensure that responses to potable water supply emergencies are successful, the following general elements should be considered:

1. Depending on the type of incident that causes a potable water supply emergency, or the distribution area of an impacted potable water utility, the impacted population could be as small as a handful of utility customers, or could be as large as an entire jurisdiction, county or regional area.
2. The response actions of involved water utilities and local jurisdictions must be integrated and coordinated.
3. Emergency response plans and guidelines that are specific to response to potable water supply emergencies that include provisions for interoperability between water supply utilities and local response agencies must be developed and exercised.
4. General priorities and systems for how resources will be accessed and distributed in response to a local potable water supply emergency must be determined prior to incidents and adjusted based on actual conditions and limitations.
5. The scope of response to a local potable water supply emergency must include the participation and cooperation of local water supply utilities, local and regional response agencies, and state and federal emergency response agencies and needed.
6. Clear communication and cooperation among responders to local potable water supply emergencies will be critical to the success of response operations.
7. The development of plans and procedures, including specific action-oriented checklists (resource listings; maps, charts, notifications, equipment/supplies use checklists, mutual aid/assistance agreements, mission reporting protocols, communications networks, public/private and non-governmental organization agreements) are critical elements in ensuring the success of potable water supply emergency response operations.

B. Action Threshold Assessment – Operational Triggers

The following factors will be considered in assessing the need for the application and distribution of State-level potable water resources:

1. Demographics and distribution of the impacted population (vulnerable populations, persons with access and functional needs, persons who are institutionalized, etc.).
2. Expected length of time that a potable water outage will last.
3. The length of time that it will take to complete potable water deliveries.
4. The expected nature of receipt, storage and distribution operations.
5. Factors that would affect operational sustainability.
6. Level of local capabilities and cooperation.
7. Environmental and public health impacts.
8. Media awareness.
9. The availability of commercial water supplies.
10. Potable water procurement restrictions.
11. Expected changes in consumption rates.
12. Seasonal impacts - weather, special events.
13. Political considerations.

C. Operational Command and Control

1. Local jurisdictional authorities will retain command, control, and authority over responses to potable water supply emergencies. It will be critical for responding agencies to understand that primary responsibilities for the procurement and distribution of emergency potable water may change as an incident develops and State actions and resources supplement on-going local response capabilities and resources.
2. Emergency management flexibility may include the need to change and adapt incident management and emergency response protocols due to changes in an incident's scope and/or scale over time.

3. Standardization of incident management and emergency response requires coordination and standardization among responders and organizations, based on a common framework.

D. Response Overview

The following section is a review of the response and participation of agencies and organizations that could be expected to respond to a potable water supply emergency.

1. Local Public and Private Water Supply Utilities

- a. Private potable water supply utilities are usually investor-owned and operated.
- b. Public potable water supply utilities can either be part of a city or county agency, or the utility can be an independently-governed special district, not affiliated with a city or county.
- c. If a local utility is a part of a city or county department, the utility may establish a Departmental Operations Center (DOC) and/or report directly to a city or county's local EOC.
- d. During an emergency that impacts a community public water system, the impacted water system is required to have contingency plans that ensure the provision of alternate sources of water within 24 hours of an incident.
- e. When a local water supply utility's capacity to maintain their responsibility to provide alternate potable water supplies is exceeded, utility management may request the support of their local jurisdiction.

2. Local Jurisdictions and Impacted Areas

- a. During a potable water supply emergency, local jurisdictions could activate their local EOCs to coordinate response resources and to manage operational response within their jurisdiction. This response could include the procurement and/or distribution of alternate emergency potable water to impacted populations.
- b. As requested, local jurisdictions will assist local water supply utilities in procuring and/or distributing alternate sources of emergency potable water for impacted populations within their jurisdiction, provided local alternate potable

water sources and supplies are available and local jurisdiction-based response resources are available.

- c. As needed, local jurisdictions will assess the need for alternate emergency potable water and will report their findings to the State EOC as appropriate.
 - d. As needed, local EOCs will be activated to coordinate situational assessment and operational response for the duration of an incident.
 - e. Upon request or when local water distribution disruption becomes a priority for an impacted area, additional resources will be identified to assist with the coordination of the identification, procurement and distribution of alternate potable water to impacted populations.
 - f. If necessary, an impacted local jurisdiction will request the assistance of State-level emergency response assistance in identifying, procuring and distributing alternate potable water to impacted populations.
3. State-Level Water Supply Emergency Response

- a. As needed, Ohio EMA, through the State EOC will coordinate the identification and application of state and regional resources to assist local jurisdictions that are impacted by a potable water supply emergency.
- b. As needed, the State of Ohio will request the assistance of State- and Federal-level agencies in obtaining alternate potable water sources on behalf of impacted jurisdictional and utility service areas.
- c. As needed, the State of Ohio will request Federal-level potable water resources on behalf of impacted jurisdictions and utility service areas.

E. Emergency Potable Water Considerations

1. Packaged and Bottled Water

- a. If available, potable water packaged in plastic containers is the most convenient and effective way to initially provide emergency potable water to the public. The State will maintain a list of approved commercial vendors to expedite the acquisition and distribution of emergency potable water to the public.

- b. The transportation of emergency potable water will be arranged through ESF-1 (Transportation) operations, in cooperation with the State EOC Executive Group.
 - d. ODH and OEPA will be consulted prior to the execution of delivery of packaged alternate potable water to ensure compliance with all applicable safety regulations regarding safe drinking water.
2. Bulk Potable Water Deliveries
- a. Bulk potable water deliveries are intended for limited use and should only be employed for response to immediate crisis situations when implementation of a pre-packaged option is not feasible.
 - b. Bulk potable water may also be needed for critical facilities such as hospitals, clinics, and other health facilities.
 - c. Portions of an impacted potable water system, or nearby systems, may continue to have potable water available in their normal distribution systems. These sources are closest and easiest to access, and should be used as available as bulk water sources. Transportation of locally-obtained bulk potable water resources will require planning and coordination between local jurisdictions and impacted water supply utilities.
 - d. State-owned water buffaloes could be available in limited numbers and should only be used to support evacuation efforts and immediate crisis situations. The small volume of water buffaloes will necessitate a plan for their tending and refilling.
 - e. To ensure compliance with all applicable safety regulations regarding safe drinking water, ODH, OEPA, and impacted jurisdictions' local health districts will be consulted prior to the execution of the delivery of bulk alternate potable water.
3. Water Purification Systems
- a. Commercial portable water purification systems are available where connection to a non-approved water source is available.

IV. CONCEPTS OF OPERATION

A. It is the intent that State-level potable water supply operations will be activated within four hours of an identified need and, as needed, will be sustained for at least 72 hours (4/72 concept), until the incident's resolution, or until Federal-level resources have been received and applied.

B. Response Overview

1. Phased Response

If applicable, a phased response to assisting impacted local jurisdictions and local water supply utilities will be implemented:

a. Phase One

- i. Ohio EPA and ODH will provide direct and technical support to local officials in the areas of water production, sampling and testing of exposed individuals until no longer required by the incident.
- ii. OEPA will assist public water systems with the implementation of their potable water supply contingency plans.
- iii. Ohio EMA will coordinate with ODH and local EMA on the identification of social service providers to be used for targeted distribution, as well as the mechanism for residents to be referred to providers (211, WIC Clinics, etc.).
- iv. ODPS will work through the OP3 system to increase the availability of water from commercial sources.
- v. Local officials will ensure that messaging on amended water provision mechanisms is disseminated in-and-around impacted areas, and that residents understand the requirements for receiving State-provided bottled water. The availability of other water supplies, including the availability of a potable water stations, will also be broadcasted.
- vi. Ohio EMA will assist in maintaining situational awareness with and between ESF-1, ESF-3 and ESF-8.

b. Phase Two

- i. Ohio EMA will coordinate with state partners and local officials to stage water in proximity to impacted areas.
- ii. Local officials will continue to identify and notify residents of alternate sources of potable water.

- c. Phase Three
 - i. State and local agencies will coordinate the transportation and delivery of potable water to identified receiving locations.
 - d. Phase Four
 - i. State agencies will transition response efforts to the local level, but will maintain State-level situation assessment actions and will provide support as needed.
 - ii. Local agencies will implement the distribution of potable water to local residents and businesses with State-level support as needed.
- C. In a response to a potable water supply emergency, response by jurisdictional level will be as follows:
- 1. Local impacted potable water supply utilities will manage and coordinate utility-based emergency response and recovery operations within their service boundaries.
 - 2. Local jurisdiction response and recovery operations will manage and coordinate the identification of resource needs, will collect and disseminate information within impacted areas, and will as the coordination and communication link between local jurisdictions and state and federal responders and agencies.
 - 3. State-level field-based responders will coordinate with emergency response personnel and resources to facilitate and support local jurisdiction operations in response to a potable water supply emergency.
 - 4. State-level field-based responders will coordinate with emergency response personnel and resources to facilitate and support local jurisdiction operations in response to a potable water supply emergency.

D. Incident Response Scaling Considerations

The following considerations have been developed to address response to small- and large-scale potable water supply interruptions:

1. Small-Scale Incident Response

Small-scale incidents would include those that are smaller in scale or duration, and those that would be less likely to involve significant state or federal resources. State-level operations would be supplementary to local-level response operations. Response actions could include:

- a. Providing State-level outreach and guidance to private-sector partners to increase the commercial availability of bottled water.
- b. In coordination with local executive and emergency management officials, employing contracted services to provide potable water in requested areas. Contracted services could include:
 - i. Providing potable water at discounted rates or at no cost to documented Supplemental Nutrition Assistance Program (SNAP) and Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) Program clients.
 - ii. Deliver and/or drop-ship bottled potable water to areas that have been designated by local officials.
- c. Ohio's cached bottled water supplies will be utilized to respond to shortfalls in local potable water supply and delivery to populations that for functional and/or socioeconomic reasons cannot be served through previously identified means.

In these situations, efforts will be made to operate in concert with social support programs (i.e. Meals on Wheels, WIC clinics, food pantries). The Ohio Department of Health and the Ohio Department of Aging will be engaged to assist in identifying these populations and in coordinating State-level operations with social support programs.

2. Large-Scale Incident Response

These events would be the most significant in terms of population impact and/or duration of outage. In such events, Ohio would respond in accordance with the principles of the 4/72 concept. Response actions could include:

- a. Providing outreach and guidance to public sector partners to increase commercial availability of bottled water.
- b. Mobilizing, deploying and forward staging of existing water caches within the state of Ohio to the closest proximity of the event without interfering with response.
- c. Procuring water resources through contracts with private sector providers. These contracts would call for the provision of bottled water in a requested quantity to

be drop-shipped to a location(s) in coordination with local emergency management operations.

- d. Requesting assistance and/or direct federal assistance through the Federal Emergency Management Agency.

E. Engagement and Actions of State Partner Agencies

The success of the identification, acquisition, and transportation of State-level potable water supplies will depend on the cooperation and activation of the resources, capabilities and expertise of State-level partner agencies. The following State-level agency capabilities have been identified:

1. Potable Water Regional Storage and Staging Capabilities

- a. The Ohio Department of Health (ODH) maintains a centrally-stored, climate-controlled facility for the storage of the State's existing bottled water cache. Additionally, ODH maintains a collection of 53-foot trailers for use in transporting water supplies.
- b. The Ohio National Guard (OHNG)/Air National Guard has the ability to house pallets of water at existing OHNG-owned climate-controlled facilities throughout the state. Several of these facilities also have 24/7 staffing, allowing access to the water. The OHNG capabilities include the following by region:
 - i. Region 1 (northwest) 8 Army Armory/facilities, 2 Air bases/facilities; 1 transportation capable unit.
 - ii. Region 2 (northeast) 15 Army Armory/facilities, 1 Air base/facility; 4 transportation capable units.
 - iii. Region 3 (central) 10 Army Armory/facilities, 2 Air bases/facilities; 1 transportation capable unit.
 - iv. Region 4 (southwest) 10 Army Armory/facilities, 2 Air bases/facilities; 1 transportation capable unit.
 - v. Region 5 (southeast) 3 Army Armory/facilities; 2 transportation capable units.
- c. The Ohio Department of Natural Resources has capabilities for:
 - i. Identifying and coordinating staging areas for bottled and or potable bulk water.
- d. Other partner agency facilities also offer possible locations for staging and/or temporary storage of pallets of potable water. These include:

- i. Ohio Department of Transportation (ODOT) county out-posts regional/district office parking lots.
- ii. Ohio Department of Natural Resources (ODNR) state parks.
- iii. Ohio Department of Health Central Ohio Warehouse

2. Potable Water Transportation

- a. Historically, ODOT has assumed the task of the transportation of potable water resources. ODOT will facilitate the actions of the Ohio EOC's Transportation Working Group (made up of Emergency Support Function #1 Support Agencies) for the identification of the appropriate transportation resource in real time.
- b. Identified potable water transportation resources could include box truck/lift gate combinations that are owned and maintained by the Ohio Department of Rehabilitation and Corrections (ODRC), the Ohio Department of Natural Resources, the Ohio Mental Health and Addiction Services, the Ohio Department of Administrative Services (DAS) and the Ohio Department of Public Safety.
- c. ODH maintains 53' trailers that are available to be transported using ODOT tractor assets.
- d. ODNR has capabilities for providing limited potable bulk water transportation and distribution resources, and assisting with the transportation of bottled water.

3. Response Operations Coordination

- a. Ohio EMA will be immediately engaged in facilitating and coordinating response operations in cooperation with local authorities as well as with state agencies. These operations could include:
 - i. Identification of incident needs and scoping considerations.
 - ii. Identifying the location of drop locations.
 - iii. Identifying and facilitating the employment of resources for the distribution and management of response resources.
- b. As potable water supply operations pertain to investor-owned water systems PUCO will work with privately-owned water systems to help obtain bulk water if a nearby system were to go down for an extended period, and will determine and provide information and guidance on:
 - i. The cause and extent of water system damage.
 - ii. The estimated duration of system outages.
 - iii. An accounting of geographical areas that are impacted.

4. Maintaining Potable Water Caches

- a. Ongoing operations will be undertaken to maintain the State's cache of potable water. While primary consideration will be focused on engaging contracted and/or vendor-managed resources, the maintenance of an accessible potable water cache will be supported to ensure rapid response capabilities.

F. Information Flow

1. To avoid duplication of efforts and to expedite delivery of alternate emergency potable water to populations that have been impacted, it will be critical that information regarding the situation be transmitted to the appropriate emergency response agencies.
2. During the initial hours following a water supply emergency it will be especially important to quickly and efficiently determine the scale of the emergency and the areas where the existing potable water supply and distribution system has been directly impacted and/or interrupted. Such information will help facilitate decisions on whether and when to activate various response resources.
3. The Ohio EOC will be the primary point of information exchange, including the coordination of state agency partner Coordination Conference Calls and the use of the EOC's mission tracking system, WebEOC.

G. Resource Procurement and Distribution

Successful implementation of this plan will require the support of public, private, and volunteer agencies. This section identifies public, private, and volunteer agencies which could play a part in the acquisition and distribution of emergency potable water, and identifies their specific roles and responsibilities.

1. Local Water Supply Utilities

- a. The first priority of the local water utility is to repair and restore water system infrastructure. To support this priority, the local water utility's capacity to maintain primary responsibility for the procurement and distribution of alternate drinking water may be exceeded.
- b. Until the capacities for procuring and distributing alternate emergency potable water exceeds the ability of the local water utility, the impacted utility will remain the primary agent responsible for the purchase and distribution of emergency potable water to populations within their jurisdiction. Should the utility's

resources to procure and distribute emergency potable water become limited (without being exhausted), the utility will contact the local emergency management agency for assistance. The utility may then direct its available resources towards its first priority (system infrastructure repair and restoration).

2. Local Jurisdictions

- a. When an impacted utility's capability to supply alternate sources of potable water has been exceeded, impacted local jurisdictions will be the immediate, primary agent responsible for the procurement and distribution of emergency potable water to populations within their jurisdiction. While dealing with the impact to its own water system, the city or county may also need to manage requests from private or special district water utility requests for assistance. The first priority of the city or county water utility is to restore their water supply system infrastructure.
- b. Should the capacity for procuring and distributing alternate emergency potable water at the city or county level be exhausted, or the available resources are required elsewhere to assist in accomplishing other priorities, the local EMA will contact the State EOC for assistance. The State EOC will work with other agencies that may contact the Ohio EMA directly to work with local EMA for resources first.

3. State Emergency Management

- a. State EOC-based operations will support impacted jurisdictions as needed. If a water supply emergency response requires resources beyond the capability of the state, FEMA-coordinated federal resources could be requested. Such requests will be made by Ohio EMA through the State EOC.

4. Subject-Matter Experts and Technical Specialists

- a. As an emergency requires, EOC operations at all levels may require the assistance of Subject-Matter Experts (SME) and/or Technical Specialists (TS), who could be assigned a role in the Management, Operations, Planning/Intelligence or Logistics section of the EOC.
- b. At the local level, the role of SMEs and TS's could be staffed by a local fire department representative, or public works or water utility personnel. At the operational area level, these roles could be staffed by personnel who come in

contact with the water utility on a regular basis or have experience in delivery of bulk systems (EPA, county health departments, public works, fire department, assigned water utility personnel, or county department of social services).

- c. In the event that sufficient staffing is not available at the local or operational level, a request could be made to the State EOC for the procurement of these services.
- d. Responsibilities of SMEs and TS's could include:
 - i. Serving as a primary EOC contact for potable water procurement and distribution.
 - ii. Coordinating communication to assess potable water needs.
 - iii. Obtaining situational information on:
 - Cause and extent of water system damage
 - Estimated duration of system outage
 - Geographical areas impacted
 - Populations impacted
 - Actions taken to respond to the service disruption
 - Resources needed to restore system
 - Emergency drinking water needs (quantity and prioritized areas)
- e. Work with, make recommendations to, and prioritize distribution locations in local jurisdictions.
- f. Identify and secure potable water resources with assistance from the Logistics Section, Procurement personnel.
- g. Identify transportation and equipment needs and secure required resources through the Logistics Section, Procurement personnel.
- h. Coordinate with Ohio EPA, ODH, and local health districts, water utilities, and EOC-based Public Information Officers for appropriate public information announcements.
- i. Document all information related to expenditures, resource commitments, contracts, and other costs related to procurement and distribution of potable water.

H. Incident Management Operations

1. Local- and State-level EOCs will supply a combination of facilities, equipment, personnel, procedures, and communications integrated into a common system with responsibility for coordinating and supporting domestic incident management activities. While direct tactical and operational responsibility for conducting incident

management activities rests with the Incident Command, the primary functions of activated EOCs will include:

- a. Supporting incident management policies and priorities
 - b. Facilitating logistics support and resource tracking
 - c. Informing resource allocation decisions using incident management priorities
 - d. Coordinating incident related information
 - e. Coordinating interagency and intergovernmental issues regarding incident management policies, priorities, and strategies
 - f. Establishing priorities in concert with Incident Command Posts, water utilities, individual department management, and impacted jurisdictions.
 - g. Acquiring and allocating resources required in concert with the Field Level Incident Command Posts, water utilities, individual department management, and impacted jurisdictions.
 - h. Anticipating and identifying future resource requirements.
 - i. Coordinating and resolving policy issues arising from the incident(s) or disaster.
 - j. Providing strategic coordination as required.
 - k. Resolving status information and prioritization of alternate potable water distribution between impacted jurisdictions.
 - l. Following an incident, ensuring that improvements in plans, procedures, communications, staffing, and other capabilities necessary for improved incident management are completed.
2. Situation Assessment Actions
- a. Maintaining incident situation status including location, type, size, damage potential, control problems, “burn-rate” of resources, and any other significant information.

- b. Maintaining information on environmental issues, cultural and historic resources or sensitive populations and areas.
 - c. Maintaining information on meteorological conditions and forecast conditions that may have an effect on incident operations.
 - d. Requesting/obtaining resources status information.
 - e. Developing projections of future incident activity.
3. Resource Management and Tracking
- a. Maintaining current information on the numbers of personnel and major items of equipment committed and/or available for assignment.
 - b. Identifying essential and excess resources.
 - c. Tracking of resource “burn rates”.
 - d. Providing resources summary information through the State EOC.
4. Public Information Management
- The Public Information staff at the State EOC will be responsible for:
- a. Preparing and releasing summary information to the news media and participating agencies.
 - b. Assisting in scheduling media conferences and briefings.
 - c. Assisting in preparing information materials.

V. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Organization

1. Field-based staff, local water supply utilities, and local emergency managers and local EOCs will work together to address immediate incident needs.

2. The Ohio Emergency Management Agency, the Ohio Department of Health, the Ohio National Guard, the Ohio Department of Transportation, the Ohio Environmental Protection Agency, the Ohio Department of Natural Resources, and the Public Utilities Commission of Ohio will work together to support the needs of impacted local jurisdictions and local water supply utilities.
3. The U.S. Department of Homeland Security – Federal Emergency Management Agency (DHS-FEMA) and the American Red cross will, upon request of the State of Ohio, provide resources in support of the State’s response to local needs.

B. Assignments of Responsibility

1. Field-Based Staff

Collect and transmit information for the assessment of incidents and respond to incidents as directed by Incident Command. Specific responsibilities could include:

- a. Assessing the impact of the incident based on field observations and provide emergency situation reports to the EOC for:
 - i. Cause and extent of water system damage
 - ii. Estimated duration of system outage
 - iii. Geographical area affected
 - iv. Population affected
 - v. Actions taken to restore system
 - vi. Resources needed to reactivate system
 - vii. Emergency potable water needs (quantity and prioritized areas)
- b. Assisting in resource requests through State and Local EOCs and/or through existing mutual aid/assistance agreement systems.
- c. Coordinating with ODH, water supply utilities and EOC-based Public Information Officers.

2. Water Supply Utilities

Provide information related to the assessment of the incident to local jurisdictions and/or the Ohio EMA Watch Office (situational based) in impacted areas and coordinate/implement utility restoration and provide alternate source of potable water to affected population as able. Specific assignments of responsibility could include:

- a. Gathering information on:
 - i. Cause and extent of water system damage
 - ii. Estimated duration of system outage
 - iii. Geographical areas impacted
 - iv. Population impacted
 - v. Actions taken to restore system and obtain alternate drinking water
 - vi. Service area water quality status
 - vii. Resources needed to reactivate system
 - viii. Identification, evaluation and prioritization of drinking water need (quantity/location/duration – minimum 2 gallons per person per day – include needs of critical facilities)
- b. Creating an Action Plan that evaluates, organizes and implements actions to acquire and distribute alternate drinking water:
 - i. Identify potable water sources.
 - ii. Identify methods to secure resources.
 - iii. Identify staff resources needed to operate water distribution points.
 - iv. Identify public information notices.
 - v. Provide a method to track data on costs incurred in the effort to purchase and distribute potable water.
 - vi. Identify mutual aid/assistance needs.
- c. In coordination with the affected jurisdictions, identify secure locations for water distribution points.
- d. Participate in conference calls as requested.
- e. Coordinate with other utilities upon which operations are dependent (electric and telecommunications) for restoration support.

3. Local Emergency Operations Centers

Assist in coordinating the distribution of alternate sources of potable water to impacted populations and will participate in activities that prioritize and coordinate alternate potable water requests. Specific assignments of responsibility could include:

- a. Assessing the impact of the incident based on feedback from local water supply utility, and determining:
 - i. Cause and extent of water system damage
 - ii. Estimated duration of system outage

- iii. Geographical area affected
 - iv. Population affected
 - v. Actions taken to restore system and obtain alternate drinking water
 - vi. Service area water quality status
 - vii. Resources needed to reactivate system
- b. Providing water supply utilities in impacted areas with situation status and information related to actions to provide alternate potable water supply.
 - c. Providing information to media through the PIO as appropriate.
 - d. Maintaining contact with local health districts, local water supply utilities, local public works departments, fire departments, police departments and other sources regarding:
 - i. Cause and extent of potable water system damage
 - ii. Estimated duration of potable water system outage
 - iii. Geographical area affected
 - iv. Population affected
 - v. Actions taken to restore potable water system
 - vi. Resources needed to reactivate potable water system
 - vii. Emergency potable water needs (quantity and prioritized areas)
 - viii. Status updates of water cache and supplies
 - e. Facilitate potable water resource requests
4. Ohio Emergency Management Agency (Ohio EMA)
- a. Through the State of Ohio Emergency Operations Center (State EOC), and in cooperation with State EOC partner agencies, assist in coordinating the staging and delivery of alternate sources of potable water to impacted populations and will assist in coordinating and implementing strategies to restore potable water system infrastructure through local emergency managers and local EOCs.
 - b. Develop, maintain and implement procedures to operationalize potable water incident response.
 - c. Assess impacts of the incident by determining:
 - i. Cause and extent of water system damage
 - ii. Estimated duration of system outage
 - iii. Geographical area affected
 - iv. Population affected
 - v. Actions taken to restore system and obtain alternate drinking water

- vi. Service area water quality status
 - vii. Resources needed to reactivate system
- d. Maintain contact with local EOCs.
- e. Communicate the resource tracking and utilization requirements to the requesting entity.
- f. Evaluate and implement actions to support the local EOCs' efforts to acquire and distribute alternate potable water:
- i. Identifying, evaluating and prioritizing drinking water needs (quantity, location, incident duration, and critical facilities' needs).
 - ii. Identifying potable water sources.
 - iii. In coordination with the impacted jurisdictions, identify secure locations for water distribution points.
 - iv. Identifying staffing resources needed to operate water distribution points.
 - v. Assist in the identification of the need for public information notices.
 - vi. Providing a method to track data on costs incurred in the effort to purchase and distribute potable water.
- g. If the incident requires resources beyond the capability of the State, contacting FEMA to inform them of the situation, and to identify needs for alternate water resources.
- h. Seek mutual aid/assistance for infrastructure repair through the Emergency Management Assistance Compact and other sources.
- i. Maintain contact with the Ohio Department of Health, Local Health Districts and other agencies regarding:
- i. Cause and extent of potable water system damage
 - ii. Estimated duration of potable water system outage
 - iii. Geographical area impacted, including zip codes
 - iv. ODH resources that have been released to local jurisdictions
 - v. Population affected
 - vi. Actions taken to restore potable water system
 - vii. Resources needed to reactivate potable water system
 - viii. Emergency potable water needs (quantity and prioritized areas)
- j. Coordinate with local EMAs on the development and execution of a locally-driven long-term water plan.

- k. Coordinate with local EMAs, ODH, and other social service agencies on the determination of social service providers to assist in ensuring the provision of potable water to targeted populations.
 - l. Communicate through the Ohio Public Private Partnership to commercial providers of water to ensure a ready supply of potable water for purchase.
 - m. Continue to provide assistance through local EMAs on the identification of sources for procurement of, or donation of water for target populations.
5. Ohio Department of Health (ODH)
- a. Provide procedures for well disinfection, water sampling and lists of approved laboratories on request to local health jurisdictions.
 - b. Assist Public Information Officers at all levels with emergency related public communications and notices related to water outages.
 - c. Coordinate with Ohio EMA on the identification of social service mechanisms to be used for focused resource distribution.
 - d. Maintain contingency water cache at the ODH central Ohio warehouse for ready deployment, as needed.
 - e. Ensure the integrity of state and federal owned resources are tracked according to jurisdictional requirements and manufacturer specifications.
6. Adjutant General's Department, Ohio National Guard (OHNG)
- Assist in the transportation of resources for the distribution of bottled and/or hauled water. Specific assignments of responsibility could include:
- a. Assist in transporting and/or delivering bottled water from established collection sites to predetermined distribution sites in the area of operations.
 - b. Assist in distribution and delivery operations to impacted populations.
 - c. Provide engineering equipment and/or personnel support to assist water supply utilities in restoring water distribution systems.
 - d. Provide Reverse Osmosis Water Purification Units (ROWPUs), with, operators to designated sites.

7. Ohio Department of Transportation (ODOT)
 - a. Assist in the transportation and delivery of bottled water from established collection sites to predetermined distribution sites in the area of operations.
 - b. Assist in distribution and delivery operations to impacted populations.
8. Ohio Environmental Protection Agency (Ohio EPA)
 - a. Take actions to ensure the safety and reliability of the public potable water supply by coordinating with local water supply utilities and local health departments.
 - b. Ensure the safety of emergency potable water supply (bottled and hauled water).
 - c. Provide technical assistance on the restoration of public potable water systems (reliability and safety) and on reducing the potential for contaminant leaching.
 - d. Assist in the coordination of the lifting of water boiling orders and water restoration priorities.
 - f. Assist Public Information Officers at all levels with public communication and notices related to water outages.
 - g. Provide financial assistance for the procurement and installation of point of use filters that are capable of removing contaminants from water at locations that have been identified through sampling.
 - h. Coordinate with Ohio Department of Health on identification of the target populations.
9. Public Utilities Commission of Ohio (PUCO)
 - a. Assist in the restoration of public potable water systems.
 - b. Assist in the coordination of water restoration priorities.
 - c. Assist the local health departments in identifying non-public water systems that have been impacted by the emergency, and advise local emergency managers of potential alternate water supply needs.
 - d. Assist Public Information Officers at all levels with public communication and notices related to water outages.
10. Ohio Department of Rehabilitation and Corrections
 - a. Assist in the transportation and delivery of bottled water from established collection sites to predetermined distribution sites in the area of operations.
 - b. Assist in distribution and delivery operations to impacted populations.

11. Ohio Department of Administrative Services

- a. Assist in the identification and acquisition of potable water supplies.
- b. Assist in identifying and procuring facilities for staging and storing potable water supplies.
- c. Assist in identifying resources for the maintenance of existing State-level potable water cache(s).
- d. Maintain processes and procedures to expedite the acquisition and distribution of emergency potable water to the public.

12. Ohio Department of Natural Resources

- a. Coordinate possible staging areas for bottled and or potable bulk water.
- b. Coordinate with OHNG on possible water uptake locations on-or-near ODNR properties.
- c. Provide access points for bulk water distribution on ODNR properties outside the impacted area.
- d. Provide limited potable bulk water production, transportation and distribution.
- e. Assist ODOT with the transportation of bottled water.