


**Public Water Agency Group**  
*Emergency Response*  
May 19, 2020

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## Overview

The *Public Water Agencies Group* (PWAG) was formed in the early 1960's to provide a regional association where members' managers could periodically meet to exchange ideas, discuss common problems, share solutions, and cost share on various mutually beneficial resources.



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## Overview



After several years of discussion, the hiring of a designated emergency preparedness coordinator to implement and oversee **PWAG-ER** functions occurred in April 2018 with seventeen members, in 2019, another mutual water company joined, making current total membership as follows: 13 PWAG members and 5 mutual water companies.

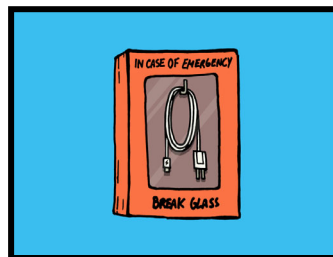
- PWAG-ER meets 3 times per year to discuss relevant matters and communicates frequently through email, visits and training meetings.
- There is a Chair appointed to lead the group.

*The membership consists of retail water districts, irrigation districts, and wholesale municipal water districts.*

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## What's an Emergency?

- An unplanned event that can cause death or significant injuries to employees or the public; or
- That can disrupt a business or its operation, cause physical or environmental damage.



PWAG-ER's  
Mantra:



The 3 C's  
**C**ommunicate  
**C**ooperate  
**C**oordinate

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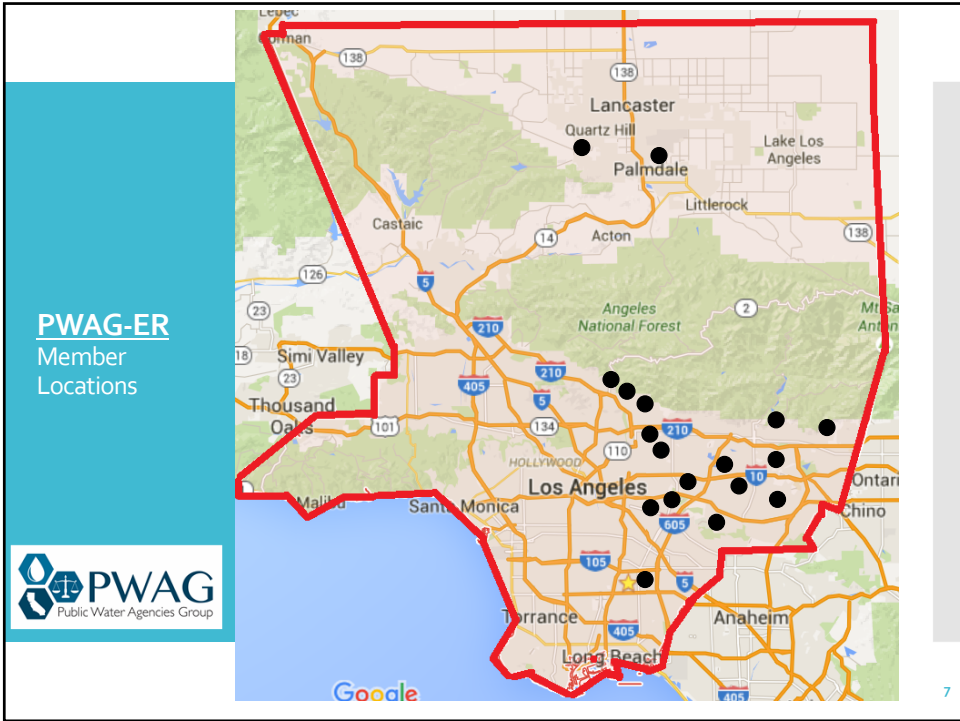
Overview



PWAG-ER was created to effectively plan for emergency response by providing continuous coordination, effective communication, training, encouragement, support; and

Ensuring to the maximum extent possible the operational reliability and inter-operability of our members **before, during** and **after** emergency situations.

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**PWAG**  
**Emergency Response**  
(PWAG-ER)

**PWAG**  
Public Water Agencies Group

- **Primary duties of the Emergency Response Coordinator includes:**
  - Providing guidance and support for managing emergency preparedness, planning, response, and recovery efforts amongst PWAG-ER members, and,
  - Both organizing and coordinating training and continuing education to member agencies, while coordinating with affiliated first response agencies including Los Angeles County, the state and the Federal government.
- Costs are allocated and based on the number of service connections for each member (our wholesale agency members were allocated a "set" rate structure).

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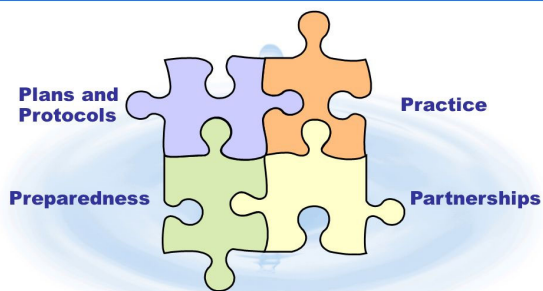


## Training (continued)



- ✓ Develop applicable practice drills, tabletop training, standard emergency response procedures, guidelines and checklists, related training scenarios among participating agencies.
- ✓ Train, test and evaluate emergency response concepts and standard operating techniques for, but not limited to: *earthquakes, water quality situations, large main breaks, water outages, power outages, fires, cyber security breaches, civil unrest, high winds, fires... and currently, a pandemic response.*

## Mutual Aid/Assistance



## Mutual Assistance & Resources



- ✓ Facilitate Mutual Response: Mutual assistance from 18 other water agencies (several contiguous and many others nearby) personnel, equipment and expertise to assist during localized and/or regional emergencies.
- ✓ An 'emergency' resources database has been created that includes available personnel (i.e., specific expertise), equipment, logistics, for all phases of utility operations:
  - Currently on this list: Employees, Vehicles, Equipment (i.e., forklifts, cement mixers, backhoe, arrow-boards, emergency pumps, generators, etc.) Wells, Tanks, Boosters.
  - Expertise noted: engineering, certified welders, electricians, instrumentation, GIS, backhoe operators, water quality samplers, and certified labs.

## Significance to KID and for all PWAG-ER Members



- ✓ Initial visit (June 4, 2018) with the Mr. Matthews, Brain, Juan, Chris, and Joel that evaluated KID's current readiness and preparation for a variety of emergency response situations.
- ✓ Consistent email notices and alerts for situational awareness on local alerts, potential weather situations, SCE's power outages, earthquakes, fires, and Covid-19!
- ✓ More recently, weekly, and now bi-weekly video internet calls to keep members informed as to the latest Covid-19 information.
- ✓ Research and applicability of state and federal legislation to emergency response.
- ✓ Provide 24-7 emergency response resources.
- ✓ Research and apply for grant funding.

Significance to  
**KID**  
and for all  
PWAG-ER  
Members  
(continued)



- ✓ Resources, contacts, insights, for up-to-date information on maintaining interoperability from local, regional, county, state and federal resources, such as:
  - Ability to communicate during emergencies or high demand periods (especially via the mobile network system)—two possible means being studied.
  - Familiarization with Los Angeles County's resources through *Disaster Management Area Coordinators (DMAC)* and *Office of Emergency Management (OEM)*
  - Periodic newsletters that with timely and relevant emergency response information, data, background and educational material.
  - Coordination with CalWARN



### GOVERNMENT EMERGENCY TELECOMMUNICATIONS SERVICE (GETS)

#### WIRELESS PRIORITY SERVICE (WPS)

It is intended to be used in an emergency or crisis situation when the wireless network is congested and the probability of completing a normal call is reduced.

#### TELECOMMUNICATIONS SERVICE PRIORITY (TSP)

A program that authorizes national security and emergency preparedness (NS/EP) organizations to receive priority treatment for vital voice and data circuits or other telecommunications services.





## Cybersecurity (Department of Homeland Security)

**InfraGard** is a partnership between the Federal Bureau of Investigation (FBI) and members of the private sector for the protection of U.S. Critical Infrastructure. To join, see:

<https://www.infragard.org/>



**WaterISAC**, a nonprofit organization established in 2002, is the information sharing and operational arm of the U.S. water and wastewater sector.

- It is recommended that water agencies subscribe to "WaterISAC."
- *There is a cost to join based on service connections.* There is also a 60-day free trial. (see: <https://www.waterisac.org/membership#dues>)
- Cyber security assessments and resiliency reviews are available at no cost

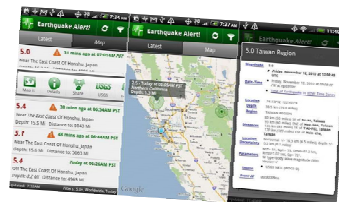
Cyber security assessments and resiliency reviews are available at **no cost** from the DHS.



## Other Items



**PUBLIC SAFETY  
POWER  
SHUTOFF**  
**SCE's PSPS**



## Coronavirus Disease (COVID-19) Outbreak



- Implementing a pandemic response plan for each agency.
- Planning for the impact employees and customers.
- Establish policies to be implemented during and after a pandemic response.

I am assisting members agency in creating, reviewing and/or any training related to their pandemic planning and **recovery**.

For 2020  
and  
Beyond



During an  
Emergency:



*You don't rise to the occasion...*

*You sink to the level of your  
preparation.*

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**THANK YOU!**

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