



Communications During Emergencies

Chantal Wikstrom

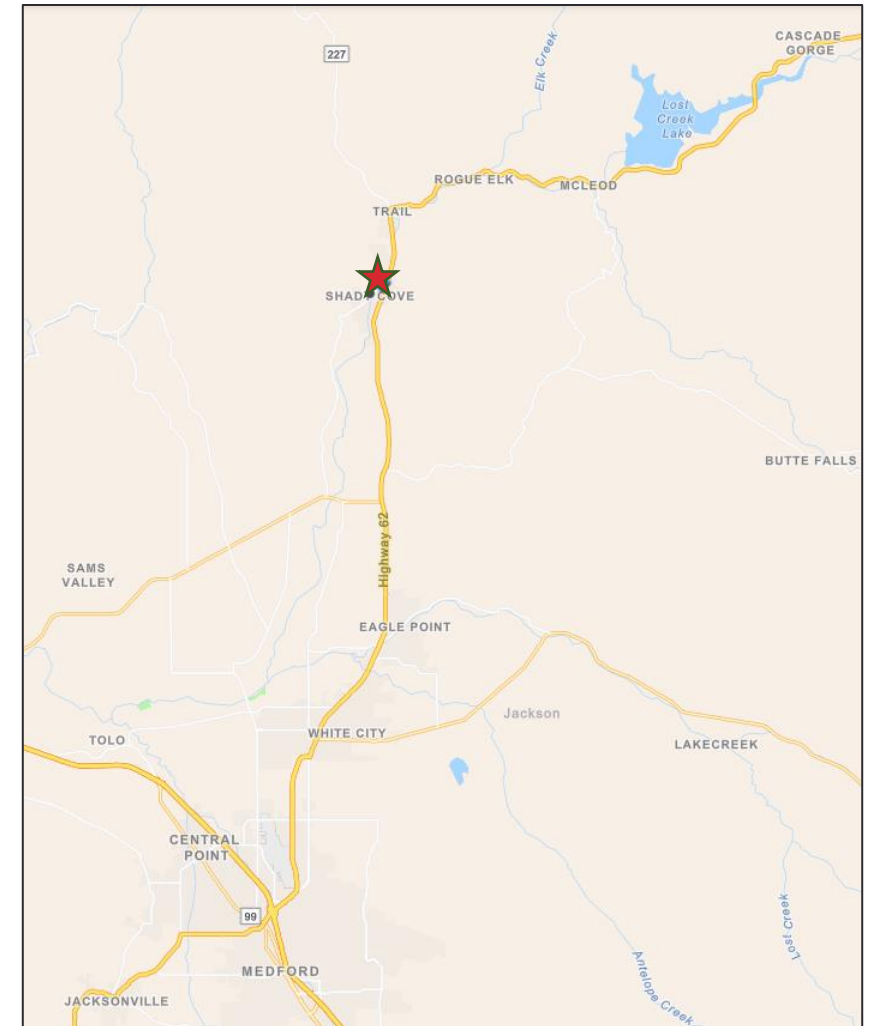
Drinking Water Services

Outline

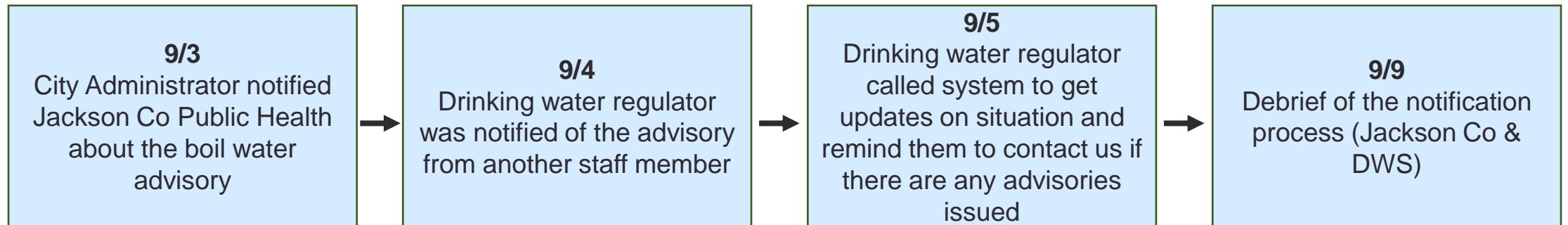
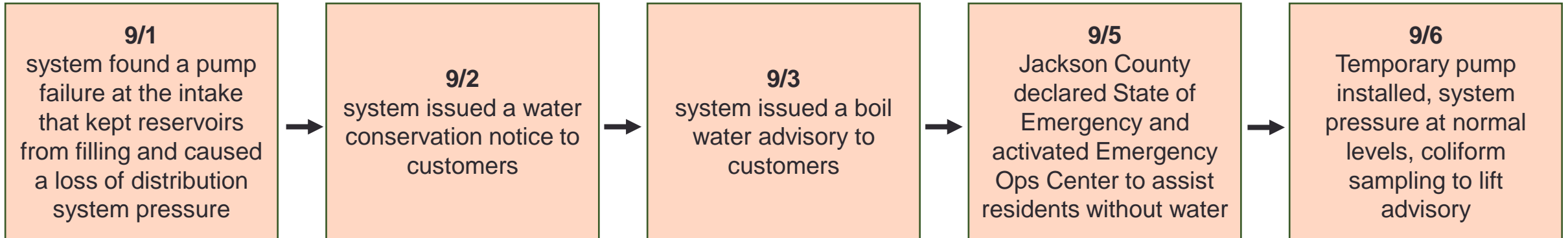
- Shady Cove example
- Green Peter & Lookout Point Drawdowns
- Roles during emergencies
- What to report
- Cybersecurity
- What if a system is overwhelmed?
- Technical assistance during emergencies

Hiland WC - Shady Cove

- Jackson County
- Serves 1,000 people (high number of seniors)
- Sources: Rogue River, 3 wells (1 permanent, 2 emergency)
- Membrane filtration, chlorination for disinfection



Hiland WC - Shady Cove



Hiland WC - Shady Cove

Notifications

General

[Back](#) | [City of Shady Cove Info Only - Hiland Water Customers Service Interruption Notice](#)

2024-09-04 20:33:39 PDT

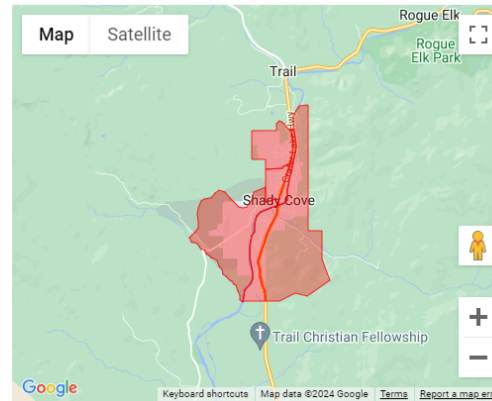


INFORMATIONAL ONLY

City of Shady Cove -- Hiland Water Customers should expect interruption in water service for 24 to 48 hours while water system repairs are made. Bottled and non-potable water is available at Fire District 4 for Hiland Water Customers. A boil water advisory remains in effect until further notice for Hiland Water customers.

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Jackson County Emergency Management

September 6 at 5:36 PM · 🌐



Rogue Valley Community Organizations Active in Disaster

September 6 at 8:32 AM · 🌐

RV COAD Mobilizes to Provide Essential Resources to Shady Cove Residents During Water Shortage

Hiland WC - Shady Cove

- **Issue:** Hiland WC-Shady Cove did not contact their drinking water regulator when issuing a boil water advisory. County drinking water partner was notified via County personnel instead of through DWS communications.
- **What should have happened:**
 - Hiland WC-Shady Cove should have notified their regulator upon learning about the pumping issue and their plans to issue a conservation notice or boil water advisory. Regulator could have then entered a contact report and emailed details to Tier 1 Communications and included the county drinking water contacts. County partners can then notify their supervisors/managers or others depending on the severity of the advisory.

Hiland WC - Shady Cove

Why should the PWS notify DWS, or their regulator?

- Collaboration and information sharing (with the system or with responding agencies)
 - Questions about alternative water sources, facilities, or resource requests through the state
 - Questions about rules or violations, public notices, etc.

Sent: Wednesday, September 4, 2024 3:28 PM

To: DWP-Tier 1 Communications <dwptier1comm@odhsoba.oregon.gov>

Cc: Tony George <GeorgeJG@jacksoncountyor.gov>

Subject: Hiland - Shady Cove (PWS#01520) - Boil Notice

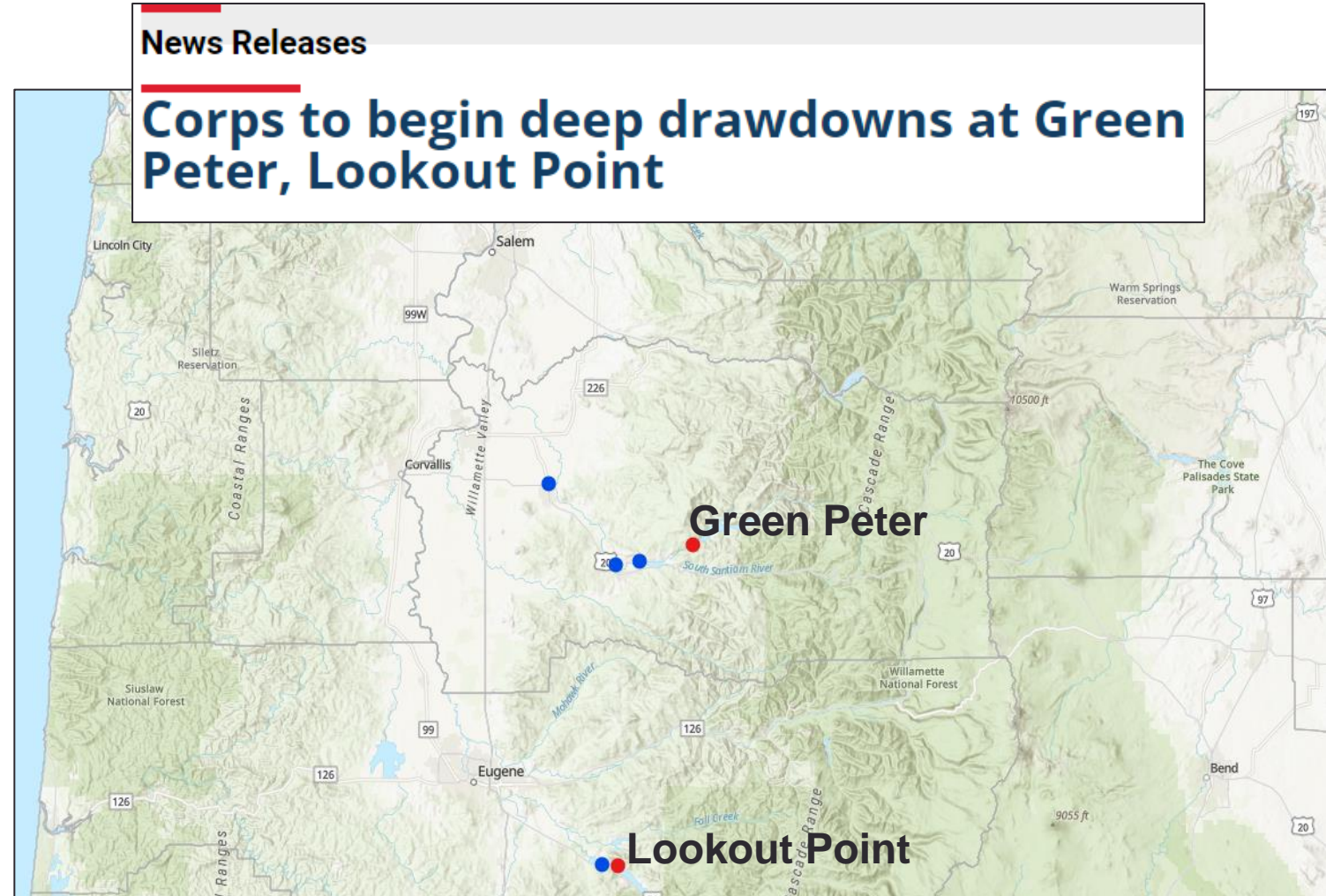
Hi All,

[Hiland WC – Shady Cove \(PWS#01520\)](#), a community water system in Jackson County, serving approximately 1,000 customers, issued a boil notice after a pump failure at their water source intake which kept the reservoirs from replenishing and then causing the system to lose pressure. The system became aware of the issue on Sunday (9/1/2024), sent out a conserve water notice to customers on Monday (9/2/2024) and sent out the boil notice on Tuesday (9/3/2024). The system has contacted electricians to repair the pump and expect the pump to be fixed in the next couple of weeks. In the meantime, the system is installing a temporary pump today that will work until the broken pump can be fixed. The plan is to get the reservoir level back up to at least 5 feet and then they will be able to take the necessary coliform samples.

Please let me know if you have any questions.

2023 Green Peter & Lookout Point Drawdowns

- Court order to “improve fish passage and water quality in Willamette River Basin”
- Cities of Lowell, Lebanon, and Sweet Home saw elevated raw water turbidity (up to 100 NTU) and total dissolved solids
- Systems able to maintain drinking water standards
- Lots of customer complaints, increased demand on filtration and treatment (\$\$\$), increased need for sampling
- No communications between USACE and the impacted water systems or the public

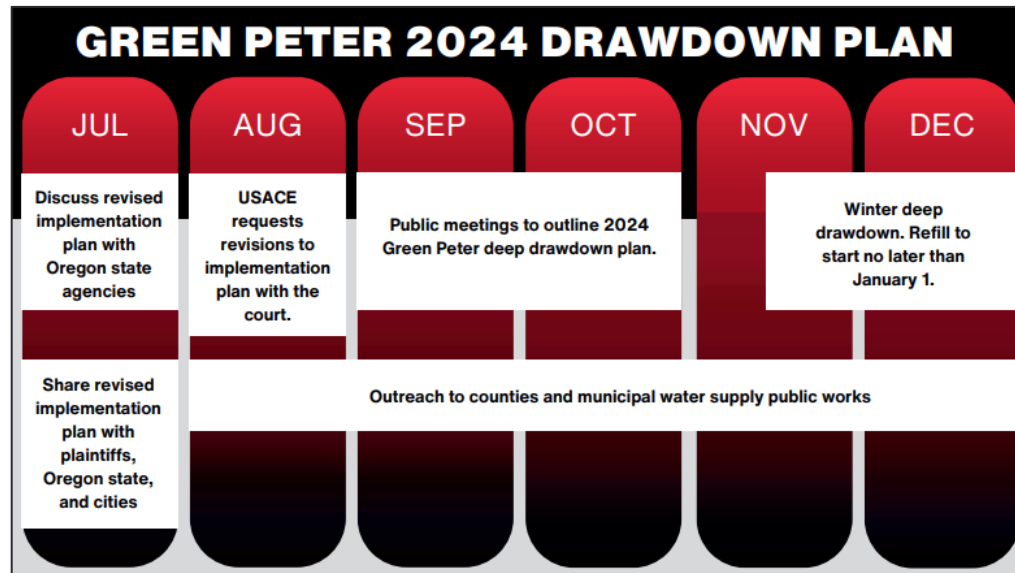


2024 Drawdowns

- Drawdown is expected to begin mid-October and ends early-December at Cougar, Fall Creek, Green Peter and Lookout Point dams
- Increasing turbidity monitoring at the dams
- Coordinating with state agencies and the Cities of Albany, Lowell, Lebanon, and Sweet Home
- DWS is providing technical assistance to the water systems on treatment optimization, potential advisories, etc.

More information:

<https://www.nwp.usace.army.mil/Locations/Willamette-Valley/Injunction/>



Confluence of North Santiam River (left) and South Santiam River (right) during 2023 Green Peter Drawdown

Roles During Emergencies

Drinking Water Services' Roles:

- Collect updates from water systems
- Report updates to partner agencies
- Assist with resource requests
- Technical assistance
- Public notices
- Funding assistance
- State Incident Management Team

Drinking Water Partner Roles:

- Collect updates from water systems
- Send updates to DWS
- Connect and work with county emergency managers
- Assist with technical assistance, public advisories, monitoring questions, etc.

Contact reports!!!

What should regulators or PWSs report to DWS?

- Infrastructure damage
- Operational issues
- System inactive
- Water supply issues
- Advisories
- Cybersecurity issues
- Wildfire (or any other emergency) impacts

Cybersecurity

- [CISA's cyber attack reporting form](#)
- CISA works with EPA and FBI to investigate and helps water systems respond to the attack

CISA Services
CISA provides a secure means for constituents and partners to report incidents, phishing attempts, malware, and vulnerabilities. To submit a report, please select a login method below.

Sign-in
Choose your preferred Login

[Sign-In](#)

[Report Unregistered](#)

Or

[Create an Account](#)

Don't have an account? Create One!
Once you have an account, you'll have more options when you're reporting an incident.

- Save Your Progress:** Started your report but don't have time to complete it? You can save it to finish later.
- Continue Your Progress:** Pick your report right up again where you left off.
- Track Your Issue:** Once you've submitted an issue, you'll be able to come back to track its progress with CISA.


Want to Continue Anonymously?

If you don't wish to share your identity, you're free to [submit your issue anonymously](#) for CISA's review


Emergency Response Communications for PWSs

<https://www.oregon.gov/oha/PH/HEALTHYENVIRONMENTS/DRINKINGWATER/PREPAREDNESS/Documents/er-communications.pdf>

Add this to the system's emergency response plan!



PUBLIC HEALTH DIVISION
Center for Health Protection, Drinking Water Services



Emergency Response Communications for Public Water Systems

To report a drinking water emergency (wildfire, flooding, operational issues, etc.) during normal business hours (Mon-Fri 8am-4:30pm) call [Oregon Health Authority – Drinking Water Services \(OHA-DWS\)](https://www.oregon.gov/oha/PH/DRINKINGWATER/PREPAREDNESS/Documents/er-communications.pdf) at 971-673-0405, or email info.drinkingwater@odhsoha.oregon.gov.

For after-hours emergencies (evenings, weekends & holidays) contact the on-call DWS manager at 503-704-1174.

Resource requests
If a public water system (PWS) is overwhelmed and cannot respond to an emergency, contact the local or county emergency manager to request assistance with sending public notices, resource requests, or emergency prevention and mitigation.

- Local and county emergency manager contact list:
https://www.oregon.gov/oem/Documents/locals_list.pdf

A PWS can also receive mutual aid assistance from nearby water utilities by joining the [Oregon Water/Wastewater Agency Response Network \(ORWARN\)](https://www.oregon.gov/oha/PH/DRINKINGWATER/PREPAREDNESS/Documents/orwarn.pdf). Available emergency equipment (pumps, generators, chlorinators, etc.) and personnel (trained operators) are available to other member utilities during an emergency. Membership is free.

- For further questions or to join ORWARN, email info@orwarn.org.

Spills that may affect drinking water sources
OHA-DWS receives [Oregon Emergency Response System \(OERS\)](https://www.oregon.gov/oha/PH/DRINKINGWATER/PREPAREDNESS/Documents/oers.pdf) spill reports and evaluates the potential impact to water systems or drinking water sources. If a drinking water source is at risk, OHA-DWS will relay the information to the water system operator.

- To report a spill, contact OERS at 1-800-452-0311

Cybersecurity
The Cybersecurity and Infrastructure Security Agency (CISA) along with the Environmental Protection Agency (EPA) and FBI work with water systems to respond to and recover from cybersecurity incidents.

- To report a cybersecurity incident fill out a CISA cybersecurity incident report <https://www.cisa.gov/forms/report>, call 888-282-0870, or email report@cisa.gov.

What if a system is overwhelmed with an emergency?

- Request assistance (equipment, operators, technical assistance) through ORWARN
- Request assistance through local or county emergency managers
- If the local or county emergency manager is unable to fulfill – request gets sent to the state



Technical Assistance During Emergencies

- **Oregon Water Agency Response Network (ORWARN)**
 - Free! Must become a member before requesting assistance. Member utilities can request assistance (resources, personnel, etc.) from other member utilities.
 - info@orwarn.org
 - <https://www.orwarn.org/>
- **Circuit Rider**
 - 10 hours or less for CWSs under 10,000 people & non-profit TNCs/NTNCs
 - Contact: Marlin Gochnour, Civil West Engineering 541-266-8601, mgochnour@civilwest.net
 - <https://www.oregon.gov/oha/ph/healthyenvironments/drinkingwater/operations/pages/circuitrider.aspx>
- **Oregon Association of Water Utilities (OAWU)**
 - Circuit riders provide technical on-site assistance
 - Contact: 503-837-1212, emergency contact 503-580-4445, office@oawu.net
 - <https://oawu.net/>

Pop quiz!

What is the correct notification process if a PWS issues a boil water advisory?

1. PWS issues BWA – does not tell their regulator
2. PWS issues BWA – tells their regulator and sends a copy of the notice sent to customers

What is the correct notification process if a PWS issues a boil water advisory?

2. PWS issues BWA – tells their regulator and sends a copy of the notice sent to customers

What should PWSs (or county partners) report to DWS?

1. Infrastructure damage
2. System inactive
3. Water supply issues
4. Advisories
5. Emergencies (cybersecurity, wildfire, etc.)
6. All of the above

What should PWSs (or county partners) report to DWS?

6. All of the above

Thank you!



Questions, comments, or suggestions?

Chantal Wikstrom

Chantal.t.Wikstrom@oha.Oregon.gov, 971-666-8512