



2010 Annual Report

Overview of Water/Wastewater Agency Response Networks (WARNs)

WARNs provide a way for water and wastewater utilities that have incurred damage from natural or human-caused incidents to provide and receive emergency aid and assistance from other water and wastewater utilities. This assistance can be provided in the form of personnel, equipment, materials or other services as needed. WARNs offer utilities a way to draw upon our neighbors for the specialized equipment and certified operators we need.

The backbone of the WARN concept is the Mutual Aid and Assistance Agreement. It outlines provisions for network activation, reimbursement, liability, and other issues that are mutually agreed upon by participating utilities. Participation is voluntary; there is no obligation to respond. WARNs are open to all public and private utilities of all sizes.

No disaster declaration is required to activate the ORWARN agreement. Joining your WARN also fulfills FEMA requirements of mutual aid, to assure increased federal reimbursements if a national emergency were declared.

Overview of Oregon WARN

The Oregon WARN was formalized in 2006, the fifth WARN in the nation. At the close of 2010, 94 water and wastewater utilities were members, serving approximately 65% of the state's population.

Major accomplishments in 2010 include:

- Gained 9 utility members
- Created a Treasurer position which is appointed by the board.
- Membership approved selling advertising space on website.
- Presented at 5 trainings.
- Held 1 table top exercise and 1 full-scale exercise.
- Annual conference in Ashland, OR, for 65 attendees.
- Became a committee of the Pacific Northwest Section of American Water Works Associations.
- Formalized an Operations Plan outlining activities needed to for a successful deployment.

Annual Conference

The 4th annual conference focused on tsunamis impacts to coastal communities, and damage to water and wastewater systems. Presentations specifically discussed how coastal utilities can prepare to reduce damage, how unaffected communities will be relied on to respond, and how to recover and receive financial assistance in the aftermath. The 65 attendees converged on the Ashland Springs Hotel in Ashland, OR from October 27th at noon to 29th at noon. The conference was very well received by the attendees and was viewed as the strongest program to date.

Researchers from Oregon State University's Tsunami Research Center presented on the basics of tsunamis, how they damage infrastructure, and described damage sustained in previous earthquakes and tsunamis around the world. Harry Yeh's described to how tsunamis cause damage, where on the earth an earthquake can generate a tsunami with potential to hit Oregon. He described how unique coastal landforms can increase the severity of damage and highlighted where those exist on the Oregon coast. Scott Ashford explained that the 2009 Chilean earthquake and tsunami will be similar to a Cascadia subduction zone earthquake in the Pacific Northwest. He highlighted the differences and similarities in construction codes, public perception, and the Chilean infrastructure damage and the expected damages in Oregon. He also described a 2010 earthquake in New Zealand and how the water/wastewater agencies dealt with the recurrent infrastructure destruction from subsequent aftershocks lasting about 1 month.

Key note speaker, Don Kendall, Curry County's Emergency Services Coordinator stressed the importance of utility and community preparedness.

A 4 hour table-top exercise brought together all the information and lessons learned from the presenters into real world application. The simulated scenario focused on the coastal community of Gold Beach, OR. Every year, the ½ day table-top exercise is the highlight of the conference, based upon conference feedback from attendees.

Registration costs \$225. For the first time we donated 5 free registrations at random to early registrants. Attendees received 1.7 CEUs in water or wastewater. The conference expenses totaled \$11,424.37 and the revenue was \$12,300, providing an income of \$875.63.

Thank you to the 2010 ORWARN conference vendors and sponsors:

- American Leak Detection
- Wilson-Heirgood Insurance
- Alster Communications
- Ready Book

Operations Plan

In 2010 the ORWARN Operations Plan became finalized after several drafts and testing at several exercises. The Ops Plan provides basic guidelines to both responding agencies and ones receiving aid. Thos guidelines include:

- Pre emergency Activities
- Trainings and Exercises
- Concept of Operations
- ORWARN Activation
- Response Considerations
- Response Coordination
- Communications Tools
- After Action Reports

This is a living document and will be updated as needed.

Merger with PNWS-AWWA

Since 2006, ORWARN's finances had been handled under the umbrella of the utilities that support it. Due to utilities' auditing requirements and ORWARN's financial need, the membership and Board agreed that a major goal of 2010 was to find a way to handle money without relying on a utility member. Becoming a nonprofit organization was explored, but the costs and time commitments were greater than the volunteer Board could handle. Since AWWA (American Water Works Association) and NACWA (National Association of Clean Water Agencies) were instrumental in creating WARNs, the board approached both organizations for support. After careful consideration by both ORWARN and the Pacific Northwest Section of AWWA, in May 2010 ORWARN became a committee of PNWS-AWWA. We are looking forward to a great collaborative relationship.

National WARN Chairs' Meetings

Each year National WARN Chairs Meetings are held at the AWWA Annual Conference and Exposition (ACE) and the Water Security Congress. All 50 states either have a WARN or are near solidifying one, and WARNs are expanding into Canada.

The meeting at ACE in Chicago was attended by representatives from 35 WARNs, AWWA, and EPA. Mike Stuhr attended for ORWARN. The focus was on increasing the influence of the water sector on the national emergency response scene, especially requesting a new emergency support function (ESF) for water and wastewater. Other topics included the need for WARNs to have an operations plan outlining how one utility supports another (ORWARN completed one in 2010), reverse 911 systems, how to use state sanitary surveys to inform utilities about WARN membership, and potential funding sources like grants, membership dues, selling advertising space, and trainings.

Board members Mike Stuhr and Neil Kennedy attended the national WARN chair meeting at the Water Security conference in September in Washington, D.C. Discussion centered on mutual aid across state lines. AWWA and WARNs are leaning on the Department of Homeland Security (DHS) to make changes to the current method, Emergency Management Assistance Compact (EMAC), because of its cumbersome procedures. No state has found a method to overcome the legal issues of inter-state mutual aid.

Seniors Leaders Conference

Yearly, the US Army Corps of Engineers and FEMA hold a Senior Leaders Conference to discuss common Emergency Response issues. Last year, AWWA, WARN (and ORWARN) and EPA representatives were invited to participate. This virtual meeting discusses national issues related to providing water/wastewater services during an emergency.

FEMA's new leadership and shift in approaches to emergency response impressed the attendees. FEMA is focused on creating better response protocols and educating the public on the limits of Federal emergency response in large catastrophes. For example, to serve the City of Los Angeles with bottled water, approximately 4,000 semi-trucks *per day* would be required. Figures such as these clearly illustrate that additional approaches must be added to the Federal emergency response repertoire.

The discussion again turned to finding policy solutions to eliminate roadblocks to inter-state assistance, since the EMAC process is difficult to navigate. Research into the protocols of electrical utilities was seen as a good first step.

Membership and Outreach

At the close of 2010 ORWARN had 94 member utilities and 5 associate members (interested non-utility organizations like vendors and consultants). The following utilities joined in 2010: Cities of Bandon, Sandy, Sweet Home, Estacada, Waldport, Port Orford, and Gold Beach, the Oak Lodge Sanitary District and the Corbett Water District.

ORWARN holds monthly board meetings, as well as more frequent conference and event planning meetings as required. Board meetings are held outside the Portland metropolitan area at least once a quarter to increase exposure to current and potential members. In 2010 board meetings were held in Ashland, Eugene, and Seaside.

In 2010 substantial effort was made to update members' emergency contact information. Also completed was development of a large table top display for conferences, postcard advertisements for the Annual Conference and Ontario waterworks school.

Website

The website began being used more heavily for advertising and conference materials. More utilities entered their typed resources for member access. PWB has continued to manage the website and contract with Insight Web Publishing. At the 2010 annual meeting, membership approved seeking to sell advertising space on the website to create ongoing revenue. Also approved by membership was the creation of a member listserv in which all members can email the other members.

Trainings

ORWARN can give three different presentations to training events. 1) An Introduction to WARNs, ORWARN, and the benefits provided by being a member. 2) Explanation of the Operations Plan and what to consider when requesting aid, or deploying to respond. 3) Exercises, review of past WARN ones, how to hold your own, why they are important. Board members presented at five different events in 2010.

- Eastern OR of AWWA waterworks school by Stuhr, Collentine, and Baltzor
- OR APWA in Canyonville by Simmons, and Bodine
- Southern OR of AWWA waterworks school in Roseburg by Simmons, and Bodine
- Northwestern OR of AWWA waterworks school by Kennedy
- Cascade to Coast of AWWA waterworks school by Simmons

At the 2009 conference speakers from Alamosa, CO described a salmonella outbreak and the COWARN response. These presentations were video recorded, and ORWARN had them professionally made into a webinar, using the recorded voice and powerpoint slides. This video will soon be available on the ORWARN website, loaned from the PNWS-AWWA training library, or loaned from any Board member.

Exercises

City of Pendleton Full-Scale Exercise

ORWARN members City of Pendleton, Eugene Water and Electric Board (EWEB), and Portland Water Bureau jointly planned and participated in a three-day full-scale exercise in June 14-16, 2010 in Pendleton, Oregon. The exercise utilized ORWARN's Operational Plan and tested each agency's response capabilities.

Pendleton designed a flood scenario that damaged their water system to practice requesting and managing resources deployed from Portland and Eugene. Portland and Eugene sent staff to Pendleton to be members of the Incident Management Team and Damage Assessment Team. Portland's set up a command post in their mobile command trailer. EWEB sent a field crew and specialty valve insertion equipment to respond.

The three agencies jointly deployed and together performed an actual repair of a water main in Pendleton's system. The exercise was managed from the Umatilla County Emergency Operations Center and other participating agencies included Army Corps of Engineers, Cascade Natural Gas, Pacific Power Corp., Oregon DOT, and the Umatilla County Road Dept. The Cities of Pilot Rock and Athena observed the exercise.

A post exercise hot wash and participant evaluation was held at the conclusion of the three-day exercise. An after action report is currently in development to capture the lessons learned and to highlight updates needed to the ORWARN Operational Plan.

Annual Conference Table Top

The 65 attendees of the 2010 annual conference were divided into 3 groups and stationed in different rooms for this four-hour table-top exercise. The three locations simulated the areas of Gold Beach, Eugene, and Portland, Oregon. The scenario detailed an 8.3 magnitude earthquake 50 miles off the Southern Oregon coast. A tsunami was generated inundating the coastline.

The Coast City group, after establishing ICS assignments, laid out the following primary objectives to reestablish safe drinking water and sanitary facilities included:

- performing a damage assessment,
- resource inventory including equipment and staff,
- isolate drinking water reservoirs and well heads,
- receive a situational status including medical facilities and transportation routes.

In order to reach those objectives, they determined a vast list of resource needs including: 2 waste water plant operators, 2 water quality laboratory staff with equipment, vector trucks with crew, dump trucks, generators and pumps, service main lines and PVC pipe, emergency water distribution systems, mechanics and an electrician, and a lot additional staff to perform repairs and clear roadways.

Upon notification of the tsunami, the two responding entities, the South and North Willamette Valley agencies, began gathering information on the extent of the damaged area and the possible road routes still in service provide a response. After assigning ICS roles they both inventoried equipment and personnel available to respond to the Coast City emergency. Together (but remaining in separate

rooms) the three agencies devised a resource request order to satisfy Coast City's needs, developed a staff safety message, and determined a staging and pre-staging area for responding agencies.

2010 Income and Expenses

In 2009 Portland Water Bureau acted as banker for the conference in which we made a profit. When ORWARN joined PNWS-AWWA, \$5,323.63 was transferred from Portland Water Bureau to a PNWS bank account. 2010 income and expenses all were related to the 2010 conference. Expenses totaled \$11,424.37 and the revenue was \$12,300, providing an income of \$875.63. At the close of 2010 the ORWARN account had \$6,199.26.

2010 Board Members

Mike Stuhr (Chair)
Chief Engineer
Portland Water Bureau

Todd Simmons (Vice Chair)
Water Operations Manager
Eugene Water and Electric Board

Kristel Fesler (Secretary)
Water Resource Technician II
City of Hillsboro, OR

Neil Kennedy (At-Large)
Emergency Planning, Risk, and Security Coordinator
Tualatin Valley Water District

Rick Baltzor (At-Large)
Water Superintendent
City of Pendleton, OR