

TOWN OF WRENTHAM

EMERGENCY RESPONSE PLAN

Cross Connection

John F. Rivers

3/7/2014



This Emergency Response Plan was created in the event that there was a cross connection or backflow incident to the town's water distribution system.

EMERGENCY RESPONSE PROCEDURES
IN THE EVENT OF AN IDENTIFIED
CROSS CONNECTION OR BACKFLOW INCIDENT

1. Disconnect

- Eliminate the cross connection or backflow source.

Note: Remember it's up to YOU, the first responder, to determine the severity of the situation. Keep in mind your safety must come first. Without you, you cannot help anyone else. In a case where there has been actual harm to human life, immediately call Emergency Medical Responders, if not use the Chain of Command.

2. Report

- Immediately report incident to the following contacts using the Chain of Command.

Name	Responsibilities during an emergency
Emergency Response Manager	
Dean R. Johnson (508)384-5477 Office	Responsible for overall management and decision making for the water system. The Manager is the lead person for emergencies and will be the one who will provide any and/or all information to agencies, the public and to the media.
Water Division Supervisor	
Dean R. Johnson (508)384-5477 Office	In charge of overseeing personnel, inspections and sampling. Assessing incident. Relaying critical information and providing recommendations to the Emergency Response Manager.
Water Division Forman	
John F. Rivers (508)384-5477 Office	In charge of field operations, personnel and relaying information to the Water Division Supervisor.
Cross Connection Coordinator	
John F. Rivers (508)384-5477 Office	Responsible for maintaining the integrity of the cross connection program and ensuring that the MassDEP 310 CMR 22.22 procedures are followed.

- Begin documentation log of cross connection to include the date, time, location and activities associated with the incident.

3. Investigate/Notification

- Perform an investigation of the cross connection to identify the potential contamination and the “Degree of Hazard”. (see appendix 1)
- Do an assessment to determine the potential impact of the area.
- If a known contaminant has been introduced into the water system, isolate the impacted area.
- Notify all affected homes and businesses regarding the water system shut down.
- Depending on the “Degree of Hazard” and the contaminant that was or was not introduced into the water system and under the direct supervision of the Emergency Response Manager issue a “Boil Water Notice” to the potential impacted area, using the following procedures:
 - Direct contact to homes, private and non-private businesses and all other consumers.
 - If unable to have direct contact then door tags must be used.
 - Notify local authorities (i.e. fire,police,health,building and plumbing inspectors).
 - Notify the news media.
 - See MassDEP Tier 1 Template (Appendix 2)
- Notify the Massachusetts Department of Environmental Protection.

4. Correction

- Implement activities to repair and correct the cross connection or backflow event.
- Flush and decontaminate the water supply system as necessary.
- Perform a site inspection of the affected area to be sure the cross connection source has been eliminated.
- Take water samples to be sure the distribution system is free of any contaminates.

5. Rescind Notification

- Notify all affected customers directly or by the use of door tags that the precautionary “Boil Water Notice” has been lifted.

OTHER CONTACTS

Department	Daytime Phone	Afterhours
Local Law Enforcement	(508) 384-6950 or 911	(508) 384-6950 or 911
Local Fire Department	(508) 384-3131 or 911	(508) 384-3131 or 911
Local Health Department	(508) 384-5480	(508) 384-5449
Mass. State Police	(800) 525-5555	(800) 525-5555
Mass. DEP Southeast Region	(508) 946-2700	(888) 304-1133
State Testing Laboratory	(978) 682-5237	(978) 682-5237
Local Water Testing (Alpha)	(508) 898-9220	(508) 898-9220
News The Sun Chronicle	(508) 222-7000	(508) 222-7000
News WCVB Channel 5 (Needham)	(781) 449-0400	(781) 449-0400
News WBZ-AM 1030	(617)787-7000	(617)787-7000

Degree of Hazard

The conditions that identify the “Degree of Hazard” are classified as either a contamination hazard or a pollution hazard. The types of hazards can be further defined as:

1. Health Hazard, which means that there is an actual or potential threat of contamination of a biological, chemicals, physical or radiological nature to the public potable water system that will or could cause a danger to public health.
2. Plumbing Hazard, is an internal or plumbing type cross connection in a potable water system that may be either a contamination hazard or pollution hazard. This type of hazard could include, but is not limited to; eyewash stations, lavatories, lawn sprinkler systems, slop sinks, toilets, washing machines and water fountains.
3. Pollution Hazard, is an actual or potential threat to the physical properties of the water system or the potability of the water supply system but which would not constitute a health or system hazard.
4. System Hazard, is an actual or potential threat of severe danger to the physical properties of the public water system or of a pollution or contamination which would have a prolonged effect on the quality of the potable water in the system.