

**BEFORE THE  
ARKANSAS PUBLIC SERVICE COMMISSION**

IN THE MATTER OF A SHOW CAUSE ORDER )  
DIRECTED TO LIBERTY UTILITIES (PINE )  
BLUFF WATWER) INC. REGARDING ) DOCKET NO. 21-029-U  
ISSUES IN ITS WATER SYSTEM )

**LIBERTY-PINE BLUFF'S REPORT ON COLD WEATHER ISSUES ASSOCIATED  
WITH ITS WATER SYSTEM**

COMES NOW Liberty Utilities (Pine Bluff Water) Inc. ("Liberty-Pine Bluff Water") and respectfully responds to Commission Order No. 1 issued in the above-captioned docket:

1. On February 23, 2021, the Commission issued Order No. 1 in this docket directing Liberty-Pine Bluff Water to address a number of issues relating to water leaks in its water system that arose after an unprecedented cold weather event that occurred in Pine Bluff, Arkansas, over the previous seven days.

2. Liberty-Pine Bluff Water provides domestic water and fire protection service to approximately 15,800 residential, commercial, industrial, private fire, and public authority customers, in and around the city of Pine Bluff. Its distribution system consists of approximately 390 miles of underground water mains. Liberty-Pine Bluff Water also has three water treatment plants, located in the Northwest, South, and Central sections of Pine Bluff.

3. Between February 14 and February 17, 2021, Pine Bluff, along with much of the central United States, experienced a significant winter weather storm. Nationwide, the storm resulted in electric blackouts for over 9.7 million people and widespread disruptions to water systems. Pine Bluff experienced temperatures as low as 6 degrees and over 15 inches of snow accumulation during this time period. By comparison, March 17, 1892 was the snowiest single day ever recorded in Pine Bluff, when 14 inches of snow fell.

4. The afternoon of February 18, 2021, Liberty-Pine Bluff Water began to detect, through SCADA monitoring equipment located at its plants, significant increased demand resulting in falling water pressure, which was adversely impacting customers in Pine Bluff. Operators in Pine Bluff began investigating the cause of the increased demand and decreased pressure. Initially, extreme weather conditions, including bitter cold and excessive snow, hampered those efforts. Roads were not drivable due to the snow accumulation. Further, snow on the ground combined with temperatures remaining below freezing made detecting leaks by the company and customers much more difficult.

5. At 4:00 p.m. on February 18, 2021, Liberty-Pine Bluff Water called an internal emergency operations meeting and immediately began emergency response efforts, initiating its Emergency Management Plan. Liberty-Pine Bluff Water's community liaison began outreach to community and business leaders the same date. Liberty-Pine Bluff Water released information through the local media, on its website, and through direct emails to all customers who had e-mail addresses on file with the Company. Liberty-Pine Bluff Water called on Pine Bluff residents to report any waterline leaks or breaks to its emergency service line. Additionally, Liberty-Pine Bluff Water brought in extra employees and resources to answer customer calls.

6. On February 19, 2021, Liberty-Pine Bluff Water continued to update customers and community leaders through local media, on its website, and with direct customer emails regarding the reduced pressure and calls for water conservation and leak reporting to our emergency service line. At that time, Liberty-Pine Bluff Water had operations crews working 24 hours a day canvassing the community for leaks and breaks, shutting off leaks where found, and making repairs where needed.

7. On February 20, 2021, Liberty-Pine Bluff Water called an emergency meeting by teleconference with Pine Bluff community leaders to update them on the actions taken by the company and to address the challenges caused by extreme weather hampering our response efforts. Those community leaders invited to the meeting included the Mayor of Pine Bluff, the police and fire chiefs, a Jefferson County Judge, representatives of the Jefferson Regional Medical Center, representatives of the University of Arkansas Pine Bluff and Southeast Arkansas College, and representatives of Tyson Foods and Pine Bluff Wastewater. Liberty-Pine Bluff Water worked with these community leaders to solicit their assistance in canvassing the community for help looking for leaks. However, continued cold weather conditions and snow coverage made discovering leaks challenging. Crews continued shutting off water where leaks were discovered, allowing for necessary repairs. Liberty-Pine Bluff Water also continued to increase personnel in Pine Bluff to assist with detecting leaks and restoring service to customers. On the evening of February 20, 2021, Liberty-Pine Bluff Water reached out to consultants, McClelland Consulting Engineers, Inc., regarding additional leak detection devices. However, those detection devices were not able to be utilized at that time due to the amount of snow accumulation on the ground. McClelland Consulting Engineers, Inc. is a consulting firm of civil engineers, which is continuing to provide services to Liberty-Pine Bluff Water to locate leak detection equipment which can be used in Pine Bluff.

8. On February 21, 2021, additional operational employees began to arrive to assist the Liberty-Pine Bluff Water team. These additional employees joined Liberty-Pine Bluff Water employees already working to identify system leaks. Also, Liberty-Pine Bluff Water held a second emergency call with community leaders.

9. On February 22, Liberty began providing email updates twice daily to community stakeholders. These ongoing updates shared operational information and data including water pressure at each of Liberty-Pine Bluff Water's three water production plants serving Pine Bluff, the number of crews on the scene, and found waterline leaks or breaks. In addition, Liberty began daily website updates, daily media releases, and daily social media updates. Liberty also began sending representatives to the community's newly formed Incident Command Center meetings which were being held twice daily. Liberty also held a third emergency community stakeholder meeting.

10. On February 23 and 24, Liberty-Pine Bluff Water's communication efforts continued with twice daily ICC representation, twice daily community stakeholder email updates, daily website updates, daily media releases, daily customer emails, and daily social media posts. In addition, Liberty-Pine Bluff Water responded to numerous media requests for interviews and statements. Liberty also participated in a press conference held by Arkansas Governor Asa Hutchinson on February 23. Additionally, during this time, Liberty-Pine Bluff Water continued to increase operational personnel in Pine Bluff to assist crews, and Liberty-Pine Bluff Water employees located additional leaks. The daily demand on the system continued to decrease and pressures continued to increase as additional leaks were discovered and repaired.

11. As of the date of this filing, Liberty-Pine Bluff Water has 51 members of its operations team in Pine Bluff working to find leaks or breaks on the system, including personnel from California, Arizona and Missouri. A total of 252 leaks or breaks have been found on residential and commercial customers' premises. When those are reported, water is shut off at the meter until the customer is able to make the necessary repairs. Additionally, a total of 22 leaks or breaks have been found and repaired on Liberty-Pine Bluff Water's system. None of the leaks or

breaks discovered on Liberty-Pine Bluff Water's system were major leaks. However, when those leaks were discovered immediate repairs were initiated. Additionally, 3 leaks or breaks are in the process of being repaired at the time of this filing. Efforts to identify additional leaks or breaks that may be causing increased demand and low water pressure are continuing.

12. During the lowest water pressure periods, the water production level was between 14 and 15 million gallons. Water production is typically between 7 and 9 million gallons for this time of year. As of the date of this filing, the water production level is 12.993 million gallons per day. The water pressure readings at the plants are 41.3 PSI, 72.7 PSI, and 45.5 PSI. Typical operating pressure is between 50 and 60 PSI. The reduction in the water production levels and increase in water pressure is primarily due to 1) customers conserving water, 2) customers repairing leaks to their pipes on their property and 3) the Company repairing leaks on its system. Liberty-Pine Bluff Water estimates that water production will need to be below approximately 10 million gallons to return to normal service levels for customers in Pine Bluff.

13. As directed in Order No. 1, Liberty-Pine Bluff Water addresses each of the specific Commission requests below:

Request: Identify the Steps Taken by Liberty Utilities to Identify the Leaks in the Pine Bluff Area it is Experiencing

Response: Liberty-Pine Bluff Water employees have patrolled the entire system by vehicle and employees have walked over 75% of the system on foot. Liberty-Pine Bluff Water also used, and is continuing to utilize, a variety of additional methods to identify leaks in the Pine Bluff area, including water pressure monitoring with the SCADA monitoring system at its plants, monitoring of flow rates, civilian patrol of the system, fire hydrant pressure testing, testing of sanitary and storm water for fluoride tracing, drone surveillance to detect temperature variance in produced water, and meter

reading trend data. In addition, Liberty-Pine Bluff Water also relies upon customers reporting leaks at their homes or business. Liberty-Pine Bluff Water responds to those customer calls by disconnecting water to allow the customer to make necessary repairs.

Request: Identify the Steps Taken to Identify the Cause of the Leaks or Loss of Water Pressure or Loss of Service Experienced in the Pine Bluff Area

Response: Most breaks were caused by damage due to frozen water in pipes under customer's homes, fittings on customers' premises, and to high volume fire protection lines located on customer's premises. Liberty-Pine Bluff Water believes that the primary cause of loss of water pressure has been increased demand, which is caused by leaking water. The increased demand has led to loss of water pressure on the system.

Request: Identify the Procedures or Steps in Place to Identify the Leaks or Cause of the Leaks in the Pine Bluff Area

Response: Visual surveys have been the best means of finding and identifying leaks. Initial visual surveys were conducted in areas accessible to Liberty-Pine Bluff Water employees. Some areas were not accessible due to over 15 inches of snow in the area. Very little snow removal was initially performed in the Pine Bluff area, which complicated the identification of leaks. Roads other than main thoroughfares were impassible, which greatly hampered the visual surveys.

As roads improved on February 19th and 20th, Liberty-Pine Bluff Water increased visual surveys on foot which allowed closer inspections of piping to homes and buildings. During these inspections, Liberty-Pine Bluff Water began finding large numbers of broken pipes which were causing the high flow rates and losses of pressure. Additionally, as weather and road conditions continued to improve, Liberty-Pine Bluff Water was able to

utilize additional manpower and resources to perform visual leak surveys, and those surveys continue as of this filing. Presently, Liberty-Pine Bluff Water has 51 personnel in Pine Bluff searching for leaks in the effort to restore full service to its customers. Crews have been brought in from California, Arizona and Missouri to assist with efforts in Pine Bluff.

Most breaks were caused by damage due to frozen pipes and fittings on customers' premises, including customers' high-volume fire protection lines which were responsible for large volumes of water loss. Liberty-Pine Bluff Water worked alongside Pine Bluff fire and police departments which provided direction and access to many vacant buildings where frozen fire protection systems had burst. Further, some areas required inspection multiple times as temperatures rose and frozen pipes began to thaw and leak. The high number of vacant buildings in Pine Bluff presented an unusual challenge to the leak survey process. The cooperation of Liberty-Pine Bluff Water employees and Pine Bluff fire and police departments was essential to making these surveys possible.

A few underground leaks were found during the surveys that pre-existed the winter storm and which were insignificant in nature. These leaks were not detectable until the snow had melted, and the roads began to dry on February 19 and 20.

Request: Identify the Plan of Action to Restore Reasonable, Safe, Adequate, and Sufficient Service to Its Customers in the Pine Bluff Area

Response: On February 18, Liberty-Pine Bluff Water began implementing a plan to restore safe, adequate, and sufficient service to its customers. It was assumed that freezing temperatures had caused pipes and fittings to fail as was evidenced by increased production and flow. Therefore, Liberty-Pine Bluff Water employees increased production to keep up with demand, but pressures continued to decrease as the period of cold and freezing temperatures remained. On February 18, employees began testing pressures

and performing high-level visual leak surveys for evidence of any broken main lines or fittings. These efforts continue as of the date of this filing.

While leak surveys were conducted, Liberty-Pine Bluff Water was able to maintain pressure to most Pine Bluff customers, though pressures were lower than normal. Typically, pressures are maintained between 50-60 PSI. Immediately after the winter storm, pressures were 10-25 PSI in most locations, and some commercial customers reported having no water. Some larger users of water also reported insufficient water pressure to operate, including the Jefferson Regional Medical Center and the University of Arkansas Pine Bluff. Liberty-Pine Bluff Water increased production from a normal 7-10 million gallons to as much as 15 million gallons to maintain pressure and supply. Recent upgrades to pumps made this possible. Without those upgrades, pressures and flows would have been greatly reduced.

Liberty-Pine Bluff Water also performed grid studies to identify valves that could be used to increase flow to the hospital. Though somewhat effective, pressures continued to suffer, and the Jefferson Regional Medical Center experienced low pressure and low flow until February 23, 2021. As of the date of this filing, the hospital has sufficient water pressure to operate.

Liberty-Pine Bluff Water was also made aware of operational issues affecting the University of Arkansas Pine Bluff. It was reported that the University had to relocate 700 students to hotels and university housing had problems with heat and water supplies. An investigation by Liberty-Pine Bluff Water and University personnel established that facilities at the University have damage due to customer pipes freezing on the University campus. However, Liberty-Pine Bluff Water is continuing to support the University as it repairs its facilities.

As of the date of this filing, Liberty-Pine Bluff Water is continuing to conduct leak surveys and inspecting its system, as detailed above. Leaks

are occurring primarily on customer-owned pipes and fittings, which are continuing to cause an increase in volumes required to support the system pressure, as evidenced by a production rate of approximately 12 million gallons. Liberty-Pine Bluff Water believes that production rates in the 10 million gallon range will result in a stabilized operating conditions though it is suspected that damaged pipes and fittings will continue to be discovered for several weeks. The pressure has continued to increase as additional leaks are discovered, repairs are made, and demand has decreased. Liberty-Pine Bluff Water will continue its efforts until safe, adequate, and sufficient service is restored to its customers.

Request: Provide for Public Viewing Liberty-Pine Bluff's Emergency Operations Plan and Emergency Communications Plan.

Response: A copy of the Company's Emergency Operations Plan in effect as of February 18, 2021 is attached. This plan encompasses the process for emergency communications. The Company is also including an updated contacts page to its Emergency Operations Plan.

14. Pursuant to Rule 3.04 of the Commission's Rules of Practice and Procedure, the following individuals should be placed on the official service as the persons authorized to receive notice on behalf of Liberty Utilities (Pine Bluff Water) Inc.:

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Respectfully submitted,

LIBERTY UTILITIES  
(PINE BLUFF WATER) INC.

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Attorneys for Liberty Utilities  
(Pine Bluff Water) Inc.

#### **CERTIFICATE OF SERVICE**

I, Lawrence E. Chisenhall, Jr., hereby state that a copy of the foregoing instrument was served on all the parties of record via the APSC Electronic Filing System on this the 25<sup>th</sup> day of February, 2021.

/s/ Lawrence E. Chisenhall,  
Lawrence E. Chisenhall, Jr.



**Liberty Utilities<sup>SM</sup>**  
WATER | GAS | ELECTRIC



# **WATER EMERGENCY MANAGEMENT PLAN**

**Revised 03/01/2017**

**Environmental, Health, Safety and Security**

Proc. #:

Description

Water Emergency Management Plan

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**Emergency Contact Numbers****Staffing of Functional Area**

Functional Area	Name	Phone Numbers	Alternate	Phone Numbers
Incident Commander	Pete Lucas	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]	Dan Hilton	Office: [REDACTED] [REDACTED] Cell: [REDACTED] Home: [REDACTED]
Logistics Officer	Erin Foster	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]	Debbie Eubanks	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]
Planning/Resources Officer	Shane Drye	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]	Bruce Robinson	Office: [REDACTED] [REDACTED] Cell: [REDACTED] Home: [REDACTED]
Public Information Officer	Pete Lucas	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]	Dan Hilton	Office: [REDACTED] [REDACTED] Cell: [REDACTED] Home: [REDACTED]
Liaison Officer	Marilyn Mayfield	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]		Office: [REDACTED] [REDACTED] Cell: [REDACTED] Home: [REDACTED]
Operation Liaison Officer	Larry Allen	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]	Kris Scott	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]
Safety, Environment & Security Officer	Shane Drye	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]		Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]
Finance Officer	Erin Foster	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]	Dede Smith	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]



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**Community Information**

For each community a local operations center is serving, the following tables need to be completed. Since Liberty Utilities serves communities in 12 different states some of the titles or verbiage in the various tables may need changed to reflect the circumstances in that community. Information for five communities is included in this document. If more than 5 communities are served then the next 5 tables can be copied and pasted at the end of the document as many times as needed. To add more information to a particular table simply insert a row in the table

**Name of Community:****Public Officials**

Title	Name	Phone Numbers
Mayor	Shirley Washington	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]
Fire Chief	Shawn Howell, Sr.	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]
Police Chief	Jeff Hubanks	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]
Sheriff	Gerald Robinson	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]
Disaster & Emergency Services	Karen Quarels	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]
Mayor, Whitehall	Noel Foster	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]
Other		Office: Cell: Home:
Other		Office: Cell: Home:



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## **Emergency Classification Guidelines**

This section of the Plan establishes the Emergency Classification Guidelines used to classify each reported water incident.

The Emergency Classification Guidelines provide a formalized means to systematically classify the severity of a water incident. The guidelines also facilitate a quick assessment of a water incident and assists in the determination of the need to mobilize emergency response personnel and equipment. For non-LU personnel and organizations, the Emergency Classification Guidelines describe the seriousness of the emergency and allows them to prioritize their actions accordingly.

Figure A-1 provides the Emergency Classification Guidelines for water incidents affecting Water Transmission and Distribution Systems and Water Production Facilities. The guidelines group the potential emergency events into six common event categories which are listed on the left side of the chart. The events within each category are then graduated by level of significance into three emergency classifications located along the top of the figure. The events increase in severity from left to right.

**Figure A-1: Water Emergency Incident Levels and Classification Guidelines**

Will insert once charts are finalized.



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### Letter from the CEO

To the members of our Emergency Management Team:

At any time, a sudden event or long-smoldering issue may erupt into a crisis. Now, more than any other time in our history, there is a growing interest and importance placed on what companies are doing to safeguard their employees, the public and the environment, and to ensure that a proactive approach is taken to educate and provide important safety information to all stakeholders.

While crises may arise out of internal or external hazards, it is a priority for us to try to anticipate risks and prepare for such events before they occur. Our effectiveness on this front will not only be measured by the actions we take, but also by the speed and efficacy of our response.

In developing emergency management and crisis communications plans, we are taking a proactive approach to ensuring that our response and recovery measures are effectively coordinated, implemented and communicated at all levels of the business.

The Emergency Management Plan on the following pages provides guidelines for developing a consistent collective approach to dealing with crisis situations and is structured around four major objectives: anticipating and evaluating risk, establishing preparedness, ensuring an orderly and timely response process, and providing an incident management organization with clear missions and lines of authority. If implemented correctly, and in conjunction with the Crisis Communications Plan, we believe that these procedures will not only assist in safeguarding employees, the public and the environment, but also minimize the damage to our business and speed the resumption of normal operations.

We will review the Plan's progress annually and provide the necessary resources and funding to ensure that the plan achieves its objectives. It is the responsibility of each member of the Emergency Management Team to review this document and understand the actions that must be taken. While we believe the plan is crafted clearly to guide your performance, you are not alone and we are committed to provide ongoing support to the team.

Sincerely,



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## 1.0 PURPOSE

The purpose of a water emergency plan is to protect the general public and company employees from potential hazards. Each emergency creates its own set of circumstances and problems. Because of this, these procedures are written to be flexible enough to address anticipated emergencies utilizing various departments of Liberty Utilities.

For the purposes of this plan, an emergency is any situation or notice of an incident involving natural water or Company facilities, which require immediate response by our employees. Notices of leakage (main or service leaks), outages (system outages and power), damage, chemical leaks or loss of service may require a priority response but should not be considered an emergency until it is determined that a hazard exists.

Once it is determined that a hazard does exist, necessary personnel and resources will be directed to the location to take whatever actions are necessary to control and/or eliminate the emergency situation in the shortest possible time. Company supervision shall, as soon as practical, review the employee's activities during the emergency to determine whether the emergency procedures were effectively followed.

The EMP provides the framework for the orderly response of Company resources during Emergency Events. These procedures provide instruction on actions taken during Emergency Events classified as Levels 5, 4, 3, 2, 1. (See Figure A-1 before table of contents)

This Emergency Plan has been developed by Liberty Utilities (LU). This Plan provides for an emergency response that will rapidly:

- Make safe any actual or potential hazard to life or property related to the LU water system.
- Notify Fire, Police and other Public Safety organizations of the emergency situation and coordinate the response with them.
- Notify the APSC and other government agencies of the emergency situation in accordance with local, state, and federal regulations.
- Restore water service to LU customers affected by the emergency and minimize any additional interruption of service caused by repair activities.

Inform the public, government officials, and the news media of the emergency situation and of LU response actions.

The operational and organizational concepts that will achieve these goals are described in this Plan and are implemented in an accompanying series of operating and maintenance procedures.

This Plan has been developed to comply with regulations relevant to water operation emergency preparedness that are contained in the Code of Federal Regulations and applicable State Regulations including Liberty Utilities EMP Guideline Document. It is intended to be simple, flexible, and easily adapted to specific Emergency Events.



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## Definitions

**Emergency Event:** An event where widespread outages or service interruptions have occurred in the service area due to storms or other causes beyond the control of the company. An Emergency Event is classified as Level 5, 4, 3, 2, or 1.

**Emergency Management:** an ongoing process to prevent, mitigate, prepare for, respond to, and recover from an incident that threatens life, property, operations or the environment.

**Incident Management System:** a system that defines the roles and responsibilities of personnel and the operating procedures to be used in the management and direction of emergencies and other events

**Mitigation:** actions taken to reduce the risks and impacts posed by hazards.

**Preparedness:** measures taken in advance of an emergency to ensure an effective response and recovery.

**Response:** actions taken during or immediately after an emergency to manage its consequences

**Recovery:** activities and programs designed to return conditions to a level that is acceptable to the entity following an emergency or other event.

**Situational Analysis:** the process of evaluating the severity and consequences of an incident.

**Resource Management:** a process for identifying and managing available resources to enable timely and unimpeded access to the resources needed to prevent, mitigate, prepare for, respond to, or recover from an incident

**Emergency Operations Center (EOC):** The physical location at which the coordination of information and resources to support incident management activities takes place.

**Incident Anticipation Phase:** (Pre-Event Stage) The period of time between when (1) an impending Emergency Event is first identified, and (2) the Emergency Event first causes damage to the system resulting in service interruptions.

**Incident Commander (IC):** The individual who has overall responsibility for the company's response in an Emergency Event.

**Incident Command System (ICS):** The coordinated and collaborative incident management construct specifically designed and made a part of the National Incident Management System ("NIMS") under the Federal Emergency Management Agency. ICS enables effective, efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents.

**Incident Command Center (ICC):** signifies the physical location of the tactical-level, on-scene incident command and management organization. It typically comprises the Incident



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Commander and immediate staff and may include other designated incident management officials and responders from Federal, State, local, and tribal agencies, as well as private-sector, nongovernmental, and volunteer organizations.

The ICC is typically located at or in the immediate vicinity of the incident site and is the focus for the conduct of direct, on-scene control of tactical operations. Incident planning is also conducted at the ICC; an incident communications center also would normally be established at this location. The ICC may be collocated with the incident base, if the communications requirements can be met. The ICC may perform local Emergency Operations Center-like functions in the context of smaller jurisdictions or less complex incident scenarios. It is commonly marked with a green emergency light, so as to be distinguished from a distance.

**Incident Response Phase:** (Service Restoration Stage) The period of time between when an Emergency Event first causes damage to the system resulting in service interruptions and the time when service is restored to all customers.

**Life Support Customers (LSCs):** Those customers who have provided documentation of their medical conditions necessitating electric service.

**Mutual Assistance Agreement:** An agreement among a utilities, both inside and outside the state, that details specifics for obtaining or lending resources, including, but not limited to, material, equipment, and trained personnel, when internal resources are not sufficient to ensure the safe and reasonably prompt restoration of service during an Emergency Event.

**Post Incident Phase:** (Post-Event Stage) The period of time immediately following restoration of service to all customers after an Emergency Event

**Region Level:** Level of response that involves the control and coordination of restoration efforts in Arizona, Texas and Arkansas.

**Service Interruption:** The loss of service to one or more customers connected to a water distribution systems.



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## 2.0 Objectives

The highest priority of the Company in an emergency is to protect the general public first, then to minimize property damage, and then to maintain and restore water service to customers, if necessary. The principal objective of the Emergency Plan is to establish procedures and practices for prompt and effective response to emergencies.

Response to different types of emergencies is dependent on the judgment and experience of different levels of Company Authority. The proper level of Authority, commensurate with the seriousness of the situation, shall be notified in accordance with the Emergency Plan.

All Water Leak Incidents shall be in accordance to the Operation and Maintenance Manual. Any system outages or failures, spills, main breaks, report of a water leak that has not been classified, or other potential hazards shall be considered an emergency until a determination has been made by a Company Authority that an emergency does not exist. All emergencies shall require prompt and effective investigation to determine the severity of the situation and protect the public.

Most emergencies require qualified personnel to perform routine operations and utilize safe working practices, including the use of appropriate clothing and protective equipment required by the Company.

## 3.0 Organization and Data Collection

### a) Hazard Identification

The categories of emergency events that can potentially affect Liberty Utilities water facilities or pipelines are:

- Natural Disasters (flooding, tornadoes, earthquake)
- Fire/Explosions
- Water Leaks
- Unplanned Supply Interruptions
- Chlorine Gas Leaks
- Terrorism
- Civil Disturbances
- Other Emergency Events Related to Water Operations
- State specific emergencies (environmental)



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Liberty Utilities emergency response capability must be able to rapidly assist the actual and potential hazard associated with an emergency event and mobilize the appropriate response resources.

Local Supervisor/Manager shall make available personnel, equipment, tools and materials, as needed at the scene of an emergency. Actions will be directed toward protecting people first and then property. First responders will practice H-E-L-P action steps: Hazard Determination, Extent of the Hazard, Protect Life (public and employee), Protect Property.

If required, the water system identified in the affected area of the emergency should be isolated or shut down by utilizing system maps which identify the location of wells, water lines, regulator stations and size of piping.

The primary responsibility of the responders' role is to make the area safe.

### **b) Water Emergency Activation Levels**

The Water Emergency Activation Levels are the foundation of the concept of operations. The guidelines provide:

- A mechanism for rapidly activating specific facilities and personnel based upon the known aspects of an event.
- Notification to appropriate outside agencies not directly involved with the event, of the seriousness of the emergency so that they can prioritize their actions accordingly.

These activation levels group the potential emergency events into five common event categories. The events within each category are then graduated by level of significance into five emergency classifications.

The lower two emergency classification levels, "Special Notification" and "Notification", provide for heightened awareness of the situation by company personnel. The highest emergency classification, "Emergency", provides for the activation of additional facilities and personnel as needed.

It is important to note that these classifications and the associated level of response actions are only guidelines that can be adjusted at any time during the emergency.

#### **Classification of Emergencies**

Reports or calls of emergencies shall be received by, or directly referred to, the Algonquin 911 Emergency Dispatch Center staffed on a 24-hour basis. Each report or call of an emergency received by Emergency Dispatch shall be addressed, based on the information available, in accordance with the following guidelines.



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**Level 1 Emergency:** A designation of an emergency declared by the President of Liberty Utilities, or appropriate designee, independent of the level of emergency classification (Level 5, 4, 3, 2, 1), that could require extraordinary actions to be taken. A Level "1" emergency will be declared a company Emergency.

### **Notification of Emergencies**

#### **Receiving and Recording Emergency Notifications Information Gathering**

Any employee receiving a report of, or discovering an emergency should attempt to gather and record the following information if available:

- Calling party, phone number and address.
- Exact time reported and location of emergency.
- Nature of emergency.

#### **\*\*Employee Response**

It is the responsibility of the employee at the scene to determine the nature of the emergency, take reasonable steps to make the area safe, and to provide information and assistance to emergency forces to protect people and/or property. This factual information should immediately be relayed to the Supervisor/Manager on duty or in his absence, to the appropriate management personnel.

#### **Liberty Utilities Reporting Requirements**

An Emergency Report shall be prepared for any water emergency which is classified as a Water Emergency, involves the activation of the EOC should be documented.

The Emergency Report shall contain, but is not limited to the following information:

- A chronology of events to include the initiating call(s) leading up to the classification of the incident as a Water Emergency and a description of the cause and result.
- An explanation of any significantly large response time.
- An account of any problems encountered in communication.
- An explanation of any delays affecting the elimination of the emergency.
- A critical evaluation of the actions taken by each organization
- Recommendations on any improvements or corrective actions required.

***\*\*The Manager of Operations or designee shall write the Emergency Report\*\****



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Telephone and Regulatory Reporting - General

- Fill in reporting requirements.

When a telephonic report is made to a regulatory agency, the report shall include the following information:

- Names of operators and persons making report and their telephone number;
- Location of the incident;
- Time of the incident;
- The number of fatalities and personal injuries, if any; and
- All other significant facts that are known by the operator that are relevant to the cause of the incident or extent of the damages.

Local supervision will utilize the calling mechanism established to communicate to appropriate management immediately upon becoming aware of significant pipeline failure.

**NOTE: Please refer to Emergency Contact List on page 3 'Emergency Contact Numbers'**

Arkansas Department of Environmental Quality

Ellen Carpenter, Chief of Water Division [REDACTED]

Mo Shafii, Assistant Chief [REDACTED]

Arkansas Public Service Commission

Manager Gas and Water, Robert Booth

[REDACTED], Toll Free 1-800-482-1164



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## 4.0 Emergency Organization and Responsibilities

### a) Incident Command System (ICS)/Emergency Management Team

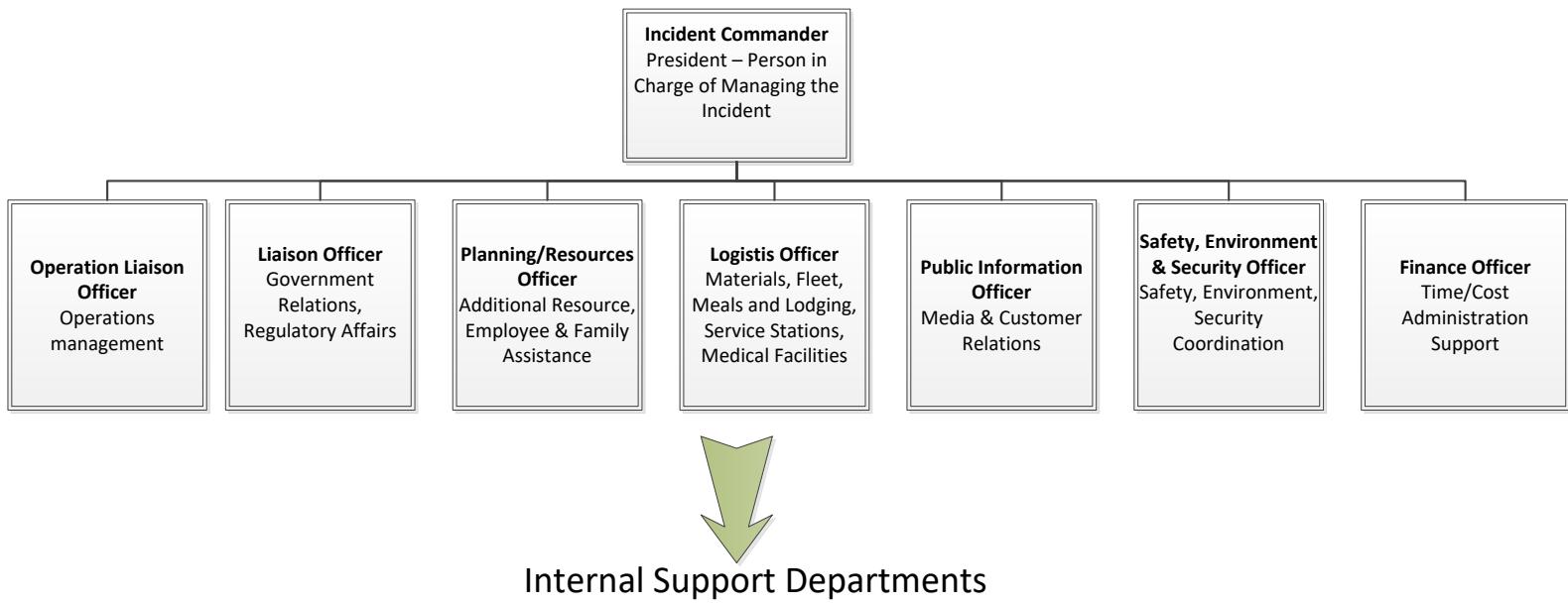
Local Utility Staff will have the responsibility for classifying an event and performing the initial notifications.

The Utility Staff who classifies the incident would make emergency notifications to LU, the state commission, and local emergency response organizations, if appropriate. The President would assume the role of the Incident Commander for the incident; however this responsibility may be delegated to a manager depending upon the emergency at hand.

Field Supervisors and other designated personnel are on a duty rotation as the On Call Supervisor. This ensures that a qualified individual is always available to respond to an emergency event. The Incident Commander has the responsibility of assessing the situation and determining the appropriate level of response, e.g., whether to activate an Emergency Operations Center.

The EMP aligns with the principles of the National Incident Management System (NIMS) and parallels the Incident Command System (ICS), which Liberty Utilities employs to manage Emergency Events or incidents. The D&ES employs the ICS organizational structure to support On Scene Incident Command

#### Incident Command System





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Note: in accordance with ICS, the activation of any of these positions is at the discretion of the Incident Commander in consideration of the level of response required for each event.

In the event of a Water System Emergency, the coordination of the emergency response will be centralized at the Emergency Operations Center (EOC). Upon arrival at the EOC, the Incident Commander is in command and control of the emergency response. The Incident Commander is responsible for ensuring the coordination of LU activities and for interfacing with Police, Fire Department and Arkansas Department of Health personnel responding to the scene. The Incident Commander must establish and maintain adequate means of communication with the appropriate Fire, Police and other Public Officials.

Events classified as an Emergency may require an on-scene response of Media, Government & Community Relations, Customer Care, Risk Management, and possibly other Liberty Utilities organizations. The mobilization of these LU personnel to the scene will be coordinated with the Incident Commander. In order to coordinate the flow of information and the activities of personnel, Liberty Utilities management personnel are provided periodic updates.

The interface with city, town or village officials remains with the Liberty Utilities that will have an ongoing relationship with these localities.

### **b) Responsibilities and Emergency Organization Positions**

During a water emergency, the magnitude of the response and the response organization required to direct and resolve the incident is based on the emergency event and its classification. The Emergency Activation Levels facilitate the decision as to whether a full or partial activation of the Emergency Operations Center is necessary. Water incidents which are classified as Special Notifications or Notification are handled by the normal organization's assigned personnel. Mobilization of all or a portion of the EOC may be required by events classified as Emergencies. If multiple water incidents occur, then an on-scene emergency organization may be established at each incident site.

The EOC positions described in this section will be mobilized as needed by the emergency situation. This organization is a framework that can be expanded or contracted as needed. There are (Fill in number of operation facilities) operation facilities in (Insert names of facility locations). Personnel who comprise these two separate operation facilities will be prepared to provide mutual assistance when a water emergency occurs which requires the augmentation of personnel.

LU personnel are assigned (if the needs of the EOC permit) to emergency positions corresponding to their functions within their normal operating organization. Training of personnel assigned to the Emergency Operations Centre is discussed elsewhere in this Plan.

During an Emergency, the Emergency Operations Center may require a corporate response from personnel assigned to other Liberty Utilities Organizations (e.g. Finance, Customer Care, Media Services, Government & Community Relations, etc.,) based on the type and severity of



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the incident. These Liberty Utilities personnel would coordinate the actions of the EOC with their respective departments.

The functions and responsibilities of EOC positions are described in the following paragraphs:

#### ***Manager/Director of Operations, Liberty Utilities***

The Manager/Director of Operations has authority and oversight of all LU water operations. The responsibilities of the Manager/Director include:

- Authority to unilaterally initiate any emergency action
- Authority to assume command and control of the emergency from the Incident Commander
- Commitment of corporate resources beyond existing policies
- Maintenance of corporate profile and public image
- Official liaison and dialogues with key business and government leaders affected by emergency
- Approval of requests for foreign water crews
- Approval of press releases
- Protection of shareholder interests
- Protection of corporate assets
- Response to financial community
- Coordinating water requirements with electric restoration requirements

#### ***Incident Commander***

Upon classification of an emergency, the Incident Commander notifies the Manager/Director of Operations, and assumes overall direction and control of the emergency activities. The Incident Commander's responsibilities include:

- Obtaining a briefing from the prior Incident Commander and/or assessing the situation
- Determine the nature, scope and extent of the emergency. Assess the possible damage as it relates to the operational capabilities of the system. The effect of the emergency on the following should be assessed at this time:
  - Source of supply
  - Treatment



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- Water storage
- Pumping facilities
- Accessibility to facilities
- Transmission and distribution system
- Personnel
- Communications
- Maintenance level
- Managing the emergency response on-site or from the Water EOC
- Approving and implementing the Water Emergency Plan and Incident Action Plan
- Determining if the emergency warrants activation of the Emergency Operations Center.
- Determining incident objectives and strategy
- Overall management and accountability for resolution of the emergency
- Ensuring that Government and Community Relations provide State and Municipal Emergency Managers with a daily report noting number of customers affected, status of the restoration efforts and expected return of service to all customers
- Coordination of response activities with emergency responders and civil authorities
- Managing planning meetings as required
- Review of press releases for technical content
- Authorizing the release of information to the news media
- Approving requests for additional resources or for the release of resources
- Issue boil-water orders as necessary when service is restored.
- Restore system pressure and begin leak repairs, isolating portions of the system as necessary. Flush the system using semi-annual program if practical. As portions of the system become serviceable, sample and contact the proper agencies for repeal of boil orders. Obtain bacteriological samples in areas affected.
- Ordering demobilization of the incident when appropriate

### ***Planning/Resource Officer***

The Planning/Resource Officer is responsible for coordinating requests from the Resource Coordinator for additional LU personnel or other utility personnel. If the magnitude of the



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emergency exceeds LU ability to provide water crews, the Planning/Resource Coordinator requests other utilities to provide foreign water crews and coordinates the registration and tracking of these crews. No request for foreign water crews will be made without the prior approval of the Manager/Director of Operations. Once this approval is obtained, the Planning/Resource Officer will contact the LU Operator Qualification Plan Administrator who in turn will contact those companies that are providing foreign crews to ensure that these crews are operator qualified. The Planning/Resource Officer will administer the process that communicates with external utilities to obtain appropriate support from other utilities. The OQ Plan Administrator will assist with coordinating any training needs with mutual assistance personnel prior to and upon arrival to ensure that utilities providing foreign crews are operator qualified. The Planning/Resource Officer shall obtain data/information to demonstrate applicable Operator Qualifications prior to any foreign crew beginning work for Liberty Utilities. Responsibilities of the Planning/Resource Officer include:

- Collect and manage all incident relevant operational data
- Supervise the preparation of the Incident Action Plan
- Procure additional resources as requested
- Track and report all employees and foreign crews assigned to the incident
- Compile and display incident status information
- Establish information requirements and reporting schedules
- Participate in the planning meetings

#### ***Liaison Officer***

The Liaison Officer or designee will interface with the Incident during emergency response incidents. The Liaison Officer's responsibilities include:

- Responding to concerns and requests by non-Liberty Utilities personnel and agencies
- Informing LU of significant actions being planned by non-LU personnel and agencies
- Establish information requirements and reporting schedules for Government and Municipal agencies
- Participate in the planning meetings

#### ***Public Information Officer (Customer Care)***

The Public Information Officer has a significant role as a major interface with the affected town and customer. They are responsible for collaborating with the EOC and on-scene personnel at the incident location to provide support for customer issues regarding emergency restoration efforts. The Public Information Officer responsibilities include:



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- Implement coordinated actions for special needs accounts with the Incident Commander
- Determine, with direction from the Incident Commander, any limits on information release
- Develop accurate, accessible, and timely information for use in press/media briefings
- Develop and obtain the Incident Commander's approval of news releases
- Conduct periodic media briefings
- Arrange for tours and other interviews or briefings that may be required
- Monitor and forward media information that may be useful to incident planning
- Maintain current information, summaries, and/or display in the incident
- Make information about the incident available to incident personnel
- Participate in the planning meetings

#### ***Finance Officer***

The Finance Officer is responsible for all financial and cost analysis aspects of the incident and for coordinating the delivery of financial information with members of the Liberty Finance organization. Specific responsibilities include:

- Tracking of incident costs and reimbursement accounting
- Providing advice on financial implications based on planned course(s) of action
- Providing assistance with obtaining contracting/purchasing approvals
- Attending planning meetings (as required)
- Management of all financial aspects of an incident
- Providing financial and cost analysis information (as requested)
- Gathering pertinent information as defined during incident meetings
- Maintain continuous contact with the Incident Commander or designee on financial matters
- Providing financial input to planning of the incident demobilization
- Briefing appropriate Liberty personnel on incident related financial issues as well as issues that will require follow up actions



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### ***Operation Liaison Officer – Director/Manager of Operations***

The Operation Liaison Officer is responsible for tactical operations applicable to emergency response. Specific responsibilities include:

- Provides direction to the frontline field personnel in damage assessment and priorities and requests resources necessary to restore service.
- Direction to fleet management responsible for the management of all tactical operations directly applicable to the emergency response.
- Areas of responsibility include distribution, transmission, emergency generation and customer service.

### ***Safety, Environment & Security Officer - EHSS Manager***

#### **Environment and Safety**

Whenever the Water Emergency Plan is activated, the appropriate Safety and Health personnel will be notified and mobilized in accordance with the classification of the emergency. The Incident Commander and the EHSS Manager will, if appropriate, determine the scope of the emergency and will immediately assign personnel to work in locations affected by the emergency. Specific responsibilities include:

- Monitoring work activities on a local basis and respond accordingly.
- The Incident Commander will contact the EHSS Manager for assistance outside the Region from which manpower will be used to help with restoration efforts.
- Work with local supervision regarding the restoration effort and will conduct field observations/audits, incident analyses, and training as needed.
- Act as a liaison between Supervisors and outside utilities concerning any Safety-related activity or situation.
- Investigate the injury of any company employee that may occur during the emergency. Assist Legal Department regarding reports made to OSHA, and the investigation of fatalities and in-patient hospitalizations of employees, which may have occurred as a result of the emergency.
- Arrange to provide dedicated Safety and Health staff for designated and specified work locations. This dedicated staff will be available for field sites and other staging locations as needed.
- Advise and assist the Field Authority with any environmental abatement matter.
- As much as possible, utilize established environmental abatement policies and plans in mitigating an incident



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### Security

- Advise and assist personnel and company security during an emergency.
- Whenever severe damage is sustained by the Water System, the Incident Commander may deem that assistance from the Security organization is required. In this event, the Incident Commander will contact the EHSS Manager to appoint a Security Officer.
- The Security Officer will determine the scope of the emergency and will, if appropriate, assign a Security Investigator to the scene or locale of the emergency.
- Will assist Water Operations in the execution of their Emergency Plan as follows:
  - Act as a liaison between EOC and local law enforcement concerning any emergency-related activity or situation
  - Arrange to provide dedicated Security. This dedicated assignment coverage will be available for field sites as well as motel areas and other staging locations.
  - Conduct investigations as may be necessary
  - Provide on-scene Security photographic services as may be necessary to secure evidence, etc.

Assist and support other Company resources during the emergency with the gathering of visual and documented data for post-emergency claims and asset recovery purposes.

## **5.0 Controlling Emergency Situations – Emergency Operating Procedures**

This section describes how this Plan is functionally implemented for LU water emergencies. These emergencies involve water facilities, pipeline leaks in the water distribution or service system, and emergency load shedding.

### **a) Emergency Communications**

#### **i) Water Facilities**

An incident at one of the LU water facilities initiates a set of internal and external notifications. When the incident is discovered, the LU person observing the emergency condition notifies the President and 911@algonquinpower.com, who takes mitigating action as dictated by procedure.

Upon receipt of a call from the site, the Incident Commander makes any immediate notifications to local emergency response personnel and facility managers. Upon completion of these immediate notifications, the Incident Commander classifies the emergency, using the Emergency Classification Guidelines. For Emergencies, the



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Manager/Director of Operations is contacted and assumes the role as the Incident Commander for the incident.

#### **ii) Water Distribution System**

When water emergency calls are received by the Customer Service Center personnel from Fire or Police Department personnel (or other credible officials) indicating a water emergency, one or more Field Operations personnel are immediately dispatched and appropriate notifications are initiated.

If water emergency calls are received from customers, a Field Operations person is dispatched to the scene. Upon arrival, the Field Operations person reports the conditions found to the Manager/Director of Operations who then assesses the incident and implements any immediate notifications necessary to local Police or Fire Departments.

Upon completion of the notification, the Manager/Director of Operations classifies the emergency using the Emergency Classification Guidelines who assumes the role of the Incident Commander for the incident.

#### **b) Mobilization of Personnel and Activation of Facilities**

For incidents classified as Emergency Level 4 or Emergency Level 5, an Incident Commander is not appointed and the response is limited to routine notifications and is handled by the normal operating organization. When notified of an Emergency, the Incident Commander, if appointed, approves the classification and assesses the level of corporate response required.

For incidents classified as a Water Emergency, the Incident Commander makes three decisions:

- Whether the EOC needs to be activated?
- Whether an Incident Command Staff is required?

Manager/Director of Operations may provide the coordination of emergency response in the event of a water emergency.

When the EOC is activated, Water Control continues to have control of all system valveing decisions and communicates these directions directly to the emergency scene.

The Incident Commander notifies the Manager/Director of Operations, and other management personnel in Customer Care, Liaison Officer and Operations as appropriate. The Incident Commander also ensures that additional notifications are made to include the initial notification and continuous updates as required by Appendices B and, if necessary, PHMSA (Appendix C).



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### c) Emergency Coordination

This section describes how the fully activated EOC would function.

The Liberty Utilities emergency response team Emergency Operations Center (EOC) is located in Pine Bluff, Arkansas at 29<sup>th</sup> & Myrtle. The Incident Commander is responsible for ensuring that needed resources are committed to supporting the emergency response and maintaining an awareness of Police and Fire Department emergency response efforts. Personnel from Customer Care Communications group, Government & Community Relations obtain the latest information on the status of the emergency and rapidly and accurately relay this information to the media, government officials, and Liberty Utilities customers. If personnel from the Customer Care Communications group respond to the scene, their counterparts in the EOC will act as their liaisons to ensure that they are aware of LU activities and all statements to the press are approved.

LU Incident Responders are those personnel directly responsible for manipulating systems and equipment to make the situation safe. The Field Operations offices provide personnel and supplies to the scene. This support is requested either directly from the Incident Commander or via the EOC as appropriate.

### d) Emergency Operations Center (EOC)

Water Operations personnel are responsible for maintaining the supplies and equipment stored in 1501 West 5<sup>th</sup>.

The EOC is staffed by Emergency Organization personnel in accordance with the Incident Command Center with specific responsibilities for directing or coordinating the response to the water emergency.

Facilities Management and Information Technology personnel will play a significant role for the activation of all EOC equipment.

Upon notification that an EOC is to be activated, the Incident Commander or designee will:

- Contact the EHSS Manager, if required, and request support of EOC activities.
- Contact Information Technology and request support, setup and activation of EOC computers if necessary.

### e) Imminent and Substantial Endangerment to the Public Health or the Environment

A phone call is made immediately to the following officials:

Bruce Robinson [REDACTED]

Phone: [REDACTED] : Mobile: [REDACTED]

if unreachable call :Daniel Hilton [REDACTED]



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- Pete Lucas – [REDACTED]
- Pine Bluff Fire Department (911)
- Jefferson County, Public Health Department
- Jefferson County, Sheriff's Office
- Pine Bluff Police Department

And the Emergency Response Coordinator Office with ADEQ: [REDACTED]

The related areas will be promptly isolated and attempts to identify the material shall be made.

- Information on persons that may have been exposed to the material will be recorded.
- A qualified contractor shall remove and dispose of the material according to applicable federal, state and city regulations.
- If hazardous materials have been in contact with skin, eyes or inhaled, Fire Department must be called:
  - Pine Bluff Fire Protection (911)

In the event that the endangerment is related with permit violation:

- Confirmation by re-sampling will be performed and sampling procedures will be rechecked.
- Notification to the permitting agencies and down gradient users who may be directly affected by the discharge:
  - ADEQ, Water Quality Compliance Reporting, Data Unit
  - Jefferson County Division of Public Health
  - Pine Bluff Water Company
- Further monitoring will be performed that may include:
  - Increase frequency of sampling
  - Sampling for additional constituents
  - Additional monitoring locations
- Evaluation of Pretreatment Implications.
- If an impact to the soil, surface water, and/or aquifer occurred a hydrogeological study will be completed to assess the extent of any contamination that may have occurred.
- If cleanup of soil, affected surface waters, affected part of the aquifer, or mitigation measures to limit the impact of pollutants on existing uses of the aquifer are needed,



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it will be subject to approval by ADEQ. Notification will be given within 24 hours of determining the severity of the incident.

- An inspection, testing, or maintenance of discharge control features of the facility will be performed to assure that all equipment is performing accurately and is in proper condition
- A written report of the violation will be submitted, within 5 days of knowledge of the violation to:
  - ADEQ, Water Quality Compliance Reporting

#### f) Fires

##### Minor Fire

- The operator should notify the Fire Department (911) at once and attempt to control the fire until the fire truck arrives.
- The Emergency Response Coordinator should be informed immediately after.
- Emergency Response Coordinator is to contact ADEQ immediately.

##### Major Fire

- Operator and all other personnel should evacuate the building immediately.
- Contact the Fire Department (911)
- Contact Emergency Response Coordinator
- Emergency Response Coordinator is to contact ADEQ immediately.

*\*\*If injuries occur, call (911)\*\**

#### g) Electrical Power Failures

This is the most common type of emergency for Liberty Utilities since our systems are dependent upon electric power. In the event of a power failure, operators must determine whether or not the cause is internal or external. If the failure is caused by plant electrical problems (internal), try to determine the cause and call an electrician. If the failure has been caused by external problems, contact the supply utility, and find out how long they expect the power will be off.

In the event of a power failure, the plant operator should turn off all pump switches to prevent the possibilities of all pumps starting at one time if the power does come back on.



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If deemed necessary, the operator should begin operation of the auxiliary natural gas engines to engage high service pumps, at treatment plants making certain the electrical power to high service pumps has been disconnected.

Auxiliary power should start automatically at treatment plants and wells be visually checked for proper function at least every two hours.

Inform the T & D Manager or Company Engineer as to the nature of the problem and course of action taken. After power has been restored, the operator should make a complete check of the plants for proper operation and restore pumping operation to normal conditions.

#### **h) Guidelines for Preparing Tank Trucks for Transporting Potable Water**

The following procedures are guidelines for using tank trucks or trailers to provide potable water during drought or other emergency conditions. The appropriate Department of Natural Resources regional office should be contacted before a water hauling operation is begun.

##### ***Selection***

Tank trucks or trailers to be used for transporting potable water should be selected with two considerations in mind: the nature of the trucks normal use and the degree of difficulty in cleaning. Commercial milk or potable water tank trucks are preferred. Trucks designed for the transport of wine, vegetable oil, beer, or other food products may also be used. Trucks that have been used to haul petroleum products or other toxic substances are not acceptable.

##### ***Cleaning Procedures***

Water trucks: Flush tanks thoroughly with potable water and inspect for particulate matter such as rust and sediment.

Milk trucks: Scrub tanks with detergent, flush thoroughly with potable water, and inspect for cleanliness.

The following cleaning procedures may be employed for tank trucks normally used for hauling such liquids as apple juice, vinegar, wine, yeast, liquid sugar, beer, corn syrup, cottonseed oil, peanut oil, margarine oil, linseed oil, safflower oil, and soybean oil:

- Open the drain and flush with hot, potable water.
- Steam with an emulsifying detergent until the tank is clean. If steam is not available, circulate the detergent at a temperature of 180 degrees to 210 degrees Fahrenheit, changing the location of the nozzle to keep the interior continuously wet from top to bottom. Repeat this procedure until the tank is clean.
- Rinse the tank thoroughly with hot, potable water and drain.



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All hoses should be stored off the ground and should be properly capped in storage and transit to prevent contamination. All equipment should be of an approved type for water supply purposes and should be new or obtained from a water supply application. All hoses, pumps and other equipment should be flushed and disinfected before use.

### ***Disinfection Procedures***

Disinfection can be accomplished by filling the clean tank with potable water containing at least 50 ppm chlorine and allowing the water to stand for a minimum of 24 hours. The table below indicates the amount of hypochlorite solution (Purex, Clorox, or other household bleach) required to produce 50 ppm in various quantities of water. To insure proper mixing, the bleach must be added slowly as the tank is being filled.

Capacity of Tank, Gallons	Gallons of Bleach Required for 50 ppm*
500	1
1000	1
1500	1
2000	2
2500	2
3000	3
3500	3
4000	4
4500	4
5000	5

\*Assumes household bleach with five (5) percent available chlorine.

If circumstances preclude the 24-hour waiting period, special instructions for disinfecting the tank with higher chlorine concentrations for shorter periods of time can be obtained from the Department of Natural Resources.

### ***Filling Procedure***

The source of water must be an approved public water supply. Tanks should be filled and emptied through an air gap to prevent backflow and contamination of the source. Tank inlets or openings should be covered and properly sealed.

Water to be transported via tank truck must carry a free chlorine residual of one (1) ppm at the beginning of each haul. This may be achieved by adding one (1) cup of household bleach to



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each 1000 gallons of water. The bleach should be added during filling to insure uniform distribution.

### ***Testing***

Chlorine residual should be measured frequently to insure that a minimum of 0.2 ppm free chlorine residual is maintained. If time allows, tank water should be analyzed for bacterial contamination prior to use.

#### **i) Transmission and Distribution Line Breaks**

Liberty Utility Company personnel would first determine the exact location of the break and utilize water system record drawings to isolate the damaged portion of the main.

If during the repair process, the pressure within the system falls below 20 psi, chlorination and microbiological sampling of the main must be accomplished. This will be done by using calcium hypochlorite (HTH) and adding sufficient dosage to disinfect the portion(s) that are under the direct influence of the break. This would be followed by flushing of the main to remove excess air and chlorine. Samples would be collected from the upstream and downstream portions of the main, and analyzed by a certified laboratory for the presence/absence of coliform bacteria. If one or more of the samples is total coliform positive, repeat samples must be collected within 24 hours of being notified of the positive result. Sampling will be conducted in accordance with Missouri Department of Natural Resources (MODNR) requirements.

Sufficient materials and supplies are inventoried to allow for the repair of all 6" or smaller main breaks to be completed within 24 hours of discovery. At least two each of transition couplings, repair clamps, or repair bands for all pipe sizes and types are kept in stock and are available for any main breaks that may occur.

If by chance additional materials and supplies are required to complete repairs, contact the appropriate supplier.

#### **j) Microbiological Contamination**

Although an adequate sampling program for routine bacteriological analysis exists at the Noel Water Company, contamination may occur in the transmission and distribution system. All routine and emergency sampling will be performed by a certified lab. After reporting the incident to the Missouri Department of Natural Resources, an investigation will be started to determine the cause of the positive samples. The investigation will determine whether the positive samples are the result of contaminated water or some other cause. Other possible causes other than contaminated water include:

- Poor sampling point.
- Improper sampling procedure.
- Improperly sterilized sample bottles or laboratory error.



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Procedures to eliminate each possibility include:

- If the sample location has a history that indicates safe samples can be expected, the other causes should be pursued. If, however, the location is new, or any modifications have been made, consideration should be given to installing a proper sampling tap. A short length of copper tubing with a suitable shut off valve provides a good sampling location.
- The sampling procedure utilized by the individual should be reviewed. Sample bottles should not be allowed to overflow, to stand open, to be rinsed, or be touched in any way.
- These possibilities exist but are not very likely. Emphasis of the investigation should be concentrated on items 1 and 2 above. To check on lab error, simply split the sample with another certified lab. To check on the bottles, obtain another supply. Possible sources include another nearby public utility or a certified lab. Collection of parallel samples will provide information on whether the bottles are the source of the problem.
- Resample. Additionally, take a sample from each well. This will determine if the contamination is being introduced to the system at the source.

If the results of the check samples reveal that one or more of the repeat samples are again positive, and all wells show safe results, action that should be taken is as follows:

- Every attempt should be made to manipulate transmission and distribution valves in an effort to isolate the contaminated area of the system. Immediate addition of a chlorine based disinfectant solution should be undertaken in the areas affected by the presence of coliform bacteria. A free chlorine residual of 1.00 PPM should be maintained. Hydrants and blow offs should be selectively flushed in an effort to maintain a chlorine residual throughout the affected area. Repeat sampling as necessary.

#### k) Communications Systems Failures

The loss of communications equipment is a potential result of a failure.

Telephone lines connected to the AT&T system provide normal voice communications. In the event of a failure, voice communications should be directed to the use of cellular phones and two-way radio equipment. If telemetry transmission is affected, manual visits to all affected sites, at routine intervals, will be necessary to monitor tank levels and system pressures. All pumps have manual override switches necessary to by-pass telemetry (automatic) controls.

The Field Supervisor and On-call Field Service Technicians maintain cellular telephones connected to the regular cellular network. If in the event normal AT&T voice telephone service



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were disrupted, available cellular phones would be used for internal and external voice communications.

Two-way radio equipment utilizing a repeater service provided by Douthits Communications and equipment service is available for internal communications. In the case of a power outage the repeater will be off line and mobile communications will have a limited range. A base radio unit is maintained at the Myrtle Street office.

#### **I) Treatment Processes-**

Water is treated at the plant locations with sodium hypochlorite, fluoride, and phosphate. Chemical injection pumps are normally powered by standard AC electrical power supplied by Entergy. All treatment plants have auxiliary power generators to maintain power to chemical feed equipment.

Portable AC generators are available to power chemical injection pumps with standard three-prong plug-in power cords if primary auxiliary generators fail, however this is an unregulated supply and can not be used to power any of our current chemical injection pumps. The auxiliary power at each plant will power these units in a normal power loss, however in the case of loss of the lighting and control transformers at any plant there would be no power available.

Sodium Hypochlorite is the only mission critical chemical which must be maintained in the event of a long-term power outage. Sodium Hypochlorite is necessary to insure public safety of the water system. Fluoride and phosphate are only added to improve water quality. These chemicals will continue to be feed with the same monitoring and dosage system due to the availability of power from the onsite generator units.

#### **m) Fuel Shipments**

Our ability to operate standby power to wells and electric generators for an extended period of time will rely on our ability to receive or acquire a continuing supply of diesel fuel and gasoline to power this equipment. It is estimated that maximum storage capacity will allow the operation of wells and pumps for 24 hours.

The primary source to replenish fuel supplies will come by way of outside vendor tanker deliveries to the plant location.

Since a disaster may occur in mid-winter the outside air temperatures are likely to be near or below freezing in the Pine Bluff, Arkansas area. Maintaining heating systems to pumping facilities and control buildings will be critical.

Heating systems to current plant facilities utilize natural gas supplied by Centerpoint Entergy as the primary heating source; however, electric power is also required for heating unit fan blowers. These units will not operate without both gas and electric supply.



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The Port of Pine Bluff elevated tank has pressure controls that are susceptible to freezing, since the controls for this tank will not operate without AC power, the solenoid valve that isolates this tank should be confirmed as open so the tank may supply the entire system. A by-pass gate valve is located adjacent to the solenoid valve to allow bypassing of the solenoid valve.

#### **o) Civil Disturbances**

In the event of a civil disturbance within the Company's service area, the following should apply.

Where possible, employees of the Company will avoid travel through any area where disturbances or demonstrations are taking place.

All nonessential service in areas of civil disturbances will be curtailed until authorities have established adequate order and control.

Where it is necessary to dispatch a service crew into the area because of notification of a potentially hazardous situation involving our water pipeline system or facilities, supervisory personnel shall not authorize any entrance into an area where civil disturbance is occurring unless adequate safeguards for employee safety have been taken including the assurance of police or law enforcement escort and protection.

When arson, rioting, looting, sniping, etc., prevent repair crews from safely entering an area of civil disturbance to repair a leak or hazardous condition, such repairs shall be deferred until conditions are safe and police can escort a crew into the area. Consideration shall be given to shutting off water supply to the affected area if the hazard to life and property warrants.

If time and conditions permit, discussion with appropriate management personnel should be made prior to shutting off water supply to a large area. In the event the situation is critical, the responsibility to take such steps shall be the responsibility of local management,

Establishing an EOC may be necessary.

Liaison shall be made with police, fire, and municipal authorities to establish familiarity with this plan in case of civil disturbance

#### **p) Natural Disaster**

In the event of natural disasters such as hurricanes, earthquakes, floods, and tornadoes, any unnatural act, or act of war which may destroy or damage Company office facilities, the company would locate a suitable site to move all its equipment and records, as well as set up emergency communication equipment. This site should have adequate accommodations for the headquartering of all employees and have instant communications by radio or telephone to the Civil Defense Center to receive information concerning our system from other agencies. liaison employee will stay at the Defense Center to relay information to this site during the emergency.



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Interruptions in the water supply to isolate areas or interruptions to an entire system due to natural or unnatural acts will be handled in the same manner as outlined in other sections of this plan. However, when it is anticipated these type emergencies will require manpower beyond the manpower potential of our Company, additional help for meter turn-off and turn-on could be expected from participating Mutual Aid companies, or if they are unavailable, from other civic groups.

During Natural Disasters, information provided to the news media will be coordinated with Corporate Communication/Public Relations.



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## 6.0 Emergency Plan Elements

### a) Resource Management

The Emergency Plan provides the organization, and responsibilities of Company personnel during an emergency, notification procedures, and general guidelines to assist personnel in the performance of their duties during an emergency.

This Plan delineates LU response actions to emergency events involving its water operations. These actions may include:

- Classification of the event
- Notification and updates of LU and other response organizations
- Activation of appropriate LU facilities and personnel
- Assignment of LU emergency response organization responsibilities
- Coordination of LU emergency response
- Recovery implementation

This Plan also describes the provisions made by LU to effectively coordinate its activities with other response groups both internal and external to Liberty Utilities. The specific detail of the response to be provided by these groups should be contained within their own plans and procedures.

### Emergency Liaison with Governmental Agencies

Organizations outside of Liberty Utilities that could be involved in the emergency response and with whom LU may need to interface include:

#### i) Liaison with Governmental Agencies

(Office of Pipeline Safety, Water Interstate transmission Companies, OSHA)

Liaison shall be established jointly between the Company, the fire department, police, and other governmental agencies to insure proper communication and understanding of operating procedures during periods of emergency, civil disturbances and major water interruptions.

#### ii) Fire Departments

(city/local/county)

Liaison should be maintained with all fire departments serving an area in which the Company has water facilities. Fire departments should be instructed not to operate any main line valves and regulator stations. In addition, they should be instructed not to turn off blowing relief valves on regulators. Emphasis shall be placed on the necessity to notify Company personnel regarding all fires where water or water facilities are



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involved, all water leaks or suspected water leaks or combustible vapors of unknown origin found in sewers or buildings.

**iii) Police Departments**

*(local/county)*

Police departments shall be visited periodically to familiarize these agencies with the Company's facilities and emergency operating procedures. These agencies should also be informed as to what steps to take when a main breaks, vandalism occurs, or accidents occur affecting water facilities.

**iv) Other Governmental Agencies:**

*(Public Utilities Commission, Operators of Electric Systems and other utilities, Local Division of Emergency Management)*

Sufficient rapport shall be established with any other agencies as deemed necessary to insure as smooth an operation as possible during emergencies, civil disturbances and water interruptions.

**LU emergency response capability must be able to rapidly assess the actual and potential hazard associated with an emergency event and mobilize the appropriate response resources.**

### **Assignment of Responsibilities for the Internal Support Departments**

This section briefly describes responsibilities of internal departments that may be called upon to provide additional support based on the type of emergency.

#### ***Sales and Marketing***

- Maintain a current list of large-volume customers by city, town or subdivision thereof, including telephone numbers and names of personnel of those customers to contact in an emergency.
- Provide a list of water customers that are non-essential users.
- Act as liaison to large-volume customers in the event of an emergency situation that requires a planned shutdown or load curtailment.
- Coordinate compliance of customer water supply curtailment with the Dispatch and Control Center

#### ***Dispatch and Control Center***

- Receive notifications regarding an actual or potential emergency involving water supply.



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- Provide and coordinate the response of Instrumentation and Regulation and Water Control personnel in accordance with the requests of the Incident Commander.
- Monitor interruptible customers in dealing with load shedding or curtailment.
- Coordinate activities with Emergency Dispatch and assume or designate responsibility in case of leadership absence.
- Provide assistance to the Incident Commander or serve as an alternate, when necessary.

#### ***Information Technology***

- Notify and mobilize departmental personnel to assist in an emergency.
- Provide IT equipment and program support to be used in an emergency

#### ***Instrumentation and Regulation***

- Provide instrumentation personnel response as requested by Water Control.
- Provide pressure control personnel to adjust system pressure in areas affected by the emergency, as directed by the Incident Commander.
- Provide Water Conditioning personnel to check the odorant levels in the area of an emergency, as directed by the Incident Commander.
- Respond to incidents involving odorizes or the release of odorant.

#### ***Legal/Risk Management/EHSS (Corporate)***

- Advise and assist the Incident Commander and Regulatory Compliance with any large-scale damage assessment or investigation
- Assess damage and provide any necessary documentation for use in legal and regulatory reporting.
- Under the direction of the Incident Commander, interview witnesses, public officials, and Company personnel.
- Document the incident with photographs, statements, and records in compliance with section 6k 'Record Keeping'
- Gather, salvage, and protect evidentiary exhibits.
- Obtain services of experts and consultants.
- Assist Company Authorities as a liaison with public officials
- Assist Corporate Communications as a liaison with the news media.



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- Assist with written reporting of incidents to the GPSC and PHMSA
- Provide information acquired from the investigation of the incident, which may prevent similar incidents from recurring, to the Incident Commander.
- Recommend a Civil Disturbance Coordinator to the Incident Commander and maintain a list of civil defense agencies and contacts

#### **Compliance**

- Act as a liaison to the APSC and PHMSA personnel responding to the emergency.
- Advise and assist the Incident Commander, Risk Management, Legal and other company representatives regarding regulations, compliance issues, and incident investigation and assessment.
- Assist the Incident Commander, Emergency Dispatch Duty Supervisor or the Legal Department, with both telephonic and written reports of incidents to the APSC and PHMSA.

#### **b) Mutual Assistance**

In the event of major Incidents, natural disasters or other emergencies, the Incident Commander or designee may require assistance from employees or contractors/subcontractors of another operator.

*\*\*Please refer to AGA Master Operations Assistance Agreement (Appendix D: Needs to be Inserted)*

#### **c) Communication Assessment**

A communications assessment should be conducted to identify key audiences and their communications needs. The hazard identification and risk assessment for the overall program should be used to help identify persons/groups who might be affected by an emergency incident, thereby considering their communication needs. The communication assessment involves understanding the critical internal and public information and messages that must be sent and received, along with the communication channels that are most effective for each. The communication assessment should address both the emergency management and business continuity needs of the entity.



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#### **d) Communication Systems**

The EOC communications capabilities include the use of commercial telephones and cellular phones.

The primary means of communications is through the use of telephones. The JCOEM is equipped with separate phone lines. The telephones allow communications between the JCOEM and the cellular phones.

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##### **i) Communications Equipment Setup**

- Upon request, install additional telephones or equipment. Check each telephone for dial tone.
- Activate any additional computers and equipment
- If any computer equipment is non-operational, the "Help Desk" personnel should be informed.

#### **e) Public Awareness Program**

- Public awareness programs provide generic information to the broader public to raise awareness about emergency management, emergency plans and general ways in which the public can reduce its risk in the event of an emergency. .
- Our goal is to achieve two-way communication with key constituencies and communities in areas where our company operates. Besides conducting our business responsibly, we believe that our obligation includes demonstrating our commitment and concern for the safety of the public, our employees and the environment.
- For further information please refer to Jefferson County Office of Emergency Management.



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#### f) Emergency Public Crisis Communication

All emergency crisis communication shall be under the direction of the Oakville Corporation office in compliance with the established Crisis Communication Plan. All crisis communications required at the state or regional level shall be in collaboration with the "Crises Management Team." The Crisis Communication Plan will be managed and executed by Corporate.

The public directly affected by the emergency shall be informed of the end of the emergency. Before the emergency ends, consideration should be given to developing a plan that address the transition from the emergency to post emergency activities (business recover, long term monitoring, site restoration)

Crisis communications capability addresses an increased requirement for communication in response to a crisis. A crisis can be described as an incident that is escalating in intensity or attracting increased attention from the public, media, government, or interest groups to the extent that the incident can jeopardize the image of the entity and negatively impact its operations.

The following are some technologies employed to notify potentially impacted members of the public:

- Broadcast announcements: Good general information but not well suited for delivering information to targeted population.
- Door to door notification: Good for targeting small number of specific individuals. Not practical for notifying larger numbers of individuals.
- Emergency telephone notification system: Good for delivering a specific message to small and large groups of individuals. Can provide summary reports of who contacted including message delivery time and confirmation of message receipt and any feedback from person who received the message.
- Sirens: Good to alert persons within hearing distance. Public needs to be aware of required action prior to emergency for effectiveness
- Weather alert radios: Provides good EOC graphic coverage, can target populations within the range of a specific weather radio transmitter. Only a small percentage of public has receivers to receive weather alert messages
- Other communication devices: internet, fax, PDA's, cell phones can be used as a means of alerting specific population groups.



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### g) Recovery Strategy

The primary purpose of this section is to provide a clearly defined manner of operation should an emergency situation occur at any Liberty Utilities location. The section provides guidelines for the:

- Immediate investigation and reporting of emergencies;
- Immediate and appropriate action in order to protect the public, employees and Company facilities; to prevent or minimize property damage; to maintain continuity of supply and to reestablish water supply should an interruption occur; and,
- A template that local operations can complete that will provide all the information needed to effectively handle a water emergency.

*For investigation of failures, follow procedures from O&M 192.617*

### Functional Areas for an Emergency (aligned with ICS)

In order to respond promptly and efficiently to a natural water emergency it is imperative that a clear understanding exists at each operations center about who is responsible for which tasks. Seven functional areas of responsibility need staffing and include:

1. **Incident Commander** – typically the President at the local operation.
2. **Planning/Resources Officer** – usually staffed by Sales and Marketing or a knowledgeable employee that knows who and where the priority customers are (i.e., hospitals, nursing homes, large industrial users).
3. **Logistics Officer** – usually a local employee that is knowledgeable of the food, rooms, service stations, medical facilities, etc. that employees working an emergency may need.
4. **Public Information Officer** – an employee that is knowledgeable and skilled in dealing with the media. Typically it will be local supervisor/manager until advised otherwise by Corporate Communications/Public Relations.
5. **Liaison Officer** – the person responsible for preparing and submitting all required reports about the incident to the appropriate regulatory authorities. Employees that are responsible for engineering or compliance operations will usually fill this role.
6. **Operations Liaison Officer** – filled by Director/Manager Operations that knows how to investigate, take the necessary precautions, and correct the problem. Local supervisor/manager or very knowledgeable construction or service personnel will usually staff this position.
7. **Operations Field Crew** – usually staffed by local supervisor/manager or very knowledgeable and experienced service personnel.



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The following tables list the duties and responsibilities during the Recovery Process for each of the roles:

Functional Area	Duties and Responsibilities
<b>Incident Commander</b>	<ul style="list-style-type: none"> <li>• Keeping local officials and the news media informed of the emergency operations progress.</li> <li>• Act as liaison among Liberty Utilities, the respective water suppliers, and water control when necessary.</li> <li>• Keep State Presidents, Operations, HR &amp; EHSS informed</li> <li>• Secure outside assistance when required.</li> <li>• Submits written details about the incident to Compliance.</li> </ul> <p>There will be many variations of responsibilities that will be governed by the type of emergency and location.</p> <p>There will be no shifting of delegated duties between functional areas without authorization from the Incident Commander.</p>
<b>Planning/Resources Officer</b>	<ul style="list-style-type: none"> <li>• Contact the affected customers, explaining conditions and give expected time of correction.</li> <li>• Determine customer priority for customer "turn-on" and advise the Field Staff.</li> <li>• Consult with the Field Staff to determine which employee is most capable of restoring service to these customers when necessary repairs are completed. (The Service Coordinator will be responsible for making the assignments.)</li> </ul> <p><b><u>EMERGENCY NEEDS</u></b></p> <p>Complete list of Hospitals, Nursing Homes and Industrial Customers. This list should provide the names of persons to be contacted, complete with both their business and home telephone numbers.</p>
<b>Logistics Officer</b>	<p>The season of the year and temperature forecast during an emergency shall be considered when preparing for all the following:</p> <ul style="list-style-type: none"> <li>• Number of people working on the emergency and anticipated length of time.</li> <li>• Locations of restaurants, availability of sufficient food; when restaurant is open – or arrange for it to be opened. Bottled water or electric cooking equipment in Lodge Halls, Schools, VFW, American Legion, etc. Preparation by catering service or by our own people.</li> <li>• Location of available sleeping quarters, if needed – Hotels, Motels, Lodge Halls, Schools, etc.</li> </ul>



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Functional Area	Duties and Responsibilities
	<ul style="list-style-type: none"> <li>• Locations of service stations for gasoline and other automotive needs, if required.</li> <li>• Be prepared to provide medical attention if needed.</li> <li>• Secure names and location of all persons working the emergency.</li> <li>• Provide telephone facilities where workmen may contact or be contacted by immediate family.</li> <li>• Print the current outage report and give to the Service Coordinator.</li> <li>• Staff and answer telephone during the emergency.</li> </ul>
<b>Public Information Officer</b>	<ul style="list-style-type: none"> <li>• The Media Liaison shall be handled by the Incident Commander, or one or more persons assigned by him until advised otherwise by Corporate Communications.</li> <li>• The Liaison shall ensure all pertinent data related to the emergency is available, such as: <ul style="list-style-type: none"> <li>• Cause of emergency and time it occurred.</li> <li>• Area affected; number of customers involved.</li> <li>• Number of employees involved in handling the emergency. Local employees, location of personnel from other areas.</li> <li>• Estimated time to complete emergency operation (restoring service, if applicable).</li> <li>• The above information shall be immediately released to the Radio Stations, TV, Press, Police and Fire Departments.</li> <li>• The Liaison shall keep Radio, TV, Press, Police/Fire Departments, Sound Truck, etc. informed as to the progress being made in handling the emergency.</li> <li>• The Liaison shall be responsible for sending letters to the Local Government officials (Mayor, Chief of Police, Fire Chief, etc.), thanking them for any assistance rendered during the emergency.</li> <li>• A "Thank You" newspaper advertisement should also be inserted in the local newspaper, thanking the community for their understanding and cooperation during the emergency.</li> </ul> </li> </ul>
<b>Liaison Officer</b>	<ul style="list-style-type: none"> <li>• Provide assistance to Incident Commander in relation to Regulatory Reporting.</li> <li>• If Incident is "REPORTABLE" contact: <ul style="list-style-type: none"> <li>• State Regulator</li> <li>• USDOT (Washington DC) 1 800 424-8802</li> </ul> </li> <li>• Submits written details about incident to Regulatory Reporting.</li> </ul>



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Functional Area	Duties and Responsibilities
	<ul style="list-style-type: none"> <li>• Final Analysis <ul style="list-style-type: none"> <li>• Review Operation Location's response and reports.</li> <li>• Make written report to Corporate Office and DOT/ OPS if required.</li> <li>• Note any recommendation for changes in procedure, policies or practices for re-evaluation. Forward recommendations to senior management and compliance.</li> </ul> </li> </ul>
<b>Operation Liaison Officer</b>	<ul style="list-style-type: none"> <li>• Make certain work is being handled in the proper sequence to insure the safety of employees, public and property. <ul style="list-style-type: none"> <li>• Investigates conditions and determines safety precautions that must be taken; i.e. evacuating people, ventilating buildings, detouring traffic, etc.</li> <li>• Make sure that safety operating practices are being adhered to during all phases of the emergency. When necessary advise or council in the proper operating practice.</li> <li>• Getting necessary manpower and equipment to the job site as quickly as possible.</li> <li>• Over-sees all construction, insuring that all safety precautions are taken.</li> <li>• Keeps the person-in-charge informed of progress being made toward correcting the problem.</li> <li>• See that a list of employees is being used for checking in and out of the emergency location.</li> <li>• In instances where pressure is lost, the Construction Coordinator will be responsible for re-pressurizing the system after repairs are completed and all affected customers have been turned off. He will also be responsible for purging the system.</li> <li>• Construction personnel not needed in making necessary repairs should report to the Service Coordinator to assist with meter turn-offs.</li> <li>• Upon completion of his assigned responsibilities, the Construction Coordinator shall report to the person-in-charge and offer assistance with customer light-up service.</li> </ul> </li> </ul>
Operations Field Crews	<ul style="list-style-type: none"> <li>• Make certain work is being handled in the proper sequence to insure the safety of employees, public and property. <ul style="list-style-type: none"> <li>• Investigates conditions and determines safety precautions that must be taken; i.e. evacuating people, ventilating buildings, detouring traffic, etc.</li> <li>• Make sure that safety operating practices are being adhered to during all phases of the emergency. When necessary advise or council in the proper operating practice.</li> <li>• Canvassing, turning-off and restoring the customers' water service, or whatever action is required service-wise by the emergency.</li> </ul> </li> </ul>



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Functional Area	Duties and Responsibilities
	<ul style="list-style-type: none"> <li>• Advise the Incident Commander of his manpower, material and equipment needs. (Note: 25 customers per man are a good average.)</li> <li>• See that a list of employees is being used for checking in and out of the emergency location.</li> <li>• Obtain the current outage report.</li> <li>• Obtain a customer priority list</li> <li>• The Logistics Officer shall assign priority customers and outage listings to the personnel assigned to make the canvass.</li> <li>• Each person's outage report will be a duplicate of a control sheet showing the customer's name, address, meter number, and meter location code. The control sheet shall remain with the Logistics Officer.</li> <li>• Information to share with the customers:           <ul style="list-style-type: none"> <li>• Cause of emergency</li> <li>• Estimated time for service to be restored (if applicable)</li> </ul> </li> <li>• How to use the meter listing. (Inform the employees that they may write boldly any place on the meter listing.)           <ul style="list-style-type: none"> <li>• Off at the meter</li> <li>• Off at the curb</li> </ul> </li> <li>• Remarks - Can't turn water off -- absent -- can't locate curb (Radio or call these in if possible.)</li> </ul>



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#### **h) Debriefing and Corrective Action Plan:**

The effectiveness of the EMP shall be reviewed after the end of each emergency. The objective of debriefing is to improve emergency preparedness and response by identifying areas of success and areas requiring improvement. The corrective action plan is a process that follows an occurrence that is used to identify program shortfalls and necessary corrective actions to address those shortfalls. The corrective action plan provides the techniques to manage the improvement process.

All groups that responded to the emergency should be represented and come prepared with complete details of their activities during the emergency and, where possible, provide supporting documentation.

Elements of an effective debriefing include

- A facilitator
- A secretary to record the proceedings
- A review of the sequence of events, including timing, actions taken and
- Identification of those portions of the EMP that were effective and areas that require improvement. Deficiencies usually fall under one of the following program elements: Plan or SOP revisions, training, equipment additions/modifications and facilities.
- Action items identified by the debriefing should be documented and assigned. Key lessons learned should be shared with the appropriate parties as well as Corporate. The EMP should be revised as necessary.
- Separate debriefings may be held with different groups that participated in the emergency (emergency services organizations, media etc.).

The following should be addressed in the corrective action plan:

- State the problem and identify its impact
- Review the history of corrective action issues and identify solutions
- Select a corrective action strategy and prioritize the actions to be taken as well as an associated timeline for completion
- Provide authority and resources to the individual assigned to implementation so that the designated change can be accomplished
- Identify the resources required to implement the strategy
- Check on the progress for completing the corrective action



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- Forward problems that need to be resolved by higher authorities to the level of authority that can resolve the problem
- Validate the solution

The EMP shall be kept current and updated by annual (or more frequent) reviews and by regular hazard determinations. A mechanism should be established to ensure key personnel with responsibilities under the EMP are notified of any significant changes made to the EMP.

### i) Training and Exercises

The Emergency Plan is maintained through initial training, periodic drills and exercises, record maintenance, and the review and update of the Plan. The methods of maintaining the Plan are described in this section.

#### Training, Drills and Exercises

In order for the Water Emergency Organization (EOC) to be prepared to successfully implement this Plan, personnel assigned to the EOC must be familiar with their job position, associated procedures, and equipment. This preparedness is achieved and maintained using a combination of initial training, drills, and annual exercises.

#### Training

General EOC Training is provided to those personnel primarily within Field Operations and Water System Operations who could perform as Incident Responders. General EOC Training includes an introduction and overview of water emergency preparedness for water production, distribution system and services.

Detailed EOC Training is provided for designated emergency response positions involved in the classification and coordination of various water emergency events, and for key personnel who staff the Emergency Operations Centers, the LU On-Scene Command Post, or fill the position of the Incident Commander. Detailed EOC Training consists of Emergency classification, notification, and activation and operation of emergency facilities.

During the General, Detailed, and Refresher EOC Training, instruction on the Incident Command System (ICS) will be provided to include specific instructions on the role of LU personnel in support of the Incident Commander (IC).

Refresher training for those members of the EOC who received detailed EOC Training will be accomplished during drills or by separate instruction. Every effort will be made to provide separate instruction at the LU Operations Centers.

An individual's assignment to an Emergency organization position is associated with the person's current job position within the normal organization.



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### **Drills and Exercises**

Drills are conducted to ensure effectiveness of the Plan and to keep personnel aware of their responsibility should an emergency situation arise. Emergency Management conducts emergency notification and classification drills for each Emergency Response organization. These drills verify the ability of LU personnel to perform initial notifications and classify emergencies. A drill may be a component of an exercise.

One EOC exercise may be conducted annually at one of the company facilities. This exercise is an event that tests the integrated capability of LU to respond to a significant water emergency. The exercise comprehensively evaluates the ability of the EOC to implement the emergency response plan and coordinate response activities with other organizations. State regulatory agencies may be invited to observe the exercise. The exercise may involve activation of an Emergency Operations Center and the use of an On-Scene Command Post. The exercise scenario is structured so as to allow free play for decision making as much as possible, provided that the basic objectives of the exercise are satisfied.

The results of each drill and exercise are documented and a self-assessment report is prepared. The report includes observations and recommendations of the effectiveness of the emergency response. Copies of drill/exercise reports are provided to applicable Management for review.

### **j) Program Management Review**

The Emergency Plan is reviewed on an annual basis by Emergency Planning and updated as necessary, to reflect technical, administrative, or regulatory changes.

The names and phone numbers of LU personnel and other Liberty Utilities personnel to be notified during a water incident/emergency are maintained as separate Emergency Notification documents and are updated as necessary to reflect personnel and organizational changes.

### **Liaison with Fire, Police, Other Public Officials, and Other Utilities**

- The Company shall provide liaison with Fire, Police, and other appropriate Public Officials on the federal, state, and local levels, to complement the purpose and effectiveness of the Emergency Plan.
- Company personnel shall establish liaison with Public Officials within their area of operation.
- PHMSA advises pipeline operators to include within their emergency response planning outreach to owners of electric and other utilities in order to preplan and coordinate response to pipeline emergencies.



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- Company personnel shall establish liaison with other Utilities within their area of operation.

#### **k) Record Keeping**

Recordkeeping is essential to all programs especially the EMP. All training, program elements, comprehensive emergency plans, exercises, debriefing, corrective action and evaluations must all be documented and accessible.

Records are retained for the following reasons:

- Due diligence
- Training (lessons learned)
- Regulatory requirements



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**Appendices – Sample Forms and Templates**



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## Appendix B -Company Personnel

Telephone numbers at which employees can be reached if needed after-hours, weekends, and holidays:

Manager, Pete Lucas .....Portable cellular phone .... [REDACTED]

Engineer, N/A

EHSS Manager, Shane Drye ..... [REDACTED] .....  
Portable Cell Phone .....

Operations & T & D Manager, Dan Hilton .....Portable cellular phone ...  
Weekend landline phone... [REDACTED]

Field Service Supervisor, Larry Allen .....  
Portable cellular phone .... [REDACTED]

Accounting Manager, Erin Foster ..... [REDACTED] .....

Manager Customer Service, Office

Marilyn Mayfield .....  
.....Cell..... [REDACTED]

Field Personnel

Larry Allen .....  
Lamont Davis .....  
Joey Coleman .....  
Kris Scott .....  
Jonathan Poole..... [REDACTED]

Production Personnel

Bruce Robinson, Production Supervisor.....  
Portable cellular phone .....

Philip Garrick.....  
Steve Robbins.....  
Tommy McCarrol.....  
Ken Young.....  
Jesse Goodman..... [REDACTED]



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#### T & D Personnel

Dan Hilton, Operations Manager.....	[REDACTED]	[REDACTED]
Jennifer Brown.....	[REDACTED]	[REDACTED]
Gary Dixon.....	[REDACTED]	[REDACTED]
Thomas Raymick.....	[REDACTED]	[REDACTED]
William Jiner.....	[REDACTED]	[REDACTED]
Charles Owens.....	[REDACTED]	[REDACTED]
Anthony Washington.....	[REDACTED]	[REDACTED]
Rick Scharf.....	[REDACTED]	[REDACTED]
Tony Branch.....	[REDACTED]	[REDACTED]

#### Office Personnel

Emerald Reynolds.....	[REDACTED]	[REDACTED]
Jerome Tawell.....	[REDACTED]	[REDACTED]
Debbie Eubanks.....	[REDACTED]	[REDACTED]
Alicia Crowley.....	[REDACTED]	[REDACTED]
Effie Broom-Jones.....	[REDACTED]	[REDACTED]
Romona Charlton.....	[REDACTED]	[REDACTED]
Sabrina Waters.....	[REDACTED]	[REDACTED]
Misty Wall.....	[REDACTED]	[REDACTED]
Shirita Gardner.....	[REDACTED]	[REDACTED]

#### White Hall Office Personnel

Bridget Jones.....	[REDACTED]	[REDACTED]
--------------------	------------	------------

#### Retiree List as of 01/01/01

Chris Evans.....	[REDACTED]	[REDACTED]
Jimmy & Jacque Woolems.....	[REDACTED]	[REDACTED]
Greer Wilson .....	[REDACTED]	[REDACTED]
Gene Givens .....	[REDACTED]	[REDACTED]
Diane McDaniel .....	[REDACTED]	[REDACTED]
Fannie Pettigrew.....	[REDACTED]	[REDACTED]
Louise Thomas .....	[REDACTED]	[REDACTED]
June Matthews .....	[REDACTED]	[REDACTED]
Jack Owens.....	[REDACTED]	[REDACTED]
Frances Kimbrell .....	[REDACTED]	[REDACTED]
Bobby Owen.....	[REDACTED]	[REDACTED]



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Other company cell phones  
EHSS

.....Shane Drye.....[REDACTED]

Production.....	Bruce Robinson.....
.....	Steve Robbins.....
.....	Philip Garrick.....
.....	Tommy McCarrol.....
.....	Ken Young.....
.....	Jesse Goodman.....
.....	Standby.....

T & D .....	Dan Hilton.....
.....	Thomas Raymick.....
.....	Gary Dixon.....
.....	Charles Owens.....
.....	William Jiner.....
.....	Anthony Washington.....
.....	Rick Scharf.....
.....	Tony Branch.....
.....	Chris Ross.....
.....	Casey Jones.....

Field Service.....	Larry Allen.....
.....	Lamont Davis.....
.....	Joey Coleman.....
.....	Kris Scott.....
.....	Dion Haynes.....
.....	Jonathan Poole.....
.....	Stand-by.....

Engineering ..... n/a .....



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## Appendix C - Emergency Organizations & Phone No.

**For all Emergencies, please call 9-1-1.**

**State and National**

Arkansas Department of Environmental Quality ..... 501-682-0744  
5301 Northshore Dr; No Little Rock, AR 72118.

Dean Vanderhoof.....

Fax .....

[REDACTED] 501-661-2000

Arkansas Department of Health ..... 501-661-2000  
4815 West Markham; Little Rock, AR 72205 ... 800-482-5400  
George Harper .....

Fax .....

[REDACTED]

Arkansas Department of Health Engineering Division ..... 501-661-2623  
Arkansas Public Service Commission..... 501-682-2051

P. O. Box 400; Little Rock, AR 72203

Holly Tubbs .....

Fax .....

[REDACTED]

Paul Suskie.....

501-618-8000

Arkansas State Police ..... 501-618-8000  
Troop E..... 870-247-1483

AR Dept of Health..... 800-554-5738

24 hour ..... 870-534-7312

National Response Center for Reporting Oil & Toxic Chemical Spills..... 800-424-8802  
..... Call - 911

Arkansas Economic Development ..... 501-682-2052

**Federal Bureau of Investigation (fbi)**  
**535-4580**

**870-**

Little Rock Office ..... 501-221-9100

SAC Sec Richi Ard..... Tom Brown (secretary)....  
Pine Bluff

[REDACTED]

City Information and Mayor's Office ..... 870-730-2000  
200 East 8<sup>th</sup> #201 .....  
Fax .....

[REDACTED]

Fire Department ..... 911 or 730-2048  
..... 911  
Fred Tisdale .....

[REDACTED]



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Police Department                    200 East 8th ..... 911 or 541-5300  
     Fax ..... [REDACTED]

Police Chief Jeff Hubanks ..... 911

Sewage Department                    Ken Johnson..... [REDACTED]  
     1520 S. Ohio                              Fax ..... [REDACTED]

Street Department                    1300 S. Ohio ..... 870-543-5140  
     J.T. Golden                              Cell ..... [REDACTED]  
     Fax ..... [REDACTED]

Environmental Protection Agency                                 ..... 800-424-8802

Jefferson County  
  County Judge Holcomb ..... 870-541-5360  
     Fax ..... [REDACTED]

County Sheriff Robinson ..... 870-541-5351  
  Hwy 15 Fire Department ..... 870-535-1515  
  Wally Hunt ..... [REDACTED]

Jefferson County Health Department  
  Terri Jackson                         ..... [REDACTED]  
  2306 Rike Dr                         Fax ..... [REDACTED]

Office of Emergency Services ..... 870-541-5470  
  101 East Barraque                     Fax ..... [REDACTED]  
  Karen Quarles                         Cell ..... [REDACTED]  
  MECA                                     ..... 870-541-5300

Anytime the emergency operating procedures are put into effect and there is a potential requirement for public notification for a violation of water quality; a potential for major property damage; or a potential for loss of life, the Company manager, or his designee, shall be responsible to notify one of the following in the order listed:



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OfficeHome/PagerCell

Pete Lucas.....	[REDACTED]	.....	[REDACTED]	.....	[REDACTED]
Shane Drye .....	[REDACTED]	.....	[REDACTED]	.....	[REDACTED]

## Appendix D - Emergency Customer Contact List.

Anytime an emergency exists which involves a potential requirement for public notification for a violation of water quality and/or serious injuries or loss of life of Company personnel, the Company Manager, or his designee, shall be responsible to notify the following, in addition to the above list:

Arkansas Public Service Commission..... 501-682-2051

P. O. Box 400; Little Rock, AR 72203

Holly Tubbs .....

Fax .....

Customer Complaint..... 800-482-1164

Fire Department ..... 911 or 543-5150

Dannie Smith ..... 911

Police Department ..... 911 or 541-5300

Police Chief .....

Fax .....

City Information and Mayor's Office ..... 870-730-2000

200 East 8<sup>th</sup>

Fax .....

Mayor .....

Home ..... 870-

.....

.....

Arkansas Highway Department ..... 501-569-2143

Gene Kuetel

Dollarway School District ..... 870-534-7003

4900 Dollarway

Fax .....

Dr Ruth Bogy

.....

Pine Bluff School District ..... 870-543-4270

512 S Pine

Fax .....

Frank Anthony

Home .....

University of Arkansas at Pine Bluff..... 870-575-8000



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University Police .....	870-575-8102
Fax .....	[REDACTED]
Lawrence Davis .....	Home .....
Watson Chapel School District .....	870-879-0220
4100 Camden Road .....	Fax .....
Danny Hazelwood .....	[REDACTED]
White Hall School District .....	870-247-2002
.....	870-247-3698
Dr. Larry Smith .....	[REDACTED]
.....	[REDACTED]
Aratex Services.....	Dewey Holland .....
Answering Service .....	870-247-0573
Fax .....	[REDACTED]
Arkansas Convalescent Center .....	870-534-8153
Arne Able .....	.....
6301 South Hazel .....	Fax .....
.....	[REDACTED]
Arkansas Department of Corrections .....	870-267-6999
.....	870-267-6200
P. O. Box 8707 .....	Fax .....
Larry Norris .....	[REDACTED]
Central Moloney .....	Industrial Park.....
Randy Boyd .....	Home .....
.....	[REDACTED]
6 <sup>th</sup> Street .....	Fax .....
Chris Ernst .....	[REDACTED]
.....	[REDACTED]
Davis Life Center .....	[REDACTED]
6810 South Hazel .....	Fax .....
.....	[REDACTED]
Hardin Water Association .....	[REDACTED]
.....	[REDACTED]
Wayne Hoskins .....	.....
10919 Hwy 270 .....	Fax .....
.....	[REDACTED]
Healthcare Plus.....	[REDACTED]
209 North Blake .....	Fax .....
Lucy Kirk .....	Home .....
.....	[REDACTED]





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Don Burrows  
Kevin Kilgore  
Chuck Stone

Complex Manager  
Plant Manager  
..... ext [REDACTED]

Welch Laundry & Cleaners .....  
1300 Cherry  
Jeff Welch

Home ..... [REDACTED]

Wheeling Machine .....  
P. O. Box 8028  
Jimmy Dixon

Fax ..... [REDACTED]

Young's Cleaners .....  
917 Main  
Will Fox



Insert Address

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## Appendix E - News Media

	<u>Location</u>	<u>Phone</u>	<u>FAX</u>
Television Stations			
KATV .... Channel 7 .....	Little Rock .....	[REDACTED]	[REDACTED]
KARN.... Channel 4 .....	Little Rock .....	[REDACTED]	[REDACTED]
KTHV .... Channel 11 .....	Little Rock .....	[REDACTED]	[REDACTED]
Radio Stations			
KTRN .... .....	Pine Bluff.....	[REDACTED]	[REDACTED]
	.....	.....or	[REDACTED]
Newspapers			
Pine Bluff Commercial.....	Pine Bluff.....office .....	[REDACTED]	[REDACTED]
Kersh Hall.....	News ...	[REDACTED]	(days)
	.....	[REDACTED]	

## Press Release

### Recommendations for Press Releases

1. Disseminate information as quickly as you can confirm it.
2. Tell the truth ..... All of it.
3. Avoid personalities and judgments about people.
4. Tell the customer what they should do for safety and convenience.
5. Accentuate the positive ..... Our service record, equipment, personnel, commitment, etc. This will reassure the customer and gain their confidence.

A press release will be prepared and released only by the Company Manager or the person designated by him. Because of various situations that can arise in the Liberty Utilities system, the release will be prepared to address the type of situation that we are confronting. We could totally be without water or we could have some pumping capabilities, so the situation would first have to be analyzed. In any



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event, the purpose of the press release is to inform the public of the facts and avoid unnecessary rumors.



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## Appendix F - Contractors

### Electrical Contractors and Suppliers

Haynes Electric, Inc. ....	Phillip Haynes P.O. Box 78, Bauxite, AR 72011	Cell.....
		Fax .....

### Construction

Kirby Plumbing & Mechanical .....	Kirby Raymick	Cell .....
		Fax .....

### Wells and pumps

Layne Arkansas .....	P. O. Box 948; Stuttgart Rett Burge	Fax .....
		Home .....
		Cell .....
C&B Drilling .....	1400 S. Park; Stuttgart Bruce Burdett	Fax .....
		.....

## Other Suppliers

### Materials & EQUIPMENT

Mueller .....		Fax .....
Clow Valves .....	Mike Vore	Cell.....
		Fax .....
Winwater .....	Curt Hicks	Fax .....
		Cell .....
J.M. Eagle.....		Fax .....
Endot .....		Fax .....
HD Supply.....	Hal Smith .....	Fax .....
Ford Meter Box Company, Inc, Wabash.....		



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McClelland Lab

Fax .....  
Cell .....  
Fax .....

FOOD

Simply the Best Catering

Fuel

Retif Oil and Fuel Company.....  
Gordon Driskell .....  
Kelly Aplin .....  
Chris Smithey .....

Fax .....  
Home .....  
Cell .....  
.....

### Chemical Suppliers and Equipment

Harcross Chemicals.....  
Doug Gwatney .....

Fax .....

Allied Chemicals .....

Jeff Sanchez .....

Fax .....

Cargill.....  
.....

Penoco.....  
Ray Longoria .....

EcoTech.....  
Wendy Lyons-Admin mgr  
Joe Luzzi-Owner & Manager



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## Appendix G - Other Utilities and Communications Equipment

### Other Utilities

#### CONTACT

Entergy (electric) .....	(outage) .....	[REDACTED]
Donald Hatchett Cell: [REDACTED] .....	[REDACTED]	[REDACTED]
Pine Bluff Wastewater Utility .....	[REDACTED]	[REDACTED]
..... Ken Johnson .....	[REDACTED]	[REDACTED]
Center Point Company (gas) .....	[REDACTED]	[REDACTED]
At & T (telephone, local) .....	[REDACTED]	[REDACTED]
Locator – Arkansas One-Call .....	[REDACTED]	[REDACTED]
Pine Bluff Cable Jena – Office Manager .....	Fax .....	[REDACTED]

### Communication Equipment

AT & T .....	[REDACTED]
..... Emergency Repair (Call Forwarding) .....	[REDACTED]
Douthit's (air for 2-way radio) .....	[REDACTED]
..... Clyde Douthitt .....	[REDACTED]
..... Joe Jackson .....	[REDACTED]
AT&T Wireless (cell phones) .....	[REDACTED]
AVAYA (office phones) .....	[REDACTED]
Repair Service – <a href="http://www.avaya.com">www.avaya.com</a> .....	[REDACTED]

### Flood / Weather Reporting

Local Weather Reporting (time and temperature) .....	[REDACTED]
State Police Communications .....	[REDACTED]
Road & Weather Information .....	[REDACTED]
..... [REDACTED]	[REDACTED]



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## **Appendix A: Sample Employee Emergency Notification Directory**



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## **Appendix B: Sample Emergency Organization Forms**

## **Emergency Response Equipment**

Only list the equipment at the location that may be needed during an emergency. Be sure to include safety related items (i.e., respiratory protection units, combustible water indicators).



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### **Hospitals and Ambulance Services**

Name	Address	Phone Number
JRMC	1600 West 40 <sup>th</sup>	[REDACTED]
Ambulance Transport Service	1407 North Hutchinson	[REDACTED] (911)
Emergency Transport service	1 <sup>st</sup> & University	[REDACTED] (911)

### **News Media**

Name	Contact	Phone Number
Pine Bluff Commercial	Byron Tate	[REDACTED]
KARK		[REDACTED]
KARN		[REDACTED]
KATV		[REDACTED]
KASN		[REDACTED]
KHTV		[REDACTED]



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### Lodging

Name	Address	Phone Number
American Inns and Suites	8008 HWY 270	[REDACTED]
Executive Inn	2902 Harding Ave.	[REDACTED]
Hampton Inn	511 Mallard Loop	[REDACTED]
Holiday Inn	3620 Camden Road	[REDACTED]
Holiday Inn	2903 Pine Mall Drive	[REDACTED]
Redwood Inn	8006 HWY 270	[REDACTED]
Regency Inn	2100 Harding	[REDACTED]

### Food Services

Name	Address	Phone Number



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### **Appendix C: Emergency Water Management Plan**

#### **Liberty Utilities Emergency Water Management Plan**

1. The purpose of this plan is to establish an active management program to conserve the use or waste of water under emergency operation or drought conditions. The Company may implement any portion(s) of this plan to yield the desired water conservation to fit the drought or emergency condition(s) experienced.

2. **Lawn Sprinkling Restrictions -**

a. Alternate Day Lawn Sprinkling - Requested on a voluntary basis to more evenly distribute the system water demands caused by lawn sprinkling. It can substantially reduce the number of lawn sprinkling customers at a given time and still permit a means of adequate sprinkling for customers to maintain healthy landscaping. Houses with odd numbered street addresses sprinkle on odd numbered days of the month and houses with even numbered addresses sprinkle on even numbered days of the month.

b. Lawn Sprinkling Time Intervals Restrictions - Requested on a voluntary basis to reduce the lawn sprinkling during strategic time intervals of maximum customer usage from 5 P.M. to 10 P.M. The intervals may vary depending on actual sprinkling habits and customer usage.

3. **Non-Essential Use Restrictions -** Requested on a voluntary basis to reduce the non-essential uses to conserve water. The non-essential uses of water in priority order include:

a. The use of hoses, sprinklers, or other means of sprinkling or watering of shrubbery, trees, lawns, grass, plants, vines, gardens, vegetables, flowers, or any other vegetation.

b. The use of water for washing automobiles, trucks, trailers, trailer houses, or any other type of mobile equipment.

c. The washing of streets, driveways, parking lots, service station aprons, office buildings, exteriors of homes, sidewalks, apartments, or other outdoor surfaces.

d. The operation of any ornamental fountain or other structures making a similar use of water.

e. The use of water for filling swimming or wading pools.

f. The operation of any water-cooled comfort air conditioning that does not have water-conserving equipment.

g. The use of water from fire hydrants for construction purposes or fire drills.

h. The use of water to flush a sewer line or sewer manhole.



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I. The use of water for commercial farms and nurseries other than a bare minimum to preserve plants, crops, and livestock.

***Summary***

- Residential customers - Non-essential uses a, b, c, and e are applicable, and these restrictions are the limits for enforcement.
- Commercial customers - Non-essential uses a, b, c, d, f, g, h, and i are applicable, and these restrictions are the limits for enforcement.
- Industrial customers - Non-essential uses d and f are applicable, and these restrictions are the limits for enforcement.



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#### **Appendix D: Sample Boil Water Advisory**

Dear Water Customer:

In consultation with the Arkansas Department of Health, it has been determined that the water customers should boil their drinking water. This precautionary measure is recommended because we are experiencing a drinking water problem within your service area.

It is recommended that all cooking and drinking water be brought to a complete boil for five (5) minutes before using. Please continue to boil all cooking and drinking water until we notify you that it is no longer necessary.

Until we resolve this drinking water problem, we are also asking that you conserve water and only use what is necessary for your household and personal needs.

We appreciate your cooperation during this time and will update you as necessary until the drinking water problem has been solved. If you have any questions concerning the drinking water problem, please contact your water department at [REDACTED] and ask for Craig.

Sincerely,

Manager



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**Appendix D: Sample Mutual Aid Requesting Company Checklist**

No.	Checklist Item	Comment	Date/Time
1.	Name and title of person calling.		
2.	Telephone number where you can be reached.		
3.	When the help is wanted and where the help is to report.		
4.	The name and title of person to report to.		
5.	Number and types of crews and customer service personnel requested. (One supervisor for every 5 service person is suggested).		



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No.	Checklist Item	Comment	Date/Time
11.	Tools needed: i.e., pneumatic tools, pressure-control equipment, pipe locators, combustible gas indicators, pumps, lighting equipment.		
12.	Suggested highway routes to travel and specific, detailed instructions of where to report.		
13.	Specific job site requirements regarding personnel qualifications and special equipment.		
14.	Guide with communications capability or portable radios/cellular telephones to assist responding field supervisors.		



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### Appendix E: Sample Emergency Mutual Aid Responding Company Checklist

No.	Checklist Item	Comment	Date/Time
1.	Select a supervisor or supervisors who will be in charge. (One supervisor for every 5 service person is suggested).		
2.	Instruct supervisor who is in charge of the duties expected of him/her.		
3.	Decide on mode of transportation, based on weather, distance, time of day and available transportation.		
4.	If trucks are required: <ol style="list-style-type: none"> <li>Select and assign drivers</li> <li>Select trucks</li> <li>Have trucks serviced</li> <li>Load any special tools and material if requested</li> <li>Provide for expenses from home base to destination</li> <li>Arrange departure time and notify requesting company</li> <li>Advise requesting company as to:               <ol style="list-style-type: none"> <li>Departure time</li> <li>Approximate arrival time at designated location</li> <li>Name of supervisor in charge, number of persons and vehicles.</li> </ol> </li> </ol>		
5.	Provide supervisor with: <ol style="list-style-type: none"> <li>Name and address of requesting company</li> <li>Name, address and phone number of person he or she is to report to in requesting company</li> <li>Highway routes to travel and specific detailed information of exactly where to report</li> <li>Conditions of emergency, i.e., rain, snow, wind, lightning, flood.</li> <li>Estimated duration of emergency (it is the responsibility of the requesting utility to arrange housing facilities)</li> <li>Equipment needed</li> <li>Tools required</li> <li>Weather, present and forecasted</li> </ol>		
6.	Provide supervisor in charge with check list of personal items required by employees, such as change of work clothes, personal toilet articles, shaving equipment, tool bag (which includes gloves, goggles, overalls, company uniform, work shoes, hard hats, etc.).		
7.	Provide supervisor and personnel with money and instructions to handle required expenses.		
8.	Provide accurate list of names and classifications of personnel to supervisor in charge.		



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No.	Checklist Item	Comment	Date/Time
9.	Provide supervisor with time slips, report forms and other required stationery supplies.		
10.	Provide crew members with I.D. cards and, if required, authorized CIVIL DEFENSE PASSES.		
11.	Obtain any special insurance coverage desired for duration of the emergency.		
12.	If crews are required, the responding company will only provide individuals who are qualified under the Operator Qualification requirement 49 CFR Part 192 Subpart N.		
13.	Provide field communication, if needed.		



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# **WATER EMERGENCY MANAGEMENT PLAN**

**Revised 02/22/2021**

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**Emergency Contact Numbers****Staffing of Functional Area**

Functional Area	Name	Phone Numbers	Alternate	Phone Numbers
Incident Commander	Mike Beatty	Cell: [REDACTED]	Ron Snider	Cell: [REDACTED]
Logistics Officer	Paul Carlson	Cell: [REDACTED]	Bruce Robinson	Cell: [REDACTED]
Planning/Resources Officer	Paul Carlson	Cell: [REDACTED] Home: [REDACTED]	Bruce Robinson	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]
Public Information Officer	Kelli Price	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]	Lamont Davis	Office: [REDACTED] Cell: 8[REDACTED] Home: [REDACTED]
Liaison Officer	Lamont Davis	Cell: [REDACTED]		Office: Cell: Home:
Operation Liaison Officer	Gary Dixon	Cell: [REDACTED]		Office: Cell: Home:
Safety, Environment & Security Officer	Jeff Griffin	Office: [REDACTED] Cell: [REDACTED]		Office: Cell: Home:
Finance Officer	Dede Smith	Office: [REDACTED] Cell: [REDACTED] Home: [REDACTED]		Office: Cell: Home:



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**Community Information**

For each community a local operations center is serving, the following tables need to be completed. Since Liberty Utilities serves communities in 12 different states some of the titles or verbiage in the various tables may need changed to reflect the circumstances in that community. Information for five communities is included in this document. If more than 5 communities are served then the next 5 tables can be copied and pasted at the end of the document as many times as needed. To add more information to a particular table simply insert a row in the table

**Name of Community:****Public Officials**

Title	Name	Phone Numbers
Mayor	Shirley Washington	Office: [REDACTED] Cell: Home:
Fire Chief	Shawn Howell, Sr.	Office: [REDACTED] Cell: Home:
Police Chief	Kevin Sergeant	Office: [REDACTED] Cell: Home:
Sheriff	Lafayette Woods Jr.	Office: [REDACTED] Cell: Home:
Disaster & Emergency Services	Karen Blevins	Office: [REDACTED] Cell: Home:
Mayor, Whitehall	Noel Foster	Office: [REDACTED] Cell: Home:
Other		Office: Cell: Home:
Other		Office: Cell: Home:



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## Appendix B -Company Personnel

Telephone numbers at which employees can be reached if needed after-hours, weekends, and holidays:

Manager, Ron Snider.....Portable cellular phone .... [REDACTED]

Engineer, N/A

EHSS Manager, Jeff Griffin ..... 2751 N High St .....  
Portable Cell Phone ..... [REDACTED]

Operations & T & D Manager, Paul Carlson ..... Portable cellular phone .... [REDACTED]

Field Service Supervisor, Gary Dixon ..... 1100 S State St  
Portable cellular phone .... [REDACTED]

Accounting, Dede Smith ..... 1100 S State St ..... [REDACTED]

Manager Customer Service, Office

Josh Sexton..... 2751 N High St. ....  
..... Cell ..... [REDACTED]

### Field Personnel

Gary Dixon .....	1100 S State St.....	[REDACTED]
Charles Owens.....	1100 S State St.....	[REDACTED]
Charles Ross .....	1100 S State St.....	[REDACTED]
Thomas Raymick.....	1100 S State St.....	[REDACTED]
Nicholas Breedlove .....	1100 S State St.....	[REDACTED]
Clayton Reynolds .....	1100 S State St.....	[REDACTED]
Spencer Trail .....	1100 S State St.....	[REDACTED]

### Production Personnel

Bruce Robinson .....	1100 S State St..... Portable cellular phone	[REDACTED]
Philip Garrick.....	1100 S State St.....	[REDACTED]
Trey Irvin.....	1100 S State St.....	[REDACTED]
Ken Young.....	1100 S State St.....	[REDACTED]

### Office Personnel

Shannon Bohannon..... 1100 S State St ..... [REDACTED]



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Retiree List as of 01/01/01

Chris Evans.....	510 W. 30.....	
Jimmy & Jacque Woolems.....		
Greer Wilson .....		
Gene Givens .....		
Diane McDaniel .....		
Fannie Pettigrew.....		
Louise Thomas .....		
June Matthews.....		
Jack Owens.....		
Frances Kimbrell .....		
Bobby Owen.....		



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## **Appendix C - Emergency Organizations & Phone No.**

**For all Emergencies, please call 9-1-1.**

## State and National

Arkansas Department of Environmental Quality ..... 501-682-0744  
5301 Northshore Dr; Little Rock, AR 72118.....  
Becky Keugh .....

Arkansas Department of Health ..... 501-661-2000  
4815 West Markham; Little Rock, AR 72205.... 800-482-5400  
Dr. Jose Romano..... [REDACTED]

Arkansas Department of Health Engineering Division ..... 501-661-2623  
Arkansas Public Service Commission ..... 501-682-2051

P. O. Box 400; Little Rock, AR 72203

P. O. Box 400, Little Rock, AR 72203  
Justin Tate

Justin Tate

Fax

Arkansas State Police ..... 501-618-8000

Troop E..... 870-247-1483

Digitized by srujanika@gmail.com

AR Dept of Health..... 800-462-0599  
24 hour ..... 800-651-3193

24 hour..... 800-651-3493  
National Response Center for Reporting Oil & Toxic Chemical Spills 800-424-8802

Response Center for Reporting Oil & Toxic Chemical Spills..... 800-424-8802  
Call 911

Call - 911

Arkansas Economic Development ..... 501-682-1121

**870-535-4580**

## Office

---

Little Rock Office 501-221-9100

SAC See ..... Diane Openchurch (secretary)  
Pine Bluff

Fine Buff

City Information and Mayor's Office ..... 870-730-2000  
200 East 8<sup>th</sup> #201

Fire Department                    200 East 8th ..... 911 or 870-730-2048  
                                       ..... 911  
Kevin Sergeant..... [REDACTED]



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Police Department                    200 East 8th ..... 911 or 870-730-2000  
     Fax ..... [REDACTED]  
     Police Chief Kevin Sergeant ..... 911

Sewage Department                    Ken Johnson ..... [REDACTED]  
     1520 S. Ohio                              Fax ..... [REDACTED]

Street Department                    Rick Rhodes ..... [REDACTED]  
     1300 S. Ohio                              Cell ..... [REDACTED]  
     Fax ..... [REDACTED]

Environmental Protection Agency                              ..... [REDACTED]

Jefferson County  
  County Judge ..... [REDACTED]  
     Fax ..... [REDACTED]

County Sheriff ..... [REDACTED]  
  Hwy 15 Fire Department ..... [REDACTED]

Jefferson County Health Department  
     Angela Parker ..... [REDACTED]  
     2306 Rike Dr                              Fax ..... [REDACTED]

Office of Emergency Services ..... 870-541-5470  
     101 East Barraque                              Fax ..... [REDACTED]  
     Karen Blevins                              Cell ..... [REDACTED]  
     MECA    ..... 870-541-5300

Anytime the emergency operating procedures are put into effect and there is a potential requirement for public notification for a violation of water quality; a potential for major property damage; or a potential for loss of life, the Company manager, or his designee, shall be responsible to notify one of the following in the order listed:

Cell

Paul Carlson ..... [REDACTED]  
  Ron Snider ..... [REDACTED]



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## Appendix D - Emergency Customer Contact List.

Anytime an emergency exists which involves a potential requirement for public notification for a violation of water quality and/or serious injuries or loss of life of Company personnel, the Company Manager, or his designee, shall be responsible to notify the following, in addition to the above list:

Arkansas Public Service Commission.....	501-661-2623
P. O. Box 400; Little Rock, AR 72203	
Justin Tate.....	
Fax .....	[REDACTED]
Customer Complaint.....	800-482-1164
Fire Department	200 East 8th ..... 870-543-5150
	..... 911
Police Department	200 East 8th ..... 911
	Police Chief ..... 870-730-2080
	Fax .....
City Information and Mayor's Office .....	870-730-2000
200 East 8 <sup>th</sup>	
Arkansas Highway Department	..... 501-569-2000
Lorie Tudor	
Dollarway School District.....	870-534-7003
4900 Dollarway Rd	Fax .....
Barbara Warren	[REDACTED]
Pine Bluff School District .....	870-543-4200
1215 W Pullen St	Fax .....
Barbara Warren	[REDACTED]
University of Arkansas at Pine Bluff.....	870-575-8000
University Police	..... 870-575-7037
Wanda Newell	[REDACTED]
Watson Chapel School District .....	870-879-0220
4100 Camden Road	Fax .....
Jenny Guess	[REDACTED]



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White Hall School District ..... 870-247-2002  
 Doug Dorris ..... [REDACTED]  
 Fax ..... [REDACTED]

Arkansas Convalescent Center ..... 870-534-8153  
 6301 South Hazel ..... Fax ..... [REDACTED]

Arkansas Department of Corrections ..... 870-267-6200  
 6814 Princeton Pike  
 Solomon Graves

Central Moloney ..... Industrial Park.....  
 Randy Boyd ..... Home ..... [REDACTED]  
 6<sup>th</sup> Street ..... Fax ..... [REDACTED]  
 Chris Ernst ..... [REDACTED]

Davis East Nursing Home ..... [REDACTED]  
 6810/6811 South Hazel ..... [REDACTED]  
 Lavern Terry ..... Cell ..... [REDACTED]

Hardin Water Association ..... [REDACTED]  
 ..... Wanda Williamson ..... [REDACTED]  
 10919 Hwy 270 ..... Fax ..... [REDACTED]

Healthcare Plus..... [REDACTED]  
 4747 Dusty Lake Dr ..... Home ..... [REDACTED]  
 Lucy Kirk ..... Cell ..... [REDACTED]

Fresenius Kidney Care ..... [REDACTED]  
 2910 Market St. ..... Fax ..... [REDACTED]

Jefferson County Red Cross ..... [REDACTED]  
 ..... Michelle Works ..... [REDACTED]  
 211 W 3<sup>rd</sup> #250 ..... Fax ..... [REDACTED]

Jefferson Regional Medical Center ..... [REDACTED]  
 Dennis Olson (Fac Dir) 1600 W 40<sup>th</sup> ..... Fax ..... [REDACTED]  
 Jeff D. Brooks (Security Manager) ..... Cell ..... [REDACTED]  
 Beeper 540-8561 ..... Fax ..... [REDACTED]



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Pine Bluff Sand & Gravel.....	200 N Kansas St Jimmy Smith	Fax ..... Home ..... Cell .....	[REDACTED]
	Joe Mayer Charles Warriner	Cell .....	[REDACTED]
Stant Corporation.....	5300 Jefferson Parkway Mark Bradshaw	Cell .....	[REDACTED]
Sun Gro.....	4418 Emmett Sanders Rd Bill Bumpass	Cell .....	[REDACTED]
Trinity Village .....	6400 Trinity Dr.	Fax .....	[REDACTED]
Tyson Foods – Industrial Park.....	5505 Jefferson Pkwy Don Burrows Kevin Kilgore Chuck Stone	Fax .....	[REDACTED]
		Complex Manager	[REDACTED]
		Plant Manager	[REDACTED]
		..... ext [REDACTED]	[REDACTED]
Welch Laundry & Cleaners.....	1300 Cherry Jeff Welch	Home .....	[REDACTED]
Wheeling Machine .....	5411 Industrial Dr.		[REDACTED]
Young's Cleaners .....	911 S Main		[REDACTED]



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## Appendix E - News Media

	<u>Location</u>	<u>Phone</u>	<u>FAX</u>
Television Stations			
KATV .... Channel 7 .....	Little Rock .....	[REDACTED] .....	NA
KARK.... Channel 4 .....	Little Rock .....	[REDACTED] .....	NA
KTHV .... Channel 11 .....	Little Rock .....	[REDACTED]	[REDACTED]
Radio Stations			
KTRN .....	Pine Bluff.....	[REDACTED]	NA
Newspapers			
Pine Bluff Commercial.....	Pine Bluff.....office...	[REDACTED]	NA
	.....News ...	[REDACTED]	(days)

## Press Release

### Recommendations for Press Releases

1. Disseminate information as quickly as you can confirm it.
2. Tell the truth ..... All of it.
3. Avoid personalities and judgments about people.
4. Tell the customer what they should do for safety and convenience.
5. Accentuate the positive ..... Our service record, equipment, personnel, commitment, etc. This will reassure the customer and gain their confidence.

A press release will be prepared and released only by the Company Manager or the person designated by him. Because of various situations that can arise in the Liberty Utilities system, the release will be prepared to address the type of situation that we are confronting. We could totally be without water or we could have some pumping capabilities, so the situation would first have to be analyzed. In event, the purpose of the press release is to inform the public of the facts and avoid unnecessary rumors.



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## Appendix F - Contractors

### Electrical Contractors and Suppliers

Haynes Electric, Inc. ....	Phillip Haynes P.O. Box 78, Bauxite, AR 72011	Cell.....	[REDACTED]
		Fax .....	[REDACTED]

### Construction

Kirby Plumbing & Mechanical .....	Kirby Raymick	Cell .....	[REDACTED]
		Fax .....	[REDACTED]

### Wells and pumps

Layne Arkansas .....	P. O. Box 948; Stuttgart Rett Burge	Fax .....	[REDACTED]
		Home .....	[REDACTED]
		Cell .....	[REDACTED]
C&B Drilling .....	1400 S. Park; Stuttgart Bruce Burdett	Fax .....	[REDACTED]
		.....	[REDACTED]

## Other Suppliers

### Materials & EQUIPMENT

Mueller .....		Fax .....	[REDACTED]
Clow Valves .....	Mike Vore	Cell.....	[REDACTED]
		Fax .....	[REDACTED]
Winwater .....	Curt Hicks	Fax .....	[REDACTED]
		Cell .....	[REDACTED]
J.M. Eagle .....		Fax .....	[REDACTED]
Endot .....		Fax .....	[REDACTED]
HD Supply .....	Hal Smith .....	Fax .....	[REDACTED]
		Fax .....	[REDACTED]
Ford Meter Box Company, Inc, Wabash .....			[REDACTED]



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McClelland Lab

Fax .....  
Cell .....  
Fax .....

Fuel

Retif Oil and Fuel Company.....

Fax .....  
Home .....  
Cell .....  
.....

Gordon Driskell  
Kelly Aplin  
Chris Smithey

### Chemical Suppliers and Equipment

Harcross Chemicals.....

Doug Gwatney .....

Fax .....

Allied Chemicals .....

Jeff Sanchez .....

Fax .....

Cargill.....

.....

Penoco.....

Ray Longoria .....

.....

EcoTech.....

Wendy Lyons-Admin mgr  
Joe Luzzi-Owner & Manager



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## Appendix G - Other Utilities and Communications Equipment

### Other Utilities

#### CONTACT

Entergy (electric) .....	(outage) .....	[REDACTED]
Pine Bluff Wastewater Utility .....	[REDACTED]	[REDACTED]
Center Point Company (gas) .....	[REDACTED]	[REDACTED]
AT&T (telephone, local) .....	Locator – Arkansas One-Call .....	[REDACTED]
Pine Bluff Cable .....	or .....	[REDACTED]

### Communication Equipment

AT&T .....	Emergency Repair (Call Forwarding) .....	[REDACTED]
Douthit's (air for 2-way radio) .....	[REDACTED]	[REDACTED]
AT&T Wireless (cell phones) .....	[REDACTED]	[REDACTED]

### Flood / Weather Reporting

Local Weather Reporting (time and temperature) .....	[REDACTED]
State Police Communications .....	[REDACTED]
Road & Weather Information .....	[REDACTED]
.....	[REDACTED]

## Appendix A: Sample Employee Emergency Notification Directory

Notification Org	Last Name	First Name	Title	Location	E Address	Text/Cell Phone Notification	Level 5	Level 4	Level 3	Level 2	Level 1
E = E C = Cell P T = Text P = P	Beland	Anthony	Supervisor-Construction	MAN			E/T	E/T	E/T	E/T	E/T
	Bernier	Andrew	Project Engineer-Gas	NAS			E	E	E/T	E/T	E/T
	Brouillard	Chris	Director Engineering	SAL			E	E	E/T	E/T	E/T
	Burns	Ryan	Program Engineer-Gas	NAS			E	E	E/T	E/T	E/T
	Casey	Mary	Environmental Program Manager	SA3			E/T/C	E/T	E/T	E/T	E/T
	Cassetty	Gwyn M	Manager Field Operations /Construction	MAN			E/T	E/T	E/T	E/T/C	E/T/C
	Clement	Gregory P.	Supervisor I/R-Control	MAN			E/T	E/T	E/T	E/T	E/T
	Cody	Leo T	Program Manager, Compliance/Qual, Gas	SA3			E	E	E/T	E/T	E/T
	Crabtree	Ian T	Project Engineer-Gas	MAN			E	E	E/T	E/T	E/T
	Dafonte	F. Chico	Director, Energy Procurement	SA3			E	E	E/T	E/T	E/T
	DeVecchio	Vic	President	SA3			E	E	E/T	E/T	E/T/C
	Deppmeyer	Timothy S	Manager Compliance, Qual & Emerg. Management	LEB			E	E	E/T	E/T	E/T
	Dombrowski	Stephen	Supervisor-Construction	NAS			E	E	E/T	E/T	E/T
	Fuary	Shawn	Corrosion Engineer-Gas	MAN			E	E	E/T	E/T	E/T
	Gallagher	Norman M.	Manager Production, Dispatch & Control	SAL			E	E/T	E/T	E/T/C	E/T/C
	Hale	Debra I	Director, Government & Community Relations	MAN			E/T	E/T	E/T	E/T/C	E/T/C
	Harris	Nicole M	Manager, Customer Services	SA3			E	E	E/T	E/T	E/T
	Johnson	Robert J	Program Manager, Compliance/Qual, Electric	SA3			E	E	E/T	E/T	E/T
	Kelley	Kathleen	Supervisor Dispatch & Control	SAL			E/T	E/T	E/T	E/T	E/T
	Kinch	Paul	Manager Accounting/Accountant-Energy North	SA3			E	E	E	E	E
	Kirk	Maureen	Sales & Marketing/Media	SA3			E	E/T	E/T	E/T/C	E/T/C
	Knott	Michael G	Manager, Environmental, Health, Safety & Security	SA3			E/T	E/T	E/T	E/T	E/T/C
	Knowlton	Sarah	Assistant General Council	SA3			E	E	E/T	E/T	E/T/C
	Leclair	Leonard C.	Supervisor-Field Operations	MAN			E/T	E/T	E/T	E/T	E/T
	MacDonald	Richard	Director Gas Operations	MAN			E/T	E/T	E/T	E/T/C	E/T/C
	McCormick	David	Supervisor-Field Operations	NAS			E/T	E/T	E/T	E/T	E/T
	Mostone Jr.	Robert A.	Supervisor-CMS	MAN			E/T	E/T	E/T	E/T	E/T
	Musto	Tracy A	Ops Support Analyst/Planner	MAN			E	E	E/T	E/T	E/T
	Pazzanese	Michael	Health & Safety Program Manager	SA3			E	E/T	E/T	E/T	E/T
	Poulis	Alan S.	Supervisor-Field Operations	NAS			E/T	E/T	E/T	E/T	E/T
	Soad	Daniel G	VP Operations & Engineering	SA3			E	E/T	E/T	E/T/C	E/T/C
	Sandrelli	David D	Supervisor Production-Dispatch	MAN			E/T	E/T	E/T	E/T	E/T
	Shea	Paul J.	Supervisor-Field Operations	TIL			E/T	E/T	E/T	E/T	E/T
	Sherry	Bill	VP Customer Service & Business Development	SA3			E	E	E/T	E/T/C	E/T/C
	Shore	John	Communication & Marketing	SA3			E	E/T	E/T	E/T/C	E/T/C
	Smith	Mark E	VP Human Resources	SA3			E	E	E/T	E/T/C	E/T/C
	Stanley	Eric	Energy Efficiency Program Manager	SA3			E	E	E/T	E/T	E/T
	Sezechura	Stephen	Security/Facility Program Manager	SA3			E/T	E/T	E/T	E/T	E/T
Liberty Utilities Oakville	E	Notification to LU Senior Leadership			OAK		E	E	E	E	E
	TeleP	1st call - Sam Husain			OAK					P	P
		2nd Call = Kelly Castledine			OAK					P	P
NH PUC	TeleP Notification	NH PUC Normal Hours				No further notification required				P	P
		Off hours 16:45 - 08:00 Primary - David Burnell				If reached - no further notification required				P	P
		Off hours 16:45 - 08:00 Secondary - Randy Knepper				If reached - no further notification required				P	P
		Off hours 16:45 - 08:00 Tertiary - Joseph Vercellotti -								P	P
PHMSA (National Response Center)											P



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### **Hospitals and Ambulance Services**

Name	Address	Phone Number
JRMC	1600 West 40 <sup>th</sup>	870-541-7100
Ambulance Transport Service	1407 North Hutchinson	870-247-1804 (911)
Emergency Transport service	514 W 5th	870-536-0734 (911)

### **News Media**

Name	Contact	Phone Number
Pine Bluff Commercial	Byron Tate	870-534-3400
KARK		501-340-4444
KTRN		870-536-3282



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### Lodging

Name	Address	Phone Number
American Inns and Suites	8008 Sheridan Rd.	870-247-8200
Executive Inn	2902 Harding Ave.	870-536-2100
Hampton Inn	511 Mallard Loop	870-850-7488
Holiday Inn	3620 Camden Road	870-879-3800
Holiday Inn	2903 Pine Mall Drive	870-534-1810
Redwood Inn	8006 Sheridan Rd.	870-247-1339

### Food Services

Name	Address	Phone Number
Burger King	5515 S. Olive	870-536-3756
McDonald's	2819 S. Olive	870-536-2070
Sam's Southern Eatery	1704 E Harding Ave	870-536-2222
Subway	1620 S Main	870-535-4782

### AFFIDAVIT OF MICHAEL D. BEATTY

I, Michael D. Beatty, having personal knowledge of the statements made herein, do state under oath:

1. I am Vice President of Natural Gas and Water Operations for Liberty Utilities' Central Region, which includes Liberty Utilities (Pine Bluff Water) Inc. ("Liberty-Pine Bluff Water"). My responsibilities include the regulatory, financial, operations, and customer care aspects of Liberty-Pine Bluff Water and ensuring that we comply with regulations and rules that concern safety, reliability and rates. I hold a B.S. in mechanical engineering from the Missouri University of Science and Technology. I am licensed as a Professional Engineer in Missouri, as well as in Colorado, Kansas, Illinois, Iowa, South Carolina, Tennessee (inactive), and Virginia.

2. Attached to and submitted as part of this Affidavit is a Public Report and certain related documents, including the Liberty Utilities Eater Emergency Management Plan.

3. The foregoing documents are sometimes, collectively, the "Responsive Documents."

4. The Responsive Documents were generated, drafted, and/or compiled pursuant to Order No. 1 of Arkansas Public Services Commission Docket 21-029-U.

5. The information contained in the Responsive Documents is true and correct.

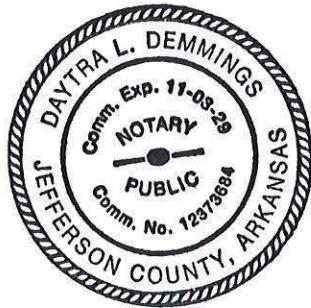
FURTHER THE AFFIANT SAYETH NAUGHT.



Michael D. Beatty  
Vice President of Natural Gas and Water Operations  
on behalf of Liberty Utilities (Pine Bluff Water) Inc.

STATE OF ARKANSAS )  
 )  
COUNTY OF Jefferson )

On this 25th day of February, 2021, before me, the undersigned, a Notary Public, appeared in person the within named, and stated and acknowledged that he or she had so signed, executed and delivered the foregoing instrument for the consideration, uses and purposes therein mentioned and set forth.



Daytra L. Demmings  
Notary Public  
My Commission Expires: 11-03-2029