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# **EMERGENCY ACTION PLAN AND PROCEDURES**

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## **Heber Springs Water/ Wastewater Utility**

PWS #104

1108 West Front Street

Heber Springs, AR 72543

Telephone: (501) 362-3422 Fax: (501) 362-3338

Email: hswd@heberspringswater.com

File: Server\Documents\forms\Emergency Plan

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Updated 9/26/14

### **PURPOSE AND OBJECTIVE**

The purpose of this emergency plan is to develop the capability to deliver water to our customers under emergency conditions. The objective of this plan is to minimize the effects of natural or caused disasters on the water system. Prior planning and training will allow the water utility to respond in a more efficient and timely manner to emergency situations in order to maintain a quality water at a sufficient quantity. It is to that end that this emergency plan is developed.

This emergency plan should be updated annually to meet the changing needs and requirements of the water system. In addition, emergency equipment (i.e. generators, etc.) should be checked to verify it is in working order on a routine schedule.

### **RESPONSIBILITIES AND CHAIN-OF-COMMAND**

If a disaster occurs during regular business hours, all utility personnel will be utilized in areas of need, and whenever possible, all employees are expected to stay at their work stations unless instructed otherwise.

If a disaster occurs outside of regular business hours, employees should, when possible, report for their regularly scheduled work shift, unless called back to work before then.

If a disaster occurs outside of regular business hours, and the disaster is of such magnitude in the Association that the phone communications with the water system manager or emergency contact person cannot be established, all employees of the Heber Springs Water/Wastewater Utility should report to the office at the Water Utility Office at 1108 West Front Street, Heber Springs, AR.

Alternate site # 1: 4<sup>th</sup> Street Maintenance Shop

Alternate site # 2: City Hall

Alternate site # 3: Wastewater Treatment Plant

## PERSONS TO NOTIFY

Notify the following individuals of the emergency situation as soon as possible following the emergency. The persons are listed below in order of CHAIN-OF-COMMAND.

### 1: UTILITY MANAGER

#### Kent Latch

OFFICE PHONE NUMBER.....(501) 362-3422  
HOME PHONE NUMBER.....(501) 250-6229  
24 HOUR EMERGENCY NUMBER.....(501) 250-6229

### 2: WATER SUPERINTENDENT

#### Randy White

OFFICE PHONE NUMBER.....(501) 362-3422  
HOME PHONE NUMBER.....(501) 362-3930  
24 HOUR EMERGENCY NUMBER..... (501) 250-6223

### 4: WASTEWATER SUPERINTENDENT

#### Sam Query

OFFICE PHONE NUMBER.....(501) 362-3422  
HOME PHONE NUMBER.....(501) 362-5385  
24 HOUR EMERGENCY NUMBER.....(501) 250-6225

### 5: DISTRIBUTION AND MAINTENANCE DIRECTOR

#### Tom Stanford

OFFICE PHONE NUMBER.....(501) 362-3422  
HOME PHONE NUMBER.....(501) 250-6226  
24 HOUR EMERGENCY NUMBER.....(501) 250-6226

### 6: CHIEF WATER TREATMENT PLANT OPERATOR

#### Randy White

OFFICE PHONE NUMBER.....(501) 362-3422  
HOME PHONE NUMBER.....(501) 362-3930  
24 HOUR EMERGENCY NUMBER.....(501) 250-6223

### 7: WATER TREATMENT PLANT OPERATOR

#### Carl Johnson

OFFICE PHONE NUMBER.....(501) 362-3422  
HOME PHONE NUMBER.....(501) 362-3136  
24 HOUR EMERGENCY NUMBER.....(501) 691-0512

**8: SEWER TREATMENT PLANT OPERATOR**

**Joey Massey**

OFFICE PHONE NUMBER.....(501) 362-3375  
HOME PHONE NUMBER.....(501) 206-2420  
24 HOUR EMERGENCY NUMBER.....(501) 250-3442

**9: ALTERNATE SEWER PLANT OPERATOR**

**Carl Johnson**.....(501)691-0512

**10: OFFICE MANAGER**

**Marylyn Barton**

OFFICE PHONE NUMBER.....(501) 362-3422  
OFFICE CELL NUMBER.....(501) 250-5377  
HOME PHONE NUMBER.....(501) 362-8987  
24 HOUR EMERGENCY NUMBER.....(501) 206-6310

**11: WATER ASSOCIATION BOARD PRESIDENT**

**John Latimer**

OFFICE PHONE NUMBER.....(501) 206-2373  
HOME PHONE NUMBER.....(501) 362-7045

**12: OTHER WATER BOARD MEMBERS**

**Todd Schroeder**

OFFICE PHONE NUMBER.....(501) 362-3166  
CELL PHONE NUMBER.....(501) 281-5277

**Burt Eddington**

OFFICE PHONE NUMBER.....(501) 887-4015  
CELL PHONE NUMBER.....(501) 206-5856  
HOME PHONE NUMBER.....(501) 362-0894

**13. EMERGENCY RESPONSE COORDINATOR**

**Paul Graham**

OFFICE PHONE NUMBER.....(501) 362-3422  
CELL PHONE NUMBER.....(501) 250-5788  
HOME PHONE NUMBER.....(501) 250-5788

## EMERGENCY PHONE NUMBERS

The following list of telephone numbers are provided for quick reference in case of a major emergency. POST THESE EMERGENCY NUMBERS NEAR TELEPHONES FOR QUICK REFERENCE.

ARKANSAS DEPARTMENT OF HEALTH ----- 1-501-661-2623  
 (EMERGENCY/AFTER HOURS)----- 1-800-554-5738

OFFICE OF EMERGENCY MANAGEMENT ----- (501) 362-2911  
 Greg Carr----- (501) 206-6862  
 Amanda Cameron----- (501) 206-9375

ARKANSAS ONE CALL ----- 1-800-482-8998 or 811

ARKANSAS STATE POLICE ----- 501-362-8143

COUNTY SHERIFF'S DEPARTMENT ----- 501-362-8143

CITY POLICE DEPARTMENT----- 501-362-8291

CITY FIRE DEPARTMENT----- 911 or 501-362-5523

HOSPITAL NAME Baptist Medical Center-Heber Springs----- (501) 887-3000

ELECTRIC COMPANY Entergy----- 800-368-3749  
 Paul Ford..... (501) 472-7930

ELECTRIC COMPANY First Electric Corp.----- (501) 362-3166  
 24-HOUR EMERGENCY PHONE NUMBER----- 800-489-4807  
 Todd Schroeder Manager..... 501-362-5241 Cell:  
 501-281-5277

GAS COMPANY Centerpoint Entergy----- 1-800-992-7552  
 24-HOUR EMERGENCY PHONE NUMBER----- 800-844-7440

TELEPHONE COMPANY Southwestern Bell----- 800-479-2977

RADIO STATION KFFB Heber Springs----- 501-362-5863

SUDDELINK CABLE TV COMPANY----- 501-362-3413  
 24-HOUR EMERGENCY PHONE NUMBER----- 501-362-3413  
 Curtis Brierly----- 501-206-7848

RADIO STATION KWCK 99.9 100 E. Arch St Searcy AR----- 501-268-7123

TELEVISION STATION Ch. 11----- 501-376-1111

NEWSPAPER COMPANY Cleburne County Sun Times----- 501-362-2425

ARKANSAS HIGHWAY DEPARTMENT----- (501) 362-3494  
Raymond Ratton.....Cell: (870) 262-7006

ARWARN-----ARwarn.org

ARWARN should be consulted in advance of any emergency to locate available resources in the event of such emergency.

As soon as possible, the water system Manager or other designated person(s) should notify all consecutive systems to which water is sold of the emergency situation and advise them of what steps are being taken to deal with the emergency.

Consecutive System..... Tumbling Shoals Water Operator  
Manager:..... Ella Jo Greene  
OfficePhone..... (501) 362-8510  
Home Phone:..... (501) 362-3200

Consecutive System..... Mountain Top Water Operator  
Manager:..... Nancy Duren  
Office Phone..... (501) 362-5803  
Home Phone:..... (501) 362-1673  
24 HOUR EMERGENCY PHONE NUMBER .....(501) 362-5802

## **RESPONSES TO EMERGENCIES**

### **IN THE EVENT OF AN EMERGENCY:**

1. Assess the situation. Determine what type of emergency exists.
2. Try to remain CALM.
3. Follow the instructions in the emergency plan and contact the necessary personnel listed in RESPONSIBILITIES AND CHAIN-OF-COMMAND.

The first step in responding to an emergency situation is assessing the situation. An accurate assessment requires accurate and complete information. The Manager or Designated person/s of the Heber Springs Water/Wastewater Utility, will advise you of what areas of the water system to assess. Damage to one component of the system may affect other components of the system as well. Therefore, be as complete and concise as you can when evaluating damage to the water system. Dependent on the magnitude of the disaster, be prepared to respond to customer calls as soon as possible.

In event of an emergency which results in the inability of the water system to provide water service to a large segment area for a prolonged period of time, water points will be established to provide water for essential human needs. These water points will be established by:

1. Connection 2-inch steel pipe headers with multiple faucets to fire hydrants at locations where the distribution system remains pressurized. If possible, sterilize before use.
2. Locating water trailers at various locations throughout areas where service is not available. Preferable locations for water points are at or near fire stations so firemen could provide some supervision and control. If necessary, water personnel will be assigned to man the trailers.

The following persons will be responsible for establishing water distribution points and installing pipe headers with multiple faucets where needed.

Tom Stanford 250-6226 Alternate: Tommy Thomas 250-3519

Water trailers should be obtained from wherever you can find them.

172<sup>nd</sup> Maintenance Co. AR. Nat. Guard  
WORK PHONE: (501) 362-2433

## SEVERE WEATHER RESPONSE

### IN EVENT OF SEVERE WEATHER

1. Determine the severity and extent of the weather.
2. In the event of dangerous lightening, turn off all essential electronic equipment and unplug from all electrical and network outlets.

### SPLITTING THE FLEET

When a tornado is possible, Department personnel shall be responsible for splitting up the equipment that is located at the 4<sup>th</sup>. Street Shop. This is to reduce the possibility of complete fleet destruction in the event of a tornado. This shall be done as soon as possible upon notification of severe weather in the area. The following is a guideline as to how this is to be done.

1. One service truck, backhoe, mini track, and dump truck shall remain at the 4<sup>th</sup> street shop.
2. One service truck, backhoe, mini track and dump truck shall be moved to the Wastewater Treatment Plant.
3. One service truck, backhoe, and dump truck shall be moved to the Water Treatment Plant.
4. If equipment is on a jobsite, then such equipment shall remain at the jobsite.
5. One Generator shall stay at 4<sup>th</sup> Street Shop.
6. The other generators shall be split in the same fashion as the other equipment

## CAVE-INS

When a cave-in occurs, it shall be the duty of the ONSITE CERTIFIED COMPETENT PERSON to be in charge of ALL rescue and scene activities. The Competent Person or CP shall only be relieved when someone with more training and experience arrives and chooses to assume command.

The onsite CP shall be in charge of overseeing scene security, personnel job duties, and coordinating with rescue services such as the Fire, EMS, and Police Departments.

The following is a guideline as to the response to cave-ins:

1. As soon as a cave-in occurs, the CP or his representative shall assess the scene and IMMEDIATELY call 911 if necessary. DO NOT assume that rescue services will be available immediately!
2. After the call to 911 is made, the CP or his representative shall notify the Utility Manager (following the chain of command) and activate the RAPID EXTRACTION TEAM or R.E.T. DO NOT ATTEMPT TO ENTER THE DITCH!!
3. The R.E.T. shall be in charge of obtaining and installing the TRENCH SHEILDS to aid in the stabilization of the ditch. NO ONE SHALL ENTER THE DITCH UNTIL THE PROPER PROTECTIONS ARE IN PLACE!
4. Once the R.E.T. is on scene, it shall be the duty of the CP or his representative to oversee the placement of extra personnel, and utilize them where and when needed if they are needed. ALL personnel that are not on the R.E.T. shall stay back until called on.

The Water Utility Personnel will assume full responsibility in extracting victims from the cave-in. However, the fire department may also be utilized should they have trained personnel and are capable of such rescue. Northstar EMS shall also be onsite to offer aid to the victims.



## **Rapid Extraction Team**

The Rapid Extraction Team shall consist of seven (7) members of the Heber Springs Water Utility and will be charged with the responsibility of the extraction of victims of cave-ins.

This team shall consist of the following personnel:

Tom Stanford  
Tommy Thomas  
Brandon Harlan  
Joey Massey  
Wesley Scoggins  
Ray Barker  
Jim Coughlin

Upon notification of a cave-in, the R.E.T. shall obtain the trailer containing the shielding equipment that shall be located in the Maintenance Shop at 4<sup>th</sup> Street.

-Wesley Scoggins shall be in charge of obtaining the trailer. He can call Ray Barker for assistance if he needs it.

- Tom Stanford shall be in charge of calling all utility and rescue services. If Tom is not available, then Tommy Thomas shall be the backup.

-All other members of the R.E.T. are to report to the scene and begin shield set-up when the trailer arrives.

-Someone should be appointed who will be responsible for crowd/traffic control as well as coordinating with police and fire services to provide a safe and secure scene.

**ALL R.E.T. MEMBERS SHALL BE REQUIRED TO TRAIN AT LEAST ONCE A YEAR TO BE PROFICIENT IN THE USE OF THE TRENCH SHIELDS.**

## **TERRORIST ACTS OR INTENTIONAL CONTAMINATION OF WATER SUPPLY BY POISONS OR TOXIC AGENTS AND HAZARDOUS CHEMICAL SPILLS.**

### **TAKE ALL TERRORISTIC ACTS SERIOUSLY.**

Terroristic acts are usually reported by telephone. The receiver of such calls should get as much information from the caller as possible. In case of a hazardous chemical spill, follow the same procedures. Every attempt should be made to get the following information:

1. Has the poison or agent already been placed in the system?
2. What kind of contaminant was used or proposed to be used?
3. Where was the material introduced into the system.?
4. How much of the material was used?
5. When was the material applied?
6. How was the material applied?
7. Who is the caller and where do they live?
8. What organization does the caller represent and how can he/she be contacted?

If the contaminant has been introduced into the raw water supply:

1. Immediately shut off the raw water pumps.
2. Shut off all pumps and components of the water treatment plant. Isolate water treatment plant from distribution system.
3. Notify the person in charge (Utility Director/Water Manager or Designated person/s) as soon as possible of the threat/Terroristic activity. He/She will immediately notify the following people or will assign someone to make notifications:
  - a. The news media is to issue an order to not consume and/or use water due to the possibility of contaminants being present in the water. Hold press conference and issue news releases so those customers in the affected areas will be notified to not consume and/or use the water until further notice.
  - b. Call the Arkansas Department of Health, Division of Engineering, at 1-501-661-2623 or 1-800-482-5400 (after hours/weekends). Provide as much information as possible about the contaminant, which has been introduced in to the water supply. Give ADH personnel a telephone number where they can contact the Manager or Operator on duty.
  - c. The Poison Information Center in Little Rock will determine adverse health effects of the contaminant.
  - d. State Office of Emergency Services.
  - e. Local and State Police.

4. Be prepared to collect samples and transport them to the Arkansas Department of Health (ADH) for analysis. If analysis indicates there is no contaminant present, the ADH will lift the NO WATER consumption order.

If laboratory tests indicate positive results:

- a. Notify the media to advise customers in the affected areas to continue to not consume and/or use the water.
- b. Flush the sample distribution system until negative results are obtained.
- c. Increase chlorine concentrations in the distribution system.

If the contaminant has been introduced into the distribution system follow steps 3 and 4. In addition:

1. Immediately isolate the facility where the contaminant was reported to have been introduced.
2. Isolate storage tanks. Close critical distribution system valves to isolate segments of the system to minimized contaminants spread throughout the distribution system.
3. Open fire hydrants to flush contaminants out of the water mains.

**DO NOT ALLOW** customers to consume water from the system until the Arkansas Department of Health has determined the water is safe for human consumption again.

## **MAJOR TRANSMISSION LINE LEAKS OR BREAKS**

1. Isolate the damaged pipeline section through valving, and maintain service to the rest of the water system.
2. If necessary, shut off pumps and valve off storage tanks that feed water to areas where there are major line breaks to conserve water until repairs can be completed.
3. If any portion of the system suffers negative pressure and/or lack of pressure on the distribution system, notify the Arkansas Department of Health and the County Sanitarian. A BOILING WATER ORDER will be issued to the public and the news media. See Appendix A for Boil Water Order procedures.
4. Restore water to hospital and critical care facilities as soon as possible.
5. Repair main breaks as soon as possible. If amounts of unaccounted for water becomes excessive, continue to look for breaks in the distribution system.
6. If supplies are needed above those available at the time emergency, a list of suppliers is located in Appendix C. Contact the supplier and inform him of the emergency situation to expedite shipment of new supplies.
7. A list of local contractors and plumbing companies is attached in Appendix D in the event that water system employees are unable to respond to the emergency due to the extent of the emergency or personal injury.  
The Utility Manager or Designated person/s will be responsible for contracting with these companies for services in an emergency.

## **POWER OUTAGE/MAJOR ELECTRICAL PROBLEMS**

1. Determine what part/s of the water distribution system are affected by the outage. Contact the Electric Company of the area affected, as listed under EMERGENCY NUMBERS, immediately so that power can be restored as soon as possible. Determine the length of time the failure will exist.
  - a. If sufficient water supply exists in the storage tanks to adequately cover the period of power outage, no other action will be necessary.
  - b. If the expected repair time exceeds water storage supply estimates, immediately notify the persons listed in the CHAIN-OF –COMMAND at the beginning of this document.
2. Start auxiliary generator as soon as possible if one is available. If the water department does not have an emergency generator, a portable generator will be made available to the water department through: NA or possibly the National Guard.

Following instructions in the operational manual for starting and connecting the generator to pumping facilities

3. Monitor the water levels in storage tanks. If there is a loss of pressure or negative water pressure occurs in any part of the system, tell a supervisor and they will contact the Arkansas Department of Health. A BOIL WATER ORDER will be issued immediately for the affected areas of the distribution system. See Appendix A for Boil Water Order Procedures.
4. Issue a CONSERVATION OF WATER ORDER through the news media and by direct notification to large industrial water users.
5. If an extended outage occurs, establish water distribution points from water trailers. Notify the news media of locations of water distribution points for citizen's use.
6. If a major equipment electrical problem exists (i.e. raw water pump, high service pump, or critical booster pump) assess the water treatment plants ability to continue operation using the remaining equipment. If the plant is unable to continue operation at adequate water supply levels, follow instructions above.
7. Call the following contractors to make major electrical repairs for the water system:

COMPANY NAME..... OIC Inc.  
CONTACT PERSON..... Dennis Ouellette  
Work Number.....(501) 562-3307

## GenSet Starting Procedure – Unit G61

1. **Prestart Check List:**

- A. Check engine oil level; pull dipstick.
- B. Coolant level, near top of radiator.
- C. Check fuel level in tank and that fuel system is primed.
- D. Make sure generator set cooling inlet/outlet and exhaust ventilation openings are clear (not blocked).

2. **Starting GenSet (Manual Mode):**

**Turn the O/Manual/Auto switch to the manual position and press the manual Run/Stop button.** The starter will begin cranking and, after a few seconds, the engine will start and the starter will disconnect.

**If the engine does not start**, the starter will disengage and control will indicate an over crank shutdown. To clear a fail to start shutdown, place the O/Manual/Auto switch in the **O** (or off position), and press the Fault Acknowledge/Reset button. Before attempting to restart, wait 2 minutes for starter motor to cool and repeat the starting procedure. If the engine does not run after a second attempt, refer to the Troubleshooting Section in Manual.

3. **In cold weather**, temperatures below 40°F, preheat cooling system when possible. If not possible let engine warm up before applying load.

4. **Stopping:**

Before stopping run the generator at No Load for 3 to 5 minutes before stopping.

5. **Turn the O/Manual/Auto switch to the O (off) position.** If possible, hot shutdown under Load should be avoided.

## GenSet Starting Procedure – Unit G41

1. **Prestart Check List:**

- A. Check engine oil level; pull dipstick.
- B. Coolant level, near top of radiator.
- C. Check fuel level in tank and that fuel system is primed.
- D. Make sure generator set cooling inlet/outlet and exhaust ventilation openings are clear (not blocked).

2. **Starting at the Control Panel (Manual Mode):**

Pressing any control button will activate control panel. **Press the hand symbol**, the starter will begin cranking and after a few seconds the engine will start and the starter will disconnect.

**If the engine fails to start**, the starter will disengage and the control will indicate a “Fail To Start Shutdown”. To clear a fail to start shutdown, press the **O (Off)** button. Before attempting to restart, wait 2 minutes, for starter motor to cool down, and then repeat the starting procedure. If the engine does not run after a second attempt, refer to the Troubleshooting Section in Manual.

3. **In cold weather**, if ambient temperatures fall below 40°F, preheat cooling system, when possible, with the engine jacket water coolant heater. If preheating is not possible, let the engine warm up before applying a Load.

4. **Stopping:**

Before stopping, run the generator, set at No Load for 3 to 5 minutes before stopping. Avoid stopping generator under a Load.

## **G61 Generator**

### **Will Power the Following Lift Stations**

<b><u>Lift Station</u></b>	<b><u>Location</u></b>
#C Intake	Anderson Circle
#O Telephone Office	Hwy 25B N.

## **G41 Generator**

### **Will Power the Following Lift Stations**

<b><u>Lift Station</u></b>	<b><u>Location</u></b>	<b><u>Volts</u></b>	<b><u>Phase</u></b>
A. Ely	Vinegar Hill	460V	3Ph
B. Barnett	W. Front Street	230V	3Ph
D. Palisades	Palisades Circle	460V	3Ph
E. Lakeshore	Lakeshore & WeddingFord	460V	3Ph
F. Lakeshore Dr.	Lakeshore Drive	460V	3Ph
G. Cotton's	Case Ford Road	460V	3Ph
H. Eagle Bay	Eagle Bay	230V	3Ph
J. Scenic Lane	Scenic Lane	460V	3Ph
L. Smokey Ridge	Smokey Ridge	460V	3Ph
M. Lakeview	Lakeview Dr.	460V	3Ph
N. Dudeck	Elmwood	460V	3Ph
P. Holiday Inn	Perry Dr.	460V	3Ph
R. Fire Station	Hwy 25 N	460V	3Ph
S. Mason's	Hwy 110 E Trailer Park	460V	3Ph
T. Skil	Industrial Park Rd.	230V	3Ph
W. Nature Scents	Hwy 110 E.	460V	3Ph
X. Southridge	Southridge Village	460V	3Ph



## **G120 Generator**

### **Will Power the Following Lift Stations**

<b><u>Lift Station</u></b>	<b><u>Location</u></b>	<b><u>Volts</u></b>	<b><u>Phase</u></b>
I. Keys/Widner	Rock Lane	230V	1Ph
K. Thunderbird #1	Thunderbird (Pool)	230V	1Ph
K. Thunderbird #2	North of Club	230V	1Ph
Q. Trailwood	Black Oak Lane	230V	1Ph
U. Rivercrest #1	Rivercrest	230V	1Ph
U. Rivercrest #2	Rivercrest	230V	1Ph
U. Rivercrest #3	Rivercrest	230V	1Ph
V. Oxbow	Hwy 110 E.	230V	1Ph

## INTERRUPTED TELEPHONE SERVICE

1. If a telemetering problem occurs immediately, contact the persons in the CHAIN-OF-COMMAND at the beginning of this document.
2. If the telemetering problem cannot be fixed by system personnel immediately contact the following repair services:

COMPANY NAME..... OIC Inc.

CONTACT PERSON..... Dennis Ouellette

Work Number.....(501) 562-3307 cell: 920-4390

3. Monitor water levels in storage tanks and manually control the water level if necessary until the telemetering system is repaired.
4. Monitor water pressure in the distribution system. If at any time, the water pressure falls below 20-psi contact the Arkansas Department of Health. A BOIL WATER ORDER will be issued for the area of the system, which has experienced low water pressure. See Appendix A for procedures for Boil Water Orders. Remember only the Arkansas Department of Health can lift Boil Water Orders.

## FLUORIDE OVER DOSAGE AND EQUIPMENT FAILURE

1. In case of a fluoride over dosage, IMMEDIATELY shut down all fluoridation equipment and feeders.
2. Determine what part/s of the water distribution system are affected by the overdose.
3. Isolate the affected system(s) and flush the system until a safe fluoride level is reached.
4. The MCL for fluoride is 4.0 MG/L. The SMCL is 2.0 MG/L.

## CHLORINE LEAKS AND CHLORINE EQUIPMENT FAILURE

**NA:** No chlorine gas is used.

## **DAMAGED PUMP STATIONS**

1. Determine which pump stations contain damaged pumps. Prioritize order in which pump would be repaired based on areas of distribution system which contain critical water users such as hospitals and nursing homes and areas containing water storage facilities.
2. If possible reroute water so that the distribution system will remain pressurized while pump repairs are made. This may only involve engaging an auxiliary pump in the pump station or may involve transferring from one part of the system to another where they are interconnected.
3. If total pump failure occurs at stations where there is no interconnection to supply water low water pressure or loss of water pressure may occur. If water pressure falls below 20 psi, contact the Arkansas Department of Health (ADH). A **BOIL WATER ORDER** will be issued for the area of the system affected. See Appendix A for Boil Water Order Procedures. Remember only the Arkansas Department of Health can lift Boil Water Orders.
4. If pump repairs are expected to take more than two days arrange to establish emergency water stations in the areas without water. See Appendix for pump information and suppliers.

## **STRUCTURAL DAMAGE**

Structural damage to a water treatment facility will be caused by earthquakes or explosions.

1. Assess structural damage throughout the water system as soon as possible following any disaster. Notify the Utility Manager or Designated person/s of the structural damage assessment.
2. Prioritize repair of all damaged structures including water treatment facilities, pump station buildings, and storage facilities. Do not enter buildings that appear to have severe structural problems and might be in danger of collapsing.
3. If an elevated storage tank appears to be threatened and supports are undermined or weakened, shut off the control valve and drain the tank.
4. Check the damaged facilities for natural gas, electrical, water and fuel lines for ruptures or leaks. If leaks are found, shut off the utility service affected. Do not use electrical switches or appliances if gas leaks are suspected because sparks can ignite gas from broken or leaking line.
5. Check the facilities for spilled chemicals and liquids. If chemicals have spilled, clean them up if they are creating a hazardous situation. Check for chlorine leaks and repair immediately. If this is not possible evacuate the building and contact the Utilities Manager or Designated person/s.
6. If the facility or equipment had been damaged to an extent that safety has been compromised, secure the area to avoid anyone from inadvertently being injured
7. Contact the Arkansas Department of Health (ADH). If the possibility of contaminated water entering the distribution system or loss of pressure in the system has occurred, a BOIL WATER ORDER will be issued. See procedures in Appendix A for Boil Water Order Procedures.
8. Issue WATER CONSERVATION ORDER through the news media if necessary.

## **WEAKENED DAMS**

1. In the event that the raw water reservoir dam for surface water systems becomes compromised, lower the lake as rapidly as possible.
2. Contact:  
OFFICE OF EMERGENCY SERVICE:-----501-362-2911  
  
ARKANSAS DEPARTMENT OF HEALTH----- 1-501-661-2623  
(EMERGENCY/AFTER HOURS) ----- 1-800-482-5400  
  
COUNTY SHERIFF:-----501-362-8143  
  
CITY POLICE:----- 501-362-8291
3. Draw water from the lower intake ports to maintain a constant water supply to the water treatment facility. If an adequate water level cannot be maintained in the raw water reservoir shut down the water treatment facility.
4. Implement plan to haul water in tanker trucks. Notify public.
5. Contact the following contractor/s to repair the dam:  
  
NA

## **FROZEN MAINS AND PIPES**

1. Determine what areas of the distribution system are impacted. Notify the Utilities Manager or Designated person/s of what lines are frozen and/or damaged. Prioritize thawing and/or repair of these lines. Thaw and/or repair impacting critical care facilities first.
2. Keep the water flowing in the distribution system whenever possible to prevent further freezing of lines. If this is not possible isolate areas with frozen and/or damaged mains (i.e. leaking or broken mains).
3. Be prepared to respond to customers with meters that have frozen and broken.
4. If a loss of pressure occurs in any areas(s) of the distribution system, contact the Arkansas Department of Health. A BOIL WATER ORDER will be issued for the affected area(s) of the water system. See procedures in Appendix A for Boil Water Order Procedures.

## **CHEMICAL OUTAGE**

If the water treatment plant runs out of a critical chemical for any reason or if the chemicals are unavailable from the primary supplier follow the steps listed below to avoid an emergency. See Appendix for a complete chemical inventory and suppliers.

1. Contact the closest water treatment facility to this one and see if chemicals can be procured from them until shipment arrives or a new supplier can be procured.
2. Determine when the water treatment facility will be able to get delivery of chemicals. If the chemicals will be unavailable for an extended period of time, contact the Arkansas Department of Health to determine if other chemicals can be temporarily substituted.
3. Some form of chlorine must be fed at all times. If unchlorinated water enters the system, contact the Arkansas Department of Health immediately and a BOIL WATER ORDER will be issued. See procedures in Appendix A for Boil Water Order Procedures.

## **LACK OF PERSONNEL**

During a period in which there is a shortage of personnel, construction and maintenance activities can be suspended to reduce the manpower requirements dramatically. Cross-train personnel so that they can work several different job positions in emergency situations.

City managers and other designated persons should be trained to operate the water treatment facility in the event of a strike by utility employees.

## **MUTUAL AID AGREEMENTS**

Initiate mutual aid agreements and other cooperative agreements.

1. Provide agreements with related utility, service and civil defense agencies.
2. Define and assign responsibilities in emergencies.
3. Provide for exchange or assignment of personnel, equipment and materials.
4. Provide for coordination of communications, training, reconnaissance, assessment, inventory taking, etc.
5. Consider legal problems.
6. Plan to provide interconnections with adjacent systems.
7. In 2009, a new mutual aid agreement between the Heber Springs Water Department and other departments was signed into effect. See attached.

## APPENDIX A

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### **BOIL WATER ORDER PROCEDURE**

1. If the possibility exists that unchlorinated or contaminated water enters the water distribution system, a BOIL WATER ORDER will be issued for the part of the system affected. This situation may occur under the following circumstances:
  - a. There is a loss of pressure in the distribution system or negative pressure in the distribution system.
  - b. There is a failure of the chlorination system and unchlorinated water enters the distribution system.
2. Supervisor will immediately contact the Arkansas Department of Health, Engineering Division at 1-501-661-2623 or at 1-800-482-5400 (AFTER HOURS/WEEKENDS). The Arkansas Department of Health will issue the BOIL WATER ORDER.
3. Contact the local news media (radio stations, television stations, and newspapers) as soon as possible to advise them of the BOIL WATER ORDER and the area(s) of the system are affected by the order. Refer to EMERGENCY PHONE NUMBERS in the front of this emergency plant for media telephone numbers.
4. In the event of a line break, when line pressure has been reestablished disinfect the line. Then submit two bacteriological samples collected in the affected part of the system on consecutive days to the Arkansas Department of Health. When it is determined that the water samples are coliform bacteria free the Arkansas Department of Health will lift the Boil Water Order.
5. In the event of loss of chlorination facilities, repair or replace the defective equipment as soon as possible. If there is adequate water storage shut down the water treatment plant until chlorination is restored to minimize the chance that unchlorinated water will enter the distribution system.
6. Contact the local news media to notify them when the Arkansas Department of Health has lifted the Boil Water Order.
7. Increase the chlorine residual to approximately 2 PPM until bacteriological samples have been determined to be coliform negative. Flush mains in the affected areas as a precautionary measure.



## APPENDIX B

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### WATER SYSTEM MAPS

In this Appendix include water treatment plant drawings which indicate where critical controls and valves are located. In addition, indicate which chemicals are stored in which areas and where they are used in day-to-day operations. For instance if chlorine cylinders are stored in a separate room from the Chlorinator and injection system, clearly mark it on the schematic so that someone unfamiliar with the plant (i.e. fireman or emergency worker) would know where all chlorine cylinders were located for their own safety. The same would be applicable for critical controls and valves.

*NOTE: See attached Water Treatment Plant Floor Plan.*

Include distribution maps that indicate the locations of critical valves in the distribution system with reference to fixed objects. Indicate which valves isolate which areas of the distribution.

*NOTE:* System maps are located at the water treatment plant # 2 and at the 4<sup>th</sup> street maintenance shop office. Contact maintenance supervisor for specific system map and valve information.

## APPENDIX C

### CHEMICAL INVENTORY

CHEMICAL..... Fluoride  
CHEMICAL USE..... Water Treatment  
POINT OF ENTRY..... Pipe Galley Finish Water  
FEEDER TYPE..... Injector  
LOCATION OF STORAGE AREA..... Treatment plant # 2  
FORM OF CHEMICAL: ..... Powder  
AVERAGE AMOUNT MAINTAINED AT PLANT..... 1000 lbs  
SUPPLIER..... Capital Chemical & Supply Co  
ADDRESS..... 6600 Allied Way  
Little Rock, AR 72209  
SUPPLIER PHONE NUMBER..... (501) 646-5629

CHEMICAL..... Polymer & Zinc Ortho  
CHEMICAL USE..... Water Treatment  
POINT OF ENTRY..... Pipe Galley Finish Water  
FEEDER TYPE..... Injector  
LOCATION OF STORAGE AREA..... Pipe Galley at water treatment  
plant # 1  
FORM OF CHEMICAL: ..... Liquid  
AVERAGE AMOUNT MAINTAINED AT PLANT..... Polymer 150 Gal & Zinc  
150 Gal  
SUPPLIER..... KlarWater  
ADDRESS.....  
SUPPLIER PHONE NUMBER..... cell # (501) 951-1037

CHEMICAL..... Caustic Soda  
CHEMICAL USE..... Water Treatment  
POINT OF ENTRY..... Water plant # 2  
FEEDER TYPE..... Liquid  
LOCATION OF STORAGE AREA..... Water Plant # 2  
FORM OF CHEMICAL: ..... Liquid  
AVERAGE AMOUNT MAINTAINED AT PLANT..... 1000 gal day tank 6500 gal  
outside tank  
SUPPLIER..... Ideal Chemical Company  
ADDRESS.....  
SUPPLIER PHONE NUMBER..... 800-232-6776

CHEMICAL..... Aluminum Sulfate (Alum)  
CHEMICAL USE..... Water Treatment  
POINT OF ENTRY..... Water plant # 2  
FEEDER TYPE..... Liquid  
LOCATION OF STORAGE AREA..... Water Plant # 2  
FORM OF CHEMICAL: ..... Liquid  
AVERAGE AMOUNT MAINTAINED AT PLANT..... 1000 gal day tank 6500 gal  
outside tank

SUPPLIER..... KlarWater  
ADDRESS.....  
SUPPLIER PHONE NUMBER..... cell# (501) 951-1037

## APPENDIX D

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### CRITICAL CARE FACILITIES

HOSPITAL..... Baptist Medical Center Heber Springs  
CONTACT PERSON..... Mike Moody  
ADDRESS..... 2319 Hwy 110 West  
PHONE NUMBER..... (501) 887-3000

CRITICAL CARE FACILITY..... Heber Springs Clinic  
CONTACT PERSON ..... DR. Jan Sharp  
ADDRESS..... 4<sup>th</sup> & Searcy St Heber Springs, AR 72543  
PHONE NUMBER..... (501) 362-2414

CRITICAL CARE FACILITY..... Buffalo Medical Clinic  
CONTACT PERSON ..... DR. Ryan Buffalo  
ADDRESS..... 2725 Hwy 25B N.  
PHONE NUMBER..... (501) 362-5800

## CONTRACTORS

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COMPANY NAME..... Larry Cox Construction Co.  
CONTACT PERSON .....Larry Cox  
ADDRESS..... 50 Fort Cox  
Heber Springs, AR 72543  
WORK PHONE NUMBER..... (501) 362-5718  
SERVICE OR EQUIPMENT AND SUPPLIES..... Heavy Excavation & earth  
moving Eq.

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COMPANY NAME..... Spurlock Inc.  
CONTACT PERSON .....Jewel Spurlock  
ADDRESS..... 1711 Higinson St  
Searcy AR 72145  
WORK PHONE NUMBER..... (501) 268-6389  
SERVICE OR EQUIPMENT AND SUPPLIES..... Heavy Excavation & earth  
moving Eq.

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## ELECTRONIC AND TELEMETRY COMPANIES

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COMPANY NAME..... OIC Inc.  
CONTACT PERSON..... Dennis Ouellette  
ADDRESS.....  
WORK PHONE NUMBER..... (501) 562-3307  
24 HOUR EMERGENCY PHONE NUMBER..... 920-4390  
SERVICE OR EQUIPMENT AND SUPPLIES..... electrical and radio  
Eq.

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COMPANY NAME.....Keathley Patterson Electric Co  
CONTACT PERSON.....John Evans  
ADDRESS.....506 E. Booth Rd Searcy AR 72143  
WORK PHONE NUMBER.....(501) 268-5308 or 1-800-777-5308  
HOME PHONE NUMBER.....(501) 362-3682  
SERVICE OR EQUIPMENT AND SUPPLIES..... Electrical Supply Vendor

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## EQUIPMENT RENTAL COMPANIES

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COMPANY NAME.....Henard Utility Products Inc.  
CONTACT PERSON..... Mike Henard  
ADDRESS..... PO Box 9238 Searcy AR 72145  
WORK PHONE NUMBER.....(501) 268-7437  
24 HOUR EMERGENCY PHONE NUMBER  
SERVICE OR EQUIPMENT AND SUPPLIES.....Construction & Distribution Eq

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COMPANY NAME..... Instrument & Supply Inc  
CONTACT PERSON..... Newton White  
ADDRESS..... PO Box 1678 Hot Springs AR 71902  
WORK PHONE NUMBER.....(501) 262-3282  
SERVICE OR EQUIPMENT AND SUPPLIES.....Construction Plant & Distribution Eq

COMPANY NAME..... Rain for Rent  
CONTACT PERSON..... David Deites  
ADDRESS..... 3210 Vail Avenue, Conway AR 72032  
WORK PHONE NUMBER.....(501) 328-5757  
SERVICE OR EQUIPMENT AND SUPPLIES.....Pumps and liquid storage emergency  
response

# Heber Springs Water Wastewater Utility Equipment List

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1:	2005 Jeep Liberty 4x4	39675	Kent Latch
2:	2005 Ford F-350 1T Service Truck	36705	Special Projects Crew
3:	2011 Chevrolet Silverado 4x4	57192	Wastewater
4:	2008 Ford ¾ T F250 4x4 Ext Cab	93594	Tom Stanford
5:			
6:	2010 Ford Ranger	26450	Mike Stuart
7:	2002 Case Backhoe	366012	Kenny
8:			Sold 5/6/13
9:	2010 Ford Ranger	26451	Aaron Wilson
10:	2008 Ford ¾ T F250 4x4 Ext Cab	93595	Brad Simmons
11:	1992 Ford F-700 2 Ton Dump Truck	08704	Spare
12:	1993 Case Backhoe	68928	Given
13:	Ford Bush Hog Tractor	36830	½ & ½
14:	1997 Ford ½ Ton F150 4x4 Truck	96786	Michael Lloyd
15:	1997 Ford ¾ Ton F250 4x4 Truck	56515	Spare
16:	1999 Kobelco Excavator	U4252	Sewer Rehab Crew
17:	2006 Sterling Dump Truck	58042	Maintenance Crew
19:			
20:			
21:	2 ½ Ton Sludge Truck (Army Truck)	24859	Sold Oct 2011
22:			Sold Oct 2011
23:			Sold Oct 2011
24:	1987 GMC Sludge Hauler	21252	Water Plant
26:	2001 Dodge ½ Ton BR 1500 Truck	55808	Kenny
27:	2001 New Holland Backhoe	24057	Kenny
28:	5 Ton Wrecker (Army Truck)	10092	
29:	2011 Kubota KX080 Excavator	23926	Special Projects Crew
30:			
31:	2002 Dodge 1 Ton	63776	Sewer Rehab Crew
32:	2006 Silverado Ext Cab	76325	Paul Graham
33:	5 Ton Sludge Truck	3311	Water Plant
34:	2003 Case 580 Super-M	4951	Special Projects Crew
35:	2003 GMC	24226	Maint Crew Service Trk
36:	2003 Chevy Silverado	72132	out of service
37:	1991 Ford Dump Truck	28275	Sewer Rehab Crew
38:	2004 Silverado	86418	Carl Johnson
39:	2006 Kubota Mini-excavator		Sewer Rehab Crew
40:			
41:	New Holland TN60A Tractor Bush hog	00681	½ & ½
42:	2005 Silverado ½ T Extend Cab 4x4	44376	David Liles
43:	2005 Silverado ½ T	47845	Sam Querry
44:	85 5 Ton 5 <sup>th</sup> Wheel GMC	00425	
45:	2006 Sterling Dump Truck	98737	Kenny
46:	2007 Kubota Mini-excavator	30982	Special Projects
47:	2007 Kobelco 210LC Excavator	Y009U3431	Sewer Rehab
48:	2009 Ford F150 4x4	23264	Randy White
49:	2009 Chevrolet ext cab 4x4	28200	Tommy Thomas
50:	85 International Dump Truck	40477	Special Projects
51:	09 Case 590 Super M Backhoe	29013	Sewer Rehab Crew
52:	02 Ditch Witch 5700 DD	3W0223	Water Only
53:	2006 Portable Light Tower		
54:	2010 Case 590 Super M Backhoe	32259	Special Projects Crew
SM:	Sewer Machine	G20:	Generator 20 KW
AC1:	Air Compressor (Sullair)	G40:	Generator 30 KW
G41:	Generator 40 kW	G61:	Generator 60 kW

AC2: Air Compressor (Atlas)  
BM1: Bucket Machine 1  
BM2: Bucket Machine 2  
Misc: Any other fuel usage

G60: Generator 60 KW  
G62: Generator 60 kW (Kohler)  
G120: Generator 20 KW  
Can: Fuel Can

## **Motor Equipment**

Sullair 185 Air Compressor  
Sewer Machine  
2 Sewer Bucket Machines  
3" Wacker Pump  
3" Wacker Pump  
2" Wacker Pump  
2" Wacker Pump  
2" Wacker Pump  
40 KW Generator 480 Volt  
20 KW Generator 240 Volt  
Stihl Cut-Off Saw  
Stihl Cut-Off Saw  
Stihl Cut-Off Saw  
Stihl Chain Saw  
Stihl Chain Saw  
3 HP Smoke Blower  
Ripcord Smoke Blower  
Air System Vent Fan  
Protecta Safety Tri-Pod & Winch  
6" Tapping Machine  
Shop Air Compressor  
Gas Detector  
Fisher Valve Detector  
Fisher Valve Detector  
Fisher Valve Detector  
Fisher Leak Detector  
Schonstedt Cable Locator

## **Small Electric Powered Equipment**

7 ¼ " Skil Saw  
½ " Drill  
Hand Held Disk Grinder  
Bench Grinder  
Battery Charger  
Cement Mixer  
Lincoln Welder  
Drill Press  
Rigid Reciprocating Saw  
Rigid Reciprocating Saw

## **Other Equipment**

Sand Blasting Machine  
Oxygen & Acc Welder  
Small Trailer  
Power Mole Pushing Machine  
2 Chain Wrenches  
Transit Level  
Sewer Test Air Bag



Wheel Barrow  
Floor Creeper  
6 Fire Hyd Meters  
Gas Storage Tank  
Diesel Storage Tank  
Water Pressure Tester  
Wheel Tape  
Darling Fire Hyd Gauge  
Darling Peto Gauge  
Oxygen Air Packs  
2 Safety Ditch Cages  
24" Extension Ladder

### **Sewer Crew**

Concrete Vibrator ½ HP  
½ " Drill handle Makita  
Laser Level

### **Water Plant Tools**

Riding Lawn Mower  
Makita Hand Grinder  
Makita Cordless Drill  
Milwaukee Hammer Drill & Bits

Milwaukee ½ " Drill  
1 Shiadaiwa Weed Trimmer  
Push Lawn Mower  
8' Fiberglass Stepladder  
¾ " Impact Wrench  
¾" Socket Set