

Chain of Command – Lines of Authority

The first response step in any emergency is to inform the person at the top of this list, who is responsible for managing the emergency and making key decisions.

Chain of command – lines of authority

Name and Title	Responsibilities During an Emergency	Contact Numbers

Events that Cause Emergencies

The events listed below may cause water system emergencies. They are arranged from highest to lowest probable risk.

Events that cause emergencies

Type of Event	Probability or Risk (High-Med-Low)	Comments

Emergency Notification

Notification call-up lists - Use these lists to notify first responders of an emergency.

Emergency Notification List				
Organization or Department	Name & Position	Telephone	Night or Cell Phone	Email
Local Law Enforcement				
Fire Department				
Emergency Medical Services				
Water Operator (if contractor)				
Primacy Agency Contact				
Hazmat Hotline				
Interconnected Water System				
Neighboring Water System (not connected)				

Service / Repair Notifications

Organization or Department	Name & Position	Telephone	Night or Cell Phone	Email
Electric Utility Co.				
Electrician				
Gas/Propane Supplier				
Water Testing Lab.				
Sewer Utility Co.				
Telephone Co.				
Plumber				
Pump Supplier				
"Call Before You Dig"				

Priority Customers				
Organization or Department	Name & Position	Telephone	Night or Cell Phone	Email
Hospitals or Clinic(s)				
Public or Private Schools				
Wastewater Treatment Plant				
Adult Care Facility				

State, Federal or Tribal Notification List				
Organization or Department	Name & Position	Telephone	Night or Cell Phone	Email
State or Tribal Police				
Regulatory Agency State/Federal/Tribal				
Authorized Testing Laboratory				

Response Actions for Specific Events

In any event, there are a series of general steps to take:

1. Analyze the type and severity of the emergency;
2. Take immediate actions to save lives;
3. Take action to reduce injuries and system damage;
4. Make repairs based on priority demand, and
5. Return the system to normal operation.

The following tables identify the assessment, set forth immediate response actions, define what notifications need to be made, and describe important follow-up actions.

A.

Assessment	
Immediate Actions	
Notifications	
Follow-up Actions	

B.

Assessment	
Immediate Actions	
Notifications	
Follow-up Actions	

C.

Assessment	
Immediate Actions	
Notifications	
Follow-up Actions	