

EMERGENCY RESPONSE PLAN

For

COWICHAN BAY
WATERWORKS DISTRICT

Revised
March 2012

Index

	Page Number
Introduction	1
System Overview	2
Property Locations	2
Emergency Call-out List	3
Backflow or Back Siphonage	6
Well Pump/Booster Pump Failure	6
Broken Water Main	6
Chlorination System Failure	6
Contamination of Source	6
Earthquake	7
Fire	7
Flood	7
Loss of Source or Low Water Levels	7
Power Failure	7
Water Test Results Indicating Danger	8
Emergency Response Signs	8

Cowichan Bay Waterworks District
Emergency Response Plan

INTRODUCTION

The *Drinking Water Protection Act* requires a water supplier to monitor and protect its drinking water. According to the new regulations the water supplier is required to submit an Emergency Response and Contingency Plan (ERCP). An ERCP is a written document that spells out a water system's plan of action for responding to potential emergencies, disasters or abnormal operational circumstances. This plan is to provide guidelines that will minimize disruption of normal customer services and protect public health and safety if an incident should occur.

Each ERCP must include the following information:

- a) the names and telephone numbers of
 - i. the management personnel for the water supply system,
 - ii. the Ministry of Health, and
 - iii. other agencies and officials specified by the management personnel;
- b) the persons referred to in paragraph (a) to be contacted in each type of emergency or abnormal operational circumstance;
- c) the steps to follow in the event of an emergency or abnormal operational circumstance;
- d) protocols to follow respecting public notice if an immediate reporting standard cannot be met.

This specific ERCP was developed by the Cowichan Bay Waterworks District.

Cowichan Bay Waterworks District
Emergency Response Plan

SYSTEM OVERVIEW

Our groundwater comes from four wells, with the majority supplied by the Valleyview Well located in the 1400 block Cowichan Bay Road. At this site we draw from a very deep aquifer of high quality groundwater. All our sites are equipped with chlorination pumps with liquid chlorine used to eliminate or prevent the growth of coliforms within our distribution system. Regularly scheduled flushing is also carried out each year.

Our water is of high quality and falls well within the Canadian Drinking Water Standard Guidelines. Water testing is undertaken on a regular basis by the Vancouver Island Health Authority, with the Public Health Officer notifying us should there be any trace of coliforms or other contaminants.

While the availability of water at our Valleyview Well is substantial, the draw down is limited to our pumping capacity. We have noted that in the warmer days of summer, our pumps are running almost around the clock. Therefore we have sprinkling regulations in place.

PROPERTY LOCATIONS

1. Valleyview Well and Pumping Station
1400 Cowichan Bay Road

2. Office
Highmoor Well & Pumping Station
Old Firehall Building (storage, inventory)
1760 Pavenham Road

3. Kidd Well & Pumping Station
2200 Block - Cowichan Bay Road

4. George Well and Pumping Station
4600 Block – George Road

5. Ordano Pumping Station
Ordano Wooden Water Tower
1700 Block – Ordano Road

6. Telegraph Water Storage Tower
4300 Block – Telegraph Road

*Note: Detailed Operating Procedures and Log Book are held at each station and/or well site.

Cowichan Bay Waterworks District
Emergency Response Plan

EMERGENCY CALL-OUT LIST

(* DENOTES FIRST CALL)

Cowichan Bay Waterworks District
1760 Pavenham Road, Cowichan Bay, BC V0R 1N1
Telephone: 250-748-1687 Fax: 250-748-1627

SYSTEM OPERATORS

G.R. Martin Contracting, Level 2 Gord Martin	Cell	250-709-1872
David Martin, Operator Level 2 G.R. Martin Contracting	* Cell	250-709-1447
Ron Ikona, Assistant Operator	Home Cell	250-748-3495 250-710-7065

BULK WATER SUPPLIER

Water on Wheels		250-748-8881
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ELECTRICIANS

METS Electric Ltd.	Cell	250-857-7551
Jeff Metcalfe	Home	250-743-2502

PLUMBERS

Geoff Doran	Cell Pager	250-709-4600 250-715-4422
Gerry Hawkes	Office Cell	250-748-0502 250-715-7045

Cowichan Bay Waterworks District
Emergency Response Plan

GOVERNMENT

CVRD (Sewer)	Office	250-746-2500
	After Hours	1-888-453-0148
CVRD Emergency Program		250-746-2560
Public Health Inspector/ VIHA	Office	250-737-2010
Vancouver Island Health Authority	After Hours	1-800-204-6166
Cole Diplock	Cell	250-715-6989
Ministry of Transportation	Office	250-952-4489
Katie Ollmann	Cell	250-882-3020
Provincial Emergency Program		1-800-663-3456
Ministry of Health		250-754-4004
Melissa Daniels, Environmental Health Officer		

SUBCONTRACTORS

G. Kendall Welding & Backhoe	Cell	250-715-6142
Greg Kendall	Home	250-743-9064
Reg Ogden Trucking Ltd.	Cell	250-715-6610
Reg Ogden	Home	250-743-9828
Independent Pump Service	Office	250-743-3075
Shane Black	Cell	250-715-6108
James Excavating	Cell	250-812-0266
Kenny James		

SUPPLIES

Acme Supplies (chlorine – 20 litre- 12% bleach)	1-800-667-2263
Four Star Waterworks Ltd.	250-954-3546
BC Aquifer (after hours forwarded to pager)	250-748-4041
Corix Water Products	250-746-8877
FM Communications (Fred)	250-746-8333

Cowichan Bay Waterworks District
Emergency Response Plan

UTILITIES

BC Hydro		1-888-769-3766
Fortis Gas BC	Emergency	1-800-663-9911
	Call before you dig	1-800-474-6886
	CBW#2477	

RADIO

SUNFM (Duncan)	250-746-0897
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BOARD MEMBERS

Bob Claus	250-743-2942
Carrie Hokanson	250-746-9892
Ian Mackie	250-737-1425
Rick Mellson	250-746-7532
Lewis Penney	250-715-0911

DISTRICT ADMINISTRATOR

Donna Monteith	250-701-2168
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EMERGENCY RESPONSE PLAN ACTION LIST

(* DENOTES FIRST CALL)

Backflow or Back Siphonage

- Actions:*
1. Call G.R. Martin Contracting: 250-709-1872 or * 250-709-1447
 2. Locate and remove backflow source.
 3. Contact Medical Health (office: 250-737-2010 or cell 250-715-7000) and District Administrator (250-701-2168)
 4. Notify all users to boil water for two minutes or take other disinfection procedures in accordance with recommendation of local health officials.
 5. Purge and disinfect lines as directed, after corrections have been made.

Well Pump / Booster Pump Failure

- Action:* Call G.R. Martin Contracting: 250-709-1872 or * 250-709-1447 for instructions.

BROKEN WATER MAIN

- Action:*
1. Call G.R. Martin Contracting: 250-709-1872 or * 250-709-1447
 2. Reduce pressure (but maintain enough pressure to prevent backflow).
 3. Shut down pumps.
 4. Place signs showing “Work in Progress” and “Possible Outage Time”.
 5. Advise local Health Unit if requested by G.R. Martin Contracting.

Chlorination System Failure

- Action:*
1. Call G. R. Martin Contracting. 250-709-1872 or * 250-709-1447
 2. Call District Administrator at 250-701-2168
 3. Notify all users to boil water for two minutes or take other disinfection procedures in accordance with recommendation of local health officials.

Contamination of Source – Spills, Vehicle Accidents

- Action:*
1. Call G.R. Martin Contracting: 250-709-1872 or * 250-709-1447
 2. Shut down pump if requested.
 3. Notify Health Unit & District Administrator at 250-701-2168
 4. Notify all users.
 5. Contact local media for public service announcement.
 6. Arrange alternate source if necessary—i.e., bottled water, bulk hauler, storage tank.

Cowichan Bay Waterworks District
Emergency Response Plan

(* DENOTES FIRST CALL)

Earthquake

In the event of a major earthquake capable of causing damage to the waterworks:

- Action:*
1. Call G.R. Martin Contracting: 250-709-1872 or * 250-709-1447
 2. Check reservoirs.
 3. Check pump houses.
 4. Check entire system for leaks.

Fire

- Action:*
1. Call 911 and request fire services.
 2. Coordinate response with Fire Department.

Flood Conditions

- Action:*
1. Call G.R. Martin Contracting: 250-709-1872 or * 250-709-1447
 2. Call District Administrator at 250-701-2168
 3. Notify all users regarding the potential for water contamination.
Users should be advised to store some drinking water and to boil any suspect water for two minutes.
 4. Contact local media for public service announcement.

Loss of Source or Low Water Levels

- Action:*
1. Call G.R. Martin Contracting: 250-709-1872 or * 250-709-1447
 2. Call District Administrator at 250-701-2168
 3. Notify users of immediate water restrictions; utilize signage and media sources for public announcements.

Power Failure

- Action:*
1. Call BC Hydro. **1-888-769-3766**
Determine how long before service is restored.
If prolonged, check water tank located at 1760 Pavenham Road.
 2. Put up signs requesting customers conserve water.

** Subscribers should be notified on an annual basis that they should conserve water whenever the electric power is interrupted to their home. Not only is the CBWD's ability to pump water affected, but also the individual homes may have septic systems that require electricity to pump water **out** of the home. Sewage backflows could result.

Cowichan Bay Waterworks District
Emergency Response Plan

Water Test Results Indicating Danger

- Action:*
1. Re-test immediately.
 2. Consult with the Public Health Inspector.
 3. Be prepared to issue water warnings or boil water advisory.

Sample Notification:

Re: Boil Water Advisory for Bacterial Contamination

The Medical Health Officer has advised the Cowichan Bay Waterworks District that unacceptable levels of coliform bacterial have been detected in the drinking water system of the Cowichan Bay Waterworks District boundaries. Residents are advised to boil their drinking water for two minutes prior to consumption or prior to washing vegetables, brushing their teeth or using it in the preparation of foods that won't be cooked such as salads, ice cubes or juices. Bottled water may be used as an alternative to tap water.

Tap water is still acceptable for other household uses such as laundry or showering, but care should be taken not to swallow water when showering or bathing.

For further information contact Cowichan Bay Waterworks District at 250-748-1687

THE TRUSTEES OF COWICHAN BAY WATERWORKS DISTRICT

SIGNAGE

Restricted Water usage in Effect (Cancelled) 5 signs – 3' x 3'

Boil Advisory in Effect (Cancelled) 5 signs – 3' x 3'

Waterline Flushing (Date from and to)

Waterline Repairs in Progress (Estimated down time)