

### Sonia Allman

Metro Water Services Nashville, TN



## WARN

- ✓ Coordinates through "utility to utility" contact via a phone call or email, and the local Emergency Management Agency
- ✓ Maintains an online resource database challenges
- Steering Committee comprised of member utility representatives and other state agencies
- ✓ Represented at the state Emergency Operations Center

Tennessee WARN



### www.tnwarn.org

### ✓ Formed in 2008

- ✓ 24 utility members representing small, medium and large, including public and private utility members
- ✓ Receives support from the Tennessee Association of Utility Districts, and other state and regional associations
- $\checkmark$  Organized into three geographic divisions

# Tennessee WARN Goals

- ✓ Re-establish Divisional Leads and Committees
- Encourage state primacy agency to recommend/require utility membership
- ✓ Advertise TNWARN to utilities Mutual Aid Agreements
- $\checkmark$  Plan and schedule another Tabletop Exercise
- $\checkmark$  Continue to train Co-chairs

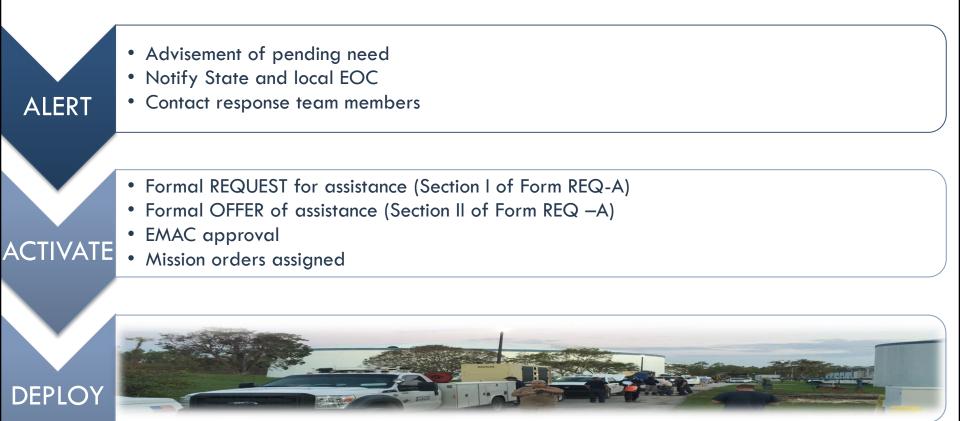
# Activations



- ✓ TNWARN has activated a few times since its institution
- ✓ Types of activations vary:
  - Ice storm in 2009
  - Most recently, 26 utility personnel from Metro Water Services (Nashville) were sent to assist the Florida Keys Aqueduct Authority restore water and wastewater services after Hurricane Irma (2017)

# **Be Prepared**

- ✓ Plan, Organize, and Train
- ✓ Complete Resource Typing
- \* RESOURCE applies to personnel as well as equipment.
  ✓ Keep Mutual Aid and Assistance Agreement Updated
- ✓ Utilize Seminars and Tabletop exercises



Emergency Management Assistance Compact (EMAC) Interstate Mutual Aid Request For Assistance Form REQ-A, 2011



1271-REQA-6681-0-1

#### SECTION I TO BE COMPLETED BY THE REQUESTING STATE

Exercise or Event:	Event	New or Amendment #:	
Event	Florida Hurricane Irma		
Date	09/14/2017	Requesting State	
State Mission Tracking #:	3511	EM Software Tracking #: EMAC Tracking #:	
Requesting Agency:	Department of Environmental Protection		

#### Requesting State REQ-A Contact

First Name:	Wendell	Last Name:	
Phone 1:	850-815-4906	Phone 2:	
Email 1:	wendell.dumas@em.myflorida.c om	Email 2:	

#### Resource Request

Mission Type/Source:	State	Type/Status	
Mission Description:	Florida Keys Aquaduct Authority, a drinking water supplier, h from Key Largo to Key West (117 miles). No Potable water a have any safe drinking water and there is no water available		
Resource Description:	Need 10 crews with: 3-4 team members per team with the folk dump truck, 80 ft. of each 4", 6" and 8" C900 PVC, Repair Cla Polytube, Brass Repair Clamps. Fuel for trucks on-site will be		
NIMS Type:			
# Requested	10	# Type:	

Emergency Management Assistance Compact (EMAC) Interstate Mutual Aid Request For Assistance Form REQ-A, 2011



1271-REQA-6681-0-2

#### SECTION II TO BE COMPLETED BY THE ASSISTING STATE

Assisting State:	TN	State TN #:	2017-09-13-6681
Assisting Agency:	Tennessee Emergency Management Agency	State EM TN #:	MCC 028

#### Offer Description

Mission Start Date:	9/15/2017	Arrival Date:	9/15/2017				
Departure Date:	9/26/2017	Mission End Date:	9/27/2017				
# Mission Days:	13						
Mission Type	State Type / Status Public Works						
Mission Description	Largo to Key West (117 m		njor breaks in their water system from Key ens. Citizens do not have any safe drinking				
	Electrical distribution equipment installation and repair, control system equipment installation and repair, mechanical system equipment installation and repair						
Resource Description			tem equipment installation and repair,				
Resource Description			tem equipment installation and repair,				

#### Deployment Dates (Including Travel Days)



# Before you go

 $\checkmark$  Obtain as much information about the requesting utility as possible

- Facility and Treatment Process
- Distribution and Collection System
- Procedures
- Organizational Structure Be clear on who the decision makers are and get all contact information
- $\checkmark$  Access their website
- $\checkmark$  Have a conference call with the supervisors/leads

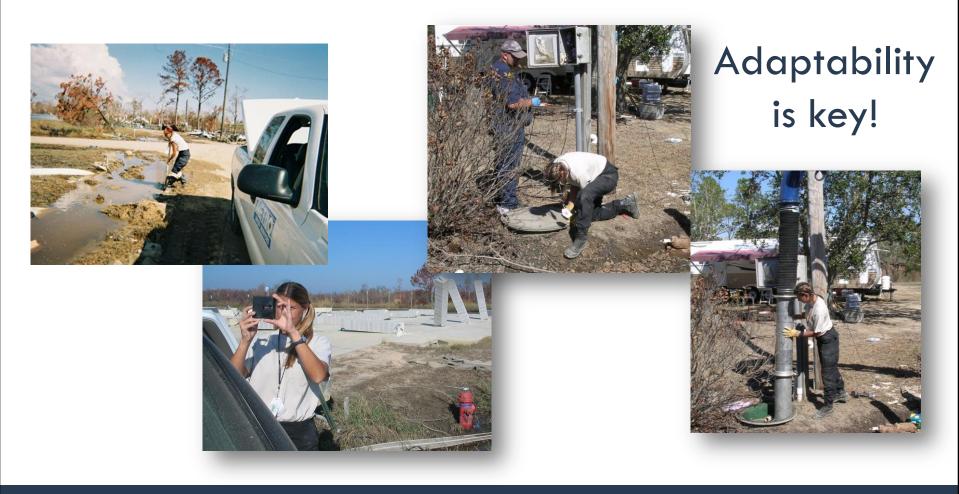
# Pick your team wisely

- $\checkmark$  No more than 15 members
- ✓ Consider more than skills and capabilities:
  - Physical & Mental capability
  - Personality
  - Medical Conditions
  - Flexibility
  - Family

✓ Always have a designated supervisor and separate logistics person

✓ Designate standby responders



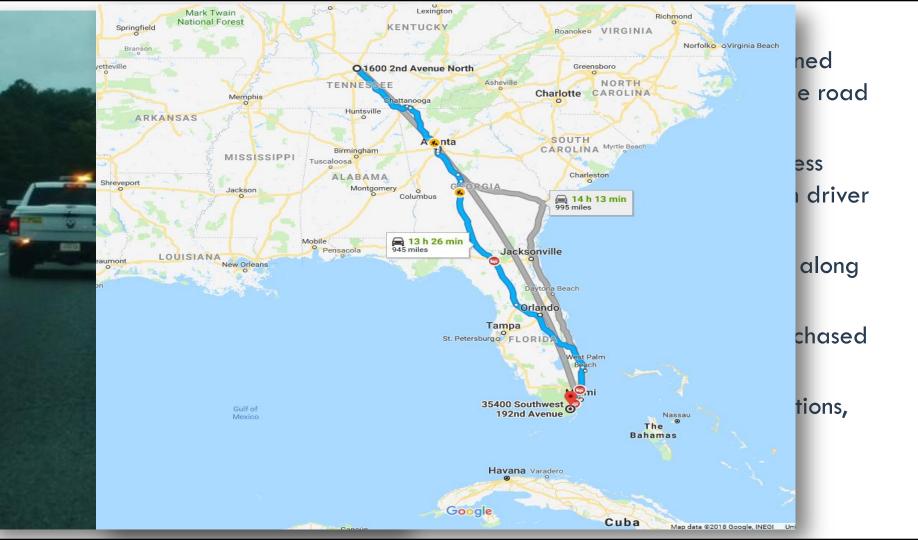


# What to cover prior to deployment

- ✓ Mission Details and Expectations
- ✓ Deployment timeframe
- ✓ Environmental Conditions
- $\checkmark$  Living Conditions
- $\checkmark\,$  Calculation of time while deployed
  - Drive time
  - Meal time
- ✓ "After work hours" rules/expectations
- ✓ Safety
- $\checkmark$  Reimbursable expenses
- $\checkmark$  Documentation





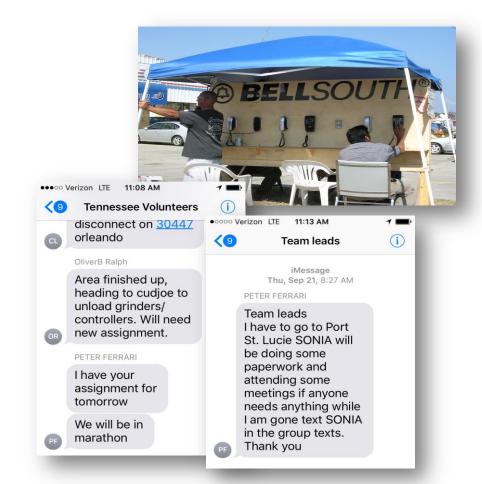


# Communication

✓ Set up group text or email✓ Take extra phones and chargers

### Do not rely on cell service.

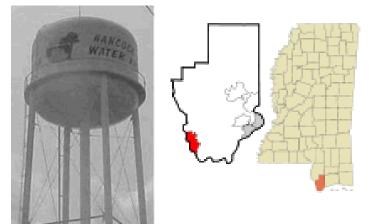
- Use long range walkie-talkies
- Take a satellite phone
- Use radios, but be sure they are properly programmed and deployed personnel are familiar with their use





# 2005 – Hancock County Water (MS)

# 2017 - Florida Keys Aqueduct Authority







# Conditions









# Housing







DNO HOM NUTUR **ERUIIU** ucure COLORINE T Hurricane Katrina Mississippi - 2005







## **Proper Equipment is critical**





# Proper Equipment is critical

# Identify Yourself

Have responding City and State decals on vehicles and equipment



# Vehicles

- ✓ Take the best/most reliable vehicles in your fleet
- Have at least one spare tire for each vehicle, trailer, etc.
- ✓ Take additional fluids such as coolant, engine oil, dep, brake fluid and WINDSHIELD WASHER FLUID
- ✓ Take a set of spare keys for each vehicle
- ✓ Vehicles should be 4 X 4 and equipped with GPS, if possible



## Hazards and Local Wildlife



# Documentation

## ✓ Document EVERYTHING

- Time
- Mileage and vehicle hours
- Equipment use
- Tasks completed

✓ Keep ALL receipts



Respondir	ng Agency	Agency FEID #	SFM Mission #	SEOC Mission #	Declaration #	Incident Name
ssigned Location (City/C	County)			Period Covering:	From	То
Mission Assignment [	Description:					
	LABOR RESPONSE	E			\$0.00	
	LABOR BACKFILL				\$0.00	
	EQUIPMENT				\$0.00	
	MATERIALS				\$0.00	
	RENTAL				\$0.00	
	TOTAL CLAIM	B			\$0.00	
	I CERTIFY THAT THE ABOVE	E INFORMATION WA	S OBTAINED FROM TIM	E RECORDS THAT	ARE AVAILABLE FOR AU	DIT.

# Support staff

### ✓ Accounting Division

- Proper documentation of expenses for reimbursement
- ✓ Timekeepers
  - Proper calculation of time
- $\checkmark$  Support staff should be
  - Educated on reporting and documentation processes
  - Included in meetings
  - Kept aware of deployment status

# Additional tips

## **OVER PREPARE!!!!**

- ✓ Extra PPE
- ✓ Flashlights
- ✓ Extra batteries
- ✓ Locks and chains for equipment
- ✓ A medium/large heavy duty cooler for each vehicle

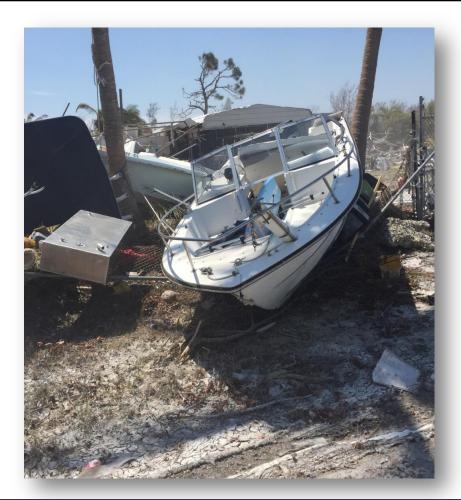


# Our next response

### PLANNING AHEAD

- $\checkmark$  We have identified specific skilled personnel
- $\checkmark$  We will be holding periodic planning meetings with personnel
- $\checkmark$  We will update a skilled personnel list and availability quarterly
- $\checkmark$  We will determine ability to respond at the time of request

- ✓ WARN is open to both public and private utilities
- ✓ The number of statewide agreements has more than tripled, leading to a better prepared and more resilient water sector
- ✓ We encourage you to establish mutual aid and assistance agreements





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