

SANFORD LAW OFFICE, PLLC

Jo Anne Sanford, Attorney at Law

April 21, 2022

Via Electronic Filing

Ms. A. Shonta Dunston, Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, North Carolina 27699-4325

Re: Carolina Water Service, Inc. of North Carolina
Docket No. M-100, Sub 163
Verified Response to Investigation Regarding the Ability of North
Carolina's Electricity, Natural Gas, and Water/Wastewater Systems
to Operate Reliably During Extreme Cold Weather

Dear Ms. Dunston:

On March 15, 2022, Carolina Water Service, Inc. of North Carolina ("CWSNC") appeared before the North Carolina Utilities Commission ("Commission" or "NCUC") in this docket in a Technical Conference ("Conference") wherein the Commission, the Public Staff, CWSNC, and Aqua North Carolina, Inc. ("Aqua") discussed matters related to the reliability of water and wastewater operations provided by the two utilities during extremely cold weather.

During and after the Conference, CWSNC and Aqua were requested to answer additional questions and to file responses to same in the docket. Attached hereto are CWSNC's responses to questions and requests posed by the Commission and the Public Staff. These responses are labeled as follows:

Attachment A: Commission Staff Questions

Attachment B: Public Staff Questions

Attachment C: Storm Event Checklist

Attachment D: Example of an Emergency Response Plan (“ERP” for Fairfield Harbour)

This Response has been verified by Dana Hill, CWSNC’s Director of Operations, and I hereby certify that this filing has been provided to each of the parties of record to Docket No. M-100, Sub 163 by means of electronic service.

As always, thank you and your staff for your assistance; please feel free to contact me if there are any questions or suggestions.

Sincerely,

Electronically Submitted
/s/Jo Anne Sanford
Sanford Law Office, PLLC
State Bar No. 6831

Attorney for Carolina Water Service,
Inc. of North Carolina, Inc.

VERIFICATION

Dana Hill, being duly sworn, deposes and says: that he is the Director of Operations for Carolina Water Service, Inc. of North Carolina; that he is familiar with the facts set out in the **Verified Supplemental Response to Investigation Regarding the Ability of North Carolina's Electricity, Natural Gas, and Water/Wastewater Systems to Operate Reliably During Extreme Cold Weather** filed by CWSNC in Docket No. M-100, Sub 163; that he has read the foregoing Verified Response and knows the contents thereof; and that the same is true of his knowledge except as to those matters stated therein on information and belief, and as to those he believes them to be true.

Dana Hill
Dana Hill

Sworn to and subscribed before me this
the 20 day of April, 2022.

Laguita Davis
Notary Public

My Commission Expires: 4/28/2026



ATTACHMENT A

**In the Matter of Investigation Regarding the Ability of North Carolina
Electricity, Natural Gas, Water and Wastewater Systems to Operate Reliably
During Extreme Cold Weather**

Docket Nos. M-100, Sub 163 and E-100, Sub 173

**Water Technical Conference
March 15, 2022**

**Commission Questions for Carolina Water Service, Inc. of North Carolina
(CWSNC)**

Participants for CWSNC:

Don Denton, President
Dana Hill, Director of Operations

Responses to Questions 1 & 2:

No questions.

Responses to Question 3:

1. Is the heat tape powered by electric from grid or batteries? How long does the heat tape last?

ANSWER: The heat tape is powered from the grid and used in conjunction with jacketed insulation for added protection. Many manufacturers recommend replacement every three years.

2. What are the heat sources for the wells, pump stations, and other critical facilities---is it electric power from a provider (Duke) or a generator?

ANSWER: Heaters are powered by electric providers during normal operation but are wired to operate under generator power.

3. (a) In terms of cold weather events, what is the difference between pipes having constant flow and other pipes?

ANSWER: Larger diameter pipes with constant flow are much less susceptible to freezing. Those that may be unprotected are generally associated with wastewater treatment facilities that are not safely accessible, and the constant flow paired with biological activity makes the likelihood of freezing much less.

(b) Are constant flow pipes still subject to a freezing point? If so, do you know at what temperature freezing would occur?

ANSWER: Yes, but they would have to be subject to long durations of temperatures below 14 degrees F.

Responses to Question 4 (part two of Question 4 is partly addressed in Question 5):

1. Do you use backup generators for these pumping stations? What alternative means are available to supply power when outages occur?

ANSWER: Portable generators are available to operate facilities that are not equipped with stationary stand-by generators. Bypass pumps are also available if needed.

Question 5 response:

1. Are the Emergency Response Plans on file with NCDEQ for all water systems regarding public information that the Public Staff and the Commission Staff can access from NCDEQ's website? If not, could this information be provided to the Public Staff/Commission Staff?

ANSWER: We responded erroneously in our original verified response on February 23, 2022 in saying that Emergency Response Plans were on file with NCDEQ. These plans are required to be on file with the Utility for NCDEQ inspection and updated regularly. CWSNC can provide redacted versions of these plans to Public Staff / Commission Staff.

2. Are CWSNC's Emergency Response Plans for its wastewater systems filed with NCDEQ? Is this information public information that the Public Staff and the Commission Staff can access from NCDEQ's website? If not, could this information be provided to the Public Staff/Commission Staff?

ANSWER: NCDEQ does not require filing of Emergency Response Plans, as they are fluid and need to be updated as resources and personnel change. They are not considered public information due to confidential content, but CWSNC will provide redacted versions to Public Staff / Commission Staff, if requested.

Response to Question 6:

1. Does CWSNC have other plans of action to help customers in addition to notifying them that the water is unsafe to drink?

ANSWER: CWSNC will evaluate the potential duration of unsafe conditions; these events are evaluated and handled on a case-by-case basis.

2. Has CWSNC heard of the water and wastewater agency network called NCWaterWARN? If so, does CWSNC participate in this network during response and recovery operations?

ANSWER: CWSNC is familiar with NCWaterWarn, and while the Company is not currently a member, it will inquire about the possible benefit of membership. CWSNC has a network of contractors that supplement existing staff and equipment needs. As the Company's facilities and resources are located throughout North Carolina, under emergency conditions it is generally possible to pull from internal sources in one area to supplement service in another.

3. Do your individual water systems have physical emergency interconnections with other water providers? If so, what situations might trigger activation of an emergency interconnection? Could these interconnections be utilized in a service outage resulting from a cold weather event?

ANSWER: CWSNC does not have emergency interconnections with other providers.

Question 7 response:

No questions.

ATTACHMENT B

**NCUC Docket No. M-100, Sub 163
Supplemental Response to Public Staff's Questions
Carolina Water Service, Inc. of North Carolina**

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Apr 21 2022

1. Communications Access to Customers

a) Number of customers, represented as a number and percentage of all CWSNC customers, who have registered each of the following with the Company:

- email address 21450 (55%)
- telephone number 37050 (95%)
- mobile phone number for text notifications 25350 (65%)

b) Number of customers, represented as a number and percentage of all CWSNC customers, registered for a My Utility Connect account

- 23400 (60%)

2. Analysis of hourly and/or daily meter read data from winter weather events:

- Meter read data associated with treatment is monitored daily to identify anomalies. However, CWSNC has not specifically analyzed data from winter weather events as a separate category of review.

3. Heating Systems in well houses---number and percentage of all CWSNC well houses that are equipped with a heating system.

• **Answer:**

The NC Department of Environmental Quality regulations address this issue as follows:

15A NCAC 18C .0402 WATER SUPPLY WELLS- (3) Fencing and temperature protection. Fencing and temperature protection shall be constructed as follows: (E) The well, piping, treatment equipment, and electrical controls shall be protected against freezing. Wrapping with insulation shall be acceptable for appurtenances such as the air vent, meter, valves, and sample taps, provided they are visible and accessible. Insulation shall be jacketed.

- Statewide, 312 wells (100%) are equipped with thermostat-controlled heating systems; none are remotely monitored.

4. Backup plans.

The second part of the Commission's question number four asks, "Does your utility have a backup plan in place when there is a power outage,

especially an extended power outage?" CWSNC appears to have addressed this question as part of its response to Commission's question number five. The Public Staff's follow-up questions related to the Commission's question number four are addressed below:

- a) Does CWSNC record information regarding when and which systems experience power outages and how long those outages are?

Answer:

Power outages are recorded in a remote monitoring database

- b) Please provide the applicable state rules and regulations for water and wastewater system infrastructure, such as 15A NCAC 02T .0305(h) and .0505(l), that require either standby power supply onsite or a portable power source.

Answer:

Wastewater:

15A NCAC 02T .0305 DESIGN CRITERIA- (h) The following criteria shall be met for all **pumping stations and force mains**: (1) Pump Station Reliability: (B) A standby power source or pump shall be required at all pump stations except for simplex pump stations. Controls shall be provided to automatically activate the standby source and signal an alarm condition. (C) As an alternative to Part (B) of this Subparagraph for pump stations with an average daily design flow less than 15,000 gallons per day as calculated using Rule .0114 of this Subchapter, a portable power source or pumping capability may be used. The portable source shall be owned or contracted by the permittee and shall be compatible with the station. If the portable power source or pump is dedicated to multiple pump stations, an evaluation of all the pump stations' storage capacities and the rotation schedule of the portable power source or pump in a multiple station power outage, including travel timeframes, shall be provided.

15A NCAC 02T .0505 DESIGN CRITERIA- (l) **Power reliability** shall be provided, consisting of: (1) automatically activated standby power supply, located onsite, and capable of powering all essential treatment units under design conditions; or (2) approval by the Director that the facility: (A) serves a private water distribution system that has automatic shut-off at power failure and no elevated water storage tanks; (B) has sufficient storage capacity that no potential for overflow exists; and (C) can tolerate septic wastewater during prolonged detention.

Water:

15A NCAC 18C .0405 STORAGE OF FINISHED WATER- (d) High Yield Aquifers: (1) Equipment. In lieu of providing elevated storage for public water systems over 300 connections in areas where aquifers are known to produce high yields, such as 400-500 gpm from an eight-inch well, a system of extra well pumping capacity, auxiliary power generating equipment, pressure tanks, controls, alarms, and monitoring systems may be provided. The design and installation of such system shall assure that reliable, continuous service is provided. (2) Auxiliary Power. A system relying on high-yield aquifers under Paragraph (d) of this Rule shall have an adequate number of wells equipped with sufficient pumping capacity so that the required flow rate will be maintained if the single largest capacity well and pump are out of operation. Auxiliary power generating equipment shall be provided for each well sufficient to operate the pump, lights, controls, chemical feeders, alarms, and other electrical equipment.

- c) Does CWSNC have an operations and maintenance plan and/or contract services for its stationary and portable generators?

Answer:

CWSNC maintains annual maintenance contracts on all generators and performs internal load testing monthly.

- d) How many as a number and percentage of all CWSNC water wells are equipped with permanent generators?

Answer:

- | | |
|------------------|------------------|
| • Eastern Region | 7 of 72 (9.7%) |
| • Western Region | 7 of 240 (2.9%) |
| • Statewide | 14 of 312 (4.5%) |

- e) How many as a number and percentage of all CWSNC wastewater pump stations are equipped with permanent generators?

Answer:

- | | |
|------------------|-------------------|
| • Eastern Region | 22 of 110 (20%) |
| • Western Region | 26 of 122 (21.3%) |
| • Statewide | 48 of 232 (20.7%) |

5. How does operations staff track and manage fuel needs and does that require more frequent operator visits?

Answer:

Generators and portable fuel tanks are maintained at a full level in preparation for outage events. Increased frequency visits are required for long term outages to monitor both fuel usage and operational efficiency. CWSNC has arrangements with bulk fuel suppliers to replenish as needed, as well as portable fuel trailers that can be deployed to refuel.

6. No additional questions at this time.

7. Recent Experience and Geographic Vulnerability

- a) Has CWSNC experienced notable operational problems in previous years, such as 2014? Were any lessons learned and changes implemented?

Answer:

CWSNC has no record of specific and significant operational problems in previous years, due to cold weather.

- b) Are certain CWSNC service areas or systems more susceptible to operational problems due to cold weather?

Answer:

Due to the reality of low temperatures and accessibility issues in some areas, it is reasonable to assume that the Western Region would be more susceptible. That said, CWSNC has no records of significant impairments to service due to extreme cold weather.

ATTACHMENT C



Emergency Response Pre-Event Checklist

September 2021

Version # 1



The purpose of this checklist is to identify items that may be evaluated prior to a known emergency event.

Use this checklist to prepare facilities, staff, and contractors before an anticipated event.

Some steps are included in the facility's Emergency Response Plan (ERP) and Procedures. Review the ERP and Procedures and ensure the following items have been evaluated and identified:

Emergency Event Watch			
Emergency Response Plan (ERP) & Plans	Yes	No	N/A
Review the ERP and procedures, and complete any steps within in preparation of the emergency			
Review emergency drinking water supply plan			
Generators	Yes	No	N/A
Generator Prep Steps – Ensure all have been serviced, fueled, tires/trailer inspected			
Generator List – Review for availability & ensure up to date			
Evaluate condition of electrical panels to accept generators; inspect connections and switches			
Confirm generator connection type, capacity log and fuel consumption.			
Facility Preparedness	Yes	No	N/A
Secure site -- Secure chemical containers			
Secure site -- Secure loose debris and equipment			
Prepare/enact physical security systems – ensure all facilities are secured			
Manage chemical levels depending on type of emergency			
Fuel & Chemical Tank Inspection – Ensure tanks are event-ready and filled and stored in a secure location			
Plan to Protect Assets – move critical assets and vehicles to safe location			
Maintain a full storage tank to assist with demand should there be a source loss, power failure or fire suppression needs			
Top off all vehicles, generators, gas cans, pumps, and buggies with fuel			
Check compatibility of standby equipment to system and operation of standby equipment, chainsaws, trash pumps, etc.			
Move portable standby equipment to appropriate site			
Install rented standby equipment			

Facility Preparedness	Yes	No	N/A
Secure & test standby equipment in a safe area			
Have fuel buggies filled and ready to go			
Increased (temporarily) monthly maximum fuel card purchases through fleet management system to allow refueling generators, buggies, etc.			
Inventory equipment and supplies to ensure already on hand, as needed. Obtain lumber to board up windows if applicable. (See below for supply checklist.)			
Electronic/Document Preparedness	Yes	No	N/A
Manual alternative to SCADA identified			
Secure critical documents - ensure there is a manual or physical backup, or ability to move to a safe location			
Ensure paper copies available/distributed of pertinent information (i.e., facility address list, Facility ERP, system maps, schematics, O&M manuals, SOPs, etc.)			
Weather Monitoring	Yes	No	N/A
Monitor weather conditions - stay up to date with all alerts and upcoming weather conditions.			
Weather prepare assets			
Sign up for mobile and/or email alerts from your local EMA, if available			
Staff Safety	Yes	No	N/A
Perform pre-event staff meeting to review responsibilities, expectations, and safety protocols			
Personnel encouraged to prepare their own homes and ensure safety and proper protection of their families			
Personnel Training – review relevant procedures and muster point with staff as appropriate for the emergency, review equipment use/training (i.e., chainsaw and generator safety)			
In the case of a power loss, ensure personnel are trained to shut down and start up the system manually			
PPE Inventory/Order (See below for PPE Checklist.)			
Contacts/Notifications	Yes	No	N/A
Set up two-way radio network and distribute equipment as applicable. Charge Satellite Phone and test all equipment thoroughly and ensure charge. Notify all local employees of the communication network.			
Verify status of GETS/WPS card with IT Director for priority phone service			
Notify Regulatory Regional Office and EVP/COO the emergency plan of action is being implemented			

Contacts/Notifications	Yes	No	N/A
Notify Corix Regional Office for possible need for additional generators			
Contact internal/external WARN/Mutual Aid representatives to discuss response activities, roles and responsibilities and mutual aid procedures, and obtaining resources and assistance, such as equipment, personnel, technical support or water			
Coordinate with other key response partners to discuss priority actions or potential points of distribution for delivery of emergency water			
Contact power company to verify facilities are listed as a critical customer and will have power restored as a priority			
Contact Emergency Contacts: Chemical Supplier, Alternate Chemical Supplier, Contract Operators			
Chemical vendor with supply – Contact to ensure supply is on hand and able to be delivered; contact back-up chemical vendors			
Call rental vendors to verify equipment availability. Arrange to obtain rental equipment, coordinated to be picked up/delivered immediately after storm passes, or before storm if convenient and a safe storage place exists.			
Call contractors to arrange for standby assistance and installation help			
Call fuel supplier to check on fuel delivery schedule and standby status			
Emergency Event Warning			
Facility Preparedness	Yes	No	N/A
Board up windows if applicable.			
Bring all loose items inside.			
WWTP EQ basins emptied as much as possible and aeration turned off if applicable.			
Coordinate to ensure appropriate operators are equipped with needed supplies (see below for supply checklist).			
Evacuation Notice			
Facility Preparedness	Yes	No	N/A
Water tanks full, valve off before evacuation.			
Turn off power to all facilities.			
Inventory equipment and supplies to ensure already on hand, as needed.			
Staff Safety	Yes	No	N/A
Leave area well before expected emergency event arrives in area. Staff instructed to remain at home or in a safe location, and on standby until event has passed.			

	Inventory	Replacement Frequency	Replacement Date
PPE Inventory / Replacement Schedule			
Head Protection			
High Visibility Apparel			
Safety Footwear			
Hearing Protection			
Fall Protection			
Respiratory Protection			
Safety Eyewear and Face Protection			
Skin, Leg and Body Protection			
Hand PPE/Work Gloves			
Supplies & Equipment Inventory / Replacement Schedule			
Emergency Equipment:			
Motors			
Fuses			
Chemicals - at least 2 week supply			
Cellular/satellite phones or other wireless communications device			
Chainsaws			
Trash pumps			
Generators			
Gas cans			
Pumps & sump pumps			
Fuel buggies			
Piping			
Emergency Supplies:			
Tarps/tape/rope			
Plywood			

	Inventory	Replacement Frequency	Replacement Date
Sand & sandbags			
Equip appropriate operators with the following:			
Drinking water containers / bottled water - enough to last 72 hours for each person			
Gas cans (full)			
Chain saws			
Crowbars			
Trash pumps			
Appropriate gear (rain gear, etc.)			
Flashlights/flares			
Batteries (several sets)			
First-aid kits			
Hard hat			
Duct tape			
1/2" polyrope - large roll			
Portable gas powered ventilators			
Two-way compatible radios			
Non-perishable food – enough to last 72 hours for each person			
Extra clothing			
Bedding - cots/blankets			
Work gloves (seasonal, nitrile)			
Cash on hand for response teams			
Emergency crank radio			
Multi purpose tool			
Sanitation and hygiene items			
Insect repellent			

ATTACHMENT D

Emergency Response Plan

Fairfield Harbour

November 15, 2021

Facility Identification Number	NC0425132
Street Address/GPS Coordinates	██████████
City, State Zip Code	Bridgton, NC 28560
Phone number	(800) 525-7990
Population Served	4610
County	Craven

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	EMERGENCY RESPONSE PLAN	ERP – Fairfield Harbour Revised: November 2021
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1 INTRODUCTION

The purpose of this Emergency Response Plan (ERP) is to guide operations crews in a safe, timely, and effective response to incidents that threaten the company's environment and public health, safety, or welfare. It is also intended to promote coordination among employees, supervisors and management, the public, and private responders.

This ERP is intended for personnel of utilities operation and for other agencies that support the company in multi-divisional incident response.

Incidents vary greatly in location and severity. This ERP recognizes that general rules may not apply in all circumstances and seasoned judgement may be applicable in some cases. This ERP is not intended to supersede any regulation or corporate initiative, and will be audited and updated on an as needed basis to reflect the corporate mandate.

1.1 EMERGENCY RESPONSE MISSION AND GOALS

Mission Statement for Emergency Response	In an emergency, the mission of the company is to protect the health and safety of our customers and our environment by being prepared to respond immediately and safely to a variety of events that may result in reduced service of the utility.
Goal 1	Be able to quickly identify an emergency and initiate timely and effective response actions.
Goal 2	Be able to quickly notify local, regional, and federal agencies to assist in the response and provide updates of system status.
Goal 3	Protect public health and environment by being able to quickly determine if there is a risk to the utility and being able to rapidly notify customers effectively of the situation and advise them of appropriate protective action.
Goal 4	To be able to quickly respond to and repair damage to minimize or prevent utility system down time.

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1.2 CHAIN OF COMMAND

Following the Chain of Command to inform your manager is a critical step in an emergency to ensure all required individuals are properly notified for a timely and effective response.

Title	Responsibilities During an Emergency
<i>SVP/President</i>	Ultimately responsible for region as well as for providing direction on key items. Communicates status and updates with the Corix Executives.
<i>President of Operations</i>	The President of Operations is the lead for managing the emergency, coordinating with support agencies, and providing information to the Director of Public Relations for communicating with the news media. All communications to external parties are to be approved by the President. This person will provide a standard pre-scripted message to those who call with general questions. Contacts other regions to provide additional resources so further action can be taken as required. Solicits assistance from HSE as needed. Communicates status and updates to HSE/SVP. Determines when the emergency is over and communicates next steps.
<i>Regional/State Director (when title not in place delegates to the Area Manager)</i>	Responsible for the management and decision making including determining there is an emergency and activating the emergency plan. In charge of the utility operations and providing recommendations to the President of Operations. In charge of contacting emergency contacts and regulatory contacts. Provides direction to Area Manager to move employees, contractors, customers and visitors, equipment/vehicles and emergency supplies to a safe location.
<i>Area Manager</i>	In charge of the utility operations in consultation with the Regional/State Director. Responsible for assigning operator to be in charge of emergency, and performing inspections, maintenance, sampling, and relaying critical information, and assessing facilities. Interacts with emergency responders. Additional duties: <ul style="list-style-type: none"> • Report emergencies immediately • Follow emergency procedures as directed by emergency personnel • If applicable, determine when to abandon or shut down the operations or task • Use a system to account for all employees after the emergency • Report missing persons to emergency personnel
<i>Lead Operator/ System Operators</i>	Assists the Area Manager as needed to assess the emergency to include initial inspections, assessing facilities, and sampling.

	<p align="center">EMERGENCY RESPONSE PLAN</p>	<p align="center">ERP – Fairfield Harbour Revised: November 2021</p>
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Title	Responsibilities During an Emergency
<i>All Staff</i>	<p>Be familiar with the Corix weather and natural disaster emergency plan. Learn about the alarm system and any distinctive alarms used in the case of a weather or natural disaster emergency. Know the location of emergency supplies, such as non-perishable food, bottled water, battery operated radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags. Be aware of the reliable external sources for up-to-date weather and natural disaster information. Know the difference between a weather watch and weather warning. Know steps to take to ensure public and employee safety following a security event.</p> <p>During emergency response, be aware of the potentially dangerous and unsecured work environment you are entering due to the absence of normal safety guards and protocols. Be aware of the increased safety efforts and procedures that will limit or eliminate exposure to real and potential hazards. Be ready to mobilize at any time an event requires. Receive specialized safety training for emergency response and likely scenarios. Be equipped with the appropriate vehicles, tools, and safety devices that will eliminate or reduce exposure to hazards. Shall have an emergency response card or picture ID or other means to indicate that they are an “Emergency Responder”. Deliver equipment or supplies and relieve staff after the workplace has been secured and normal work procedures re-established.</p>

	EMERGENCY RESPONSE PLAN	ERP – Fairfield Harbour Revised: November 2021
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2 CONTACT LIST

All contact information of the designated individuals should be captured below. Add additional area-specific contacts.

	Name	Phone Number	Cell Number	Email
Employee Notification List				
Regional /State Director	Dana Hill	800-525-7990	██████████	Dana.Hill@carolinawaterservicenc.com
Area Manager	Anthony Futrell	800-525-7990	██████████	Anthony.Futrell@carolinawaterservicenc.com
Operator	Matthew Golden	800-525-7990	██████████	Matthew.Golden@carolinawaterservicenc.com
First Responders of an Emergency				
Fire Department		911		
Medical Service		911		
Police		911		
Poison Control		800-222-1222		
Government Agencies				
Regional EPA	Region 4	404-562-9900		
CDC	Atlanta	800-232-4636		
NCDEQ District	Washington	252-946-6481		
NC Public Water Supply	Washington	252-948-3890		
NCDEQ 24 hour number	Raleigh	1-800-858-0368		
FBI Field Office	Charlotte	704-672-6100		
NC Health Department	Raleigh	919-707-5000		
Homeland Security	Washington D.C.	202-282-8000		

	EMERGENCY RESPONSE PLAN	ERP – Fairfield Harbour Revised: November 2021
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	Name	Phone Number	Cell Number	Email
Corix Contacts				
Customer Experience		800-525-7990		customerservice@carolinawaterservicenc.com
HSE	Brent Milliron	704-319-0504		Brent.Milliron@carolinawaterservicenc.com
HSE	Mary Rollins	704-319-0519		Mary.Rollins@corix.com
Human Resources	Nate Meyers	847-897-6443		Nate.Meyers@corix.com
Insurance	Jennifer Toledo	604-697-6735		Jennifer.Toledo@corix.com
IT – Technical Support	Tom Ostler	847-897-6435		Tom.Ostler@corix.com
SVP/President	Donald Denton	704-525-5049		Donald.Denton@corix.com
Service / Repair / Contractors Contacts				
Bottled Water Supplier	Food Lion	252-637-5601		
Bulk Water Supplier	Culligan	877-386-0823		
Cable	Suddenlink	877-794-2724		
Chemical Supplier	WaterGuard	800-872-7665		
Contractor	B&S	910-212-8702		
Contractor	Powerhouse	252-222-0036		
Contractor	Aragona Bros.	910-358-2249		
'Dig Safe' or 'One Call'		811		
Electric Util. Co.	Tideland Electric	800-637-1079		
Electrician	PowerHouse	282-726-6000		
Equip Repair	Pearson Pump	919-580-5507		
Equip Supplier	HD Supply	252-527-8138		
Excavator	Aragona Bros.	910-358-2249		
Fuel - Diesel	Jenkins	252-633-3560		
Fuel - Gasoline	Jenkins	252-633-3560		
Fuel - Natural Gas	N/A			
Gas/ Propane Supplier/ Utility	Jenkins	252-633-3560		

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	Name	Phone Number	Cell Number	Email
Laboratory-Water Testing	Environment 1	252-756-6208		
MOU Organizations	N/A			
Mutual Aids	N/A			
Pipe/Fittings	Aragona Bros.	910-358-2249		
Plumber	Aragona Bros.	910-358-2249		
Pump Repair	Pearson Pump	919-734-4267		
Radio/SCADA Repair	Gopher Utility	704-963-9064		
Rental Equip Supplier	Country Aire Rental	252-247-4938		
Sewer System (Interconnected)	N/A			
Sewer Util. Co.	Carolina Water Service			
Telephone	Suddenlink	877-794-2724		
Welding & Metal Fabricating	Aragona Bros.	910-358-2249		
Well Drilling Co.	Gopher Utility	704-963-9064		
Media				
Corix	Deb Clark	(704) 525 -1620		Deb.Clark@carolinawaterservicenc.com
Corix	Tom Oakley	(847) 897-6483		Tom.Oakley@corix.com
Newspaper	Sun Journal	252-638-8101		
Radio Station	WRNS	252-639-7900		
Television Station	WITN	888-478-4957		desk@witn.com
Emergency Notification (Use list to notify important parties of the emergency)				
Local Law Enf		911		
Local Highway Patrol		911		
Local Fire Dept	Tri Community Vol. Fire Dept	252-637-6911		
County Emergency Mgt Dept	Craven County	252-636-6608		

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	Name	Phone Number	Cell Number	Email
Emergency Medical Serv (EMS)		911		
Hazmat Hotline		911		
Local Hazmat		911		
Local Leader (city mgr, mayor, etc)	Irv Joffe – POA	516-429-6334		
National Spill Reponse Ctr.		800-424-8802		
RWA, Water Circuit Rider	NCRWA	336-731-6963		
State Emergency Preparedness Office		919-825-2500		
Critical Customers* (Include Title)				
Hospitals	CarolinaEast Medical Center	252-633-8111		
Emergency Shelters (schools/churches)	N/A			
Kidney Dialysis	N/A			
Law Enforcement Offices	N/A			
Drinking Water	N/A			
Waste Disposal	N/A			
Others				

*Contact critical customers as soon as possible, prioritize service to, and/or collect bacteriological samples.

3 EMERGENCY RISK RANKING

Identify the possible events that may cause a system emergency, ranked as high, moderate, or low risk.

Emergency Event:	Affected Areas:	Ranking:
Blizzards	Upper Midwest, Great Plains in US; Prairies, eastern Arctic, eastern Ontario in Canada (source National Weather Service, Government of Canada)	Low
Chemical Spill	All	Moderate
Droughts	Arizona, California, Colorado, Nevada, New Mexico, Oklahoma, Texas, Alabama, Georgia,	Low

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Emergency Event:	Affected Areas:	Ranking:
	South Carolina, high plains, Rockies, and to the Pacific (<i>source drought.gov</i>)	
Earthquakes	California, Alaska, Hawaii, and Puerto Rico, Pacific Northwest Earthquake Zone and New Madrid Earthquake Zone (<i>source Marsh insurance broker</i>)	Low
Extreme Cold or Heat Waves (Severe Weather & Natural Disasters)	All	High
Fire	All	Low
Floods	All (<i>source NOAA</i>)	High
General Threat & Bomb Threat	All	Low
Hurricanes	Texas to North Carolina, Hawaii, Puerto Rico and U.S. Virgin Islands, Virginia to Maine, Florida (<i>source Marsh insurance broker</i>)	High
Landslides or Avalanches	All areas are affected. Major/widespread landslides: Washington, Oregon, California, Colorado, Idaho, Hawaii, Virginia, Ohio, Pennsylvania, Tennessee, North Carolina, Puerto Rico, Nevada, Utah, Wyoming. Moderate/severe: Appalachian Mountains, Rocky Mountains, Pacific Coastal Ranges, Alaska, Hawaii, Alberta, Ontario. (<i>Source USGS, Government of Canada</i>)	Low
Power Outages (Electrical Lines Down, Generator Use)	All	Moderate
Security Breach	All	Low
Tornadoes	Texas, Iowa, Oklahoma, Kansas, Nebraska, South Dakota, Colorado, New Mexico, Alberta, Ontario (<i>source NOAA, Government of Canada</i>)	Low
Wildfires	All areas are affected. Following are highest US number/acres burned: California, Texas, Arizona, Montana, Florida, North Carolina Oregon, New Jersey, Georgia, Washington (<i>Source III</i>)	Low
Winter Storms	Central United States, Great Lakes, east coast of the U.S. and Canada, and northern Canada (<i>source NOAA</i>)	Low

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4 COMMUNICATION EQUIPMENT INVENTORY

Inventory your utility's communication equipment below (i.e., satellite phones, etc.) and ensure communication methods have been established prior to an event.

Type	Assigned to	Location	Number/Frequency/Channel

5 SYSTEM INFORMATION

Critical system components that take priority in an emergency are listed below. With multiple failures, the sequencing of repairs will take priority based on population and number of connections served unless otherwise determined.

5.1 WATER SYSTEM(S)

5.1.1 Basic System Information

Main Facility Address	System Identification Number	Population Served	Number of Service Connections	Basic description
██████████ Bridgton, NC 28560	NC0425132	4610	1877	WTP with 3 booster pumps and 500,000 gals concrete groundwater storage tank.

Critical system components must be evaluated no less than annually with plans for improvements and upgrades as applicable.

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5.1.2 Pump Information

Well # / Booster Station # / Surface Water Intake	Facility Address	Pump Depth	Normal Well / Booster Pump / Raw Water Pump GPM	Wellhead / Booster Pump Operating Pressure	Motor HP	Phase/Voltage
Well 1	[REDACTED]	150	600 GPM	20	30 HP	3phase/230V
Well 2	[REDACTED]	150	400 GPM	15	25 HP	3phase/230V
Well 3	[REDACTED]	160	634 GPM	10	25 HP	3phase/480V
Booster Station	[REDACTED]	Jockey pump	250 GPM	58-68 PSI	15 HP	3phase/460V
Booster Station	[REDACTED]	Pump 1 & 2 Main pumps	550 GPM	58-68 PSI	50 HP	3phase/460V

5.1.3 Treatment Information

Well #/ Surface Water Intake/ Facility	Chemicals Used	Type of Chemical Feed/Pump	Location of Disinfection System	Location of Bulk Chemical Storage	Onsite Lab Location Y/N
Well 1	Liquid bleach	Diaphragm Pulsatron 120 GPD @ 100 PSI	Well piping	Well Building	Y
Well 1	FeroQuest Phosphate	Diaphragm Pulsatron 24 GPD @ 100PSI	Well piping	Well Building	Y
Well 2	Liquid bleach	Diaphragm Pulsatron 120 GPD @ 100 PSI	Well piping	Well Building	Y

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Well 2	FeroQuest Phosphate	Pulsatron 24 GPD @100PSI	Well piping	Well Building	Y
Well 3	Liquid bleach	Diaphragm Pulsatron 120 GPD @ 100 PSI	Well piping	Well Building	Y
Well 3	FeroQuest Phosphate	Diaphragm Pulsatron 24 GPD @100PSI	Well piping	Well Building	Y

5.1.4 Finished Water Storage

Applicable Well / Surface Water Intake / Facility	Location/ Address	Name of Storage Facility	Storage Type	Capacity (gals)
Tank		Tank Site	Concrete Ground Storage	500,000

5.1.5 Power

Facility	Primary Power	Acct#	Backup Power (stationary , portable, or both)	Auto or Manual transfer switch available	KW/ Phase	Voltage	Rotation	Generator Quick Connect
WTP & well 3	Tideland		Stationary	Auto	150K W	3P 460V	CW	No
Well 1	Tideland		Portable	Manual	100 KW	3Ph/ 240V	CW	Y
Well 2	Tideland		Portable	Manual	100K W	3Ph/ 240V	CW	Y

5.1.6 Portable Generators

Facility	Address	KW	Fuel Type
Fairfield Harbour Generator storage Building		45 KW	Gasoline

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Fairfield Harbour Generator storage Building	[REDACTED]	55 KW	Gasline
Fairfield Harbour Generator storage Building	[REDACTED]	35 KW	Diesel
Fairfield Harbour Generator storage Building	[REDACTED]	100 KW	Diesel
Fairfield Harbour Generator storage Building	[REDACTED]	60KW	Gasoline
Fairfield Harbour Generator storage Building	[REDACTED]	48 KW	Diesel

5.1.7 Critical System Components List

Depending on the emergency, these system components have priority for repairs.

Component	Reason Critical to Operation	Location/Address
Drinking Water Wells	No interconnection	[REDACTED]

5.1.8 Interconnections including Emergency

Peak Capacity	Manual/ Auto PSI Control	Name of System Interconnection	Interconnect Location

5.1.9 Alternative Water Source Options

List information on alternative source water options to mitigate impacts during incidents

Type	Location	Comments
<i>Well</i>	<i>Municipal golf course</i>	<i>This irrigation well can be used to supply water under emergency approval from state. Chlorination is needed and the well can produce up to 300 gpm.</i>
<i>Bottled Water</i>		

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<i>Licensed Water Hauler</i>		

5.1.10 Other Applicable Information (booster chlorinators, control systems, etc)

Booster chlorinators	Pressure Booster Stations	Control Systems	Sump Pumps	Spare Equipment

5.1.11 Fire Flow Data

Attach any available fire flow data for fire hydrants based upon guidelines published by the ISO (Insurance Services Office) <http://www.iso.com>.

Average Daily Demand	Maximum Daily Demand	System Capacity	Peak Demand

5.1.12 Location of Pertinent Information

Item	Document Location
Distribution System Map (includes line sizes, valve locations, fire hydrants, blow-offs and pumping, storage and treatment facilities)	Online GIS and Field Office
Facility Addresses	Online GIS and Field Office
Pressure Boundary Map	Online GIS
Process Flow Diagram	Online GIS
Site Specific Schematics (As Applicable): Pumping and Storage Facilities Reservoir Facilities Water Treatment Facilities Chemical Storage Locations Booster Pump Stations Pressure-regulating valve (PRV) Sites	Online GIS and Field Office
Operation and Maintenance (O & M) Manuals	Field Office
Start-up and Shutdown Procedures (SOP)	Field Office
Other relevant documents: _____	

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5.2 WASTEWATER SYSTEM(S)

5.2.1 Basic System Information

Main Facility Address	NPDES Number	Population Served	Number of Service Connections	Basic description
[REDACTED]	WQ 0033111	4695	1878	600,000 gpd extended air with FFP Filters and UV disinfection with stream discharge

5.2.2 Pump Information

Lift Station #	Facility Address	Total Dynamic Head	Motor HP	Phase/ Voltage
1	[REDACTED]	50 FT	10 HP	3 / PHASE 230
2	[REDACTED]	50 FT	10 HP	3 / PHASE 230
3	[REDACTED]	35 Ft	5.5	3 / PHASE 230
4	[REDACTED]	35 Ft	5.0	3 / PHASE 230
5	[REDACTED]	55 Ft	10	3 / PHASE 230
6	[REDACTED]	35	3	Rotary Phase / 230
7	[REDACTED]	30	3	Rotary Phase / 230
8	[REDACTED]	35	5	3 / PHASE 230
9	[REDACTED]	35	3	Rotary Phase / 230
10	[REDACTED]	30	3	3 / PHASE 230
11	[REDACTED]	35	3	Rotary Phase / 230
12	[REDACTED]	30	3	Rotary Phase / 230
13	[REDACTED]	25	3	3 / PHASE 230

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14		30	3	Rotary Phase / 230
15		25	3	Rotary Phase / 230
16		42	7.5	3 / PHASE 230
17		84	25.0	3 / PHASE 230
18		25	3	3 / PHASE 230
19		45	5.5	3 / PHASE 230
20		30	5.0	3 / PHASE 230
21		45	5.5	3 / PHASE 230
22		85	20.0	3 / PHASE 230
23		85	10	3 / PHASE 230
24		40	7.5	3 / PHASE 230
25		45	5.0	3 / PHASE 230
26		40	5.0	3 / PHASE 230
















5.2.3 Treatment Information

Facility / Lift Station #	Chemicals Used	Type of Chemical Feed/Pump	Location of Disinfection System	Location of Bulk Chemical Storage	Onsite Lab Location Y/N
N/A					















5.2.4 Power

Facility	Primary Power	Acct#	Backup Power (stationary, portable, or both)	Auto or Manual transfer switch available	KW/ Phase	Voltage	Rotation	Generator Quick Connect


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Office storage building /	Tideland		Stationary	Auto	11KW	1 P/ 220 Volt	NA	None
WWTP	Tideland		Stationary at WWTP	Auto	300k W/ 3 Phase	3P/ 460 Volt	CW	None
L.S.#1	Tideland		Portable	Manual	55 KW	230	CW	Yes
L.S.#2	Tideland		Stationary	Auto	80 KW	230	CW	Yes
L.S.#3	Tideland		Portable	Manual	45 KW	230	CW	Yes
L.S.#4	Tideland		Portable	Manual	45KW	230	CW	Yes
L.S.#5	Tideland		Portable	Manual	55KW	230	CW	Yes
L.S.# 6	Tideland		Portable	Manual	45 KW	230	CW	Yes
L.S. # 7	Tideland		Portable	Manual	35KW	230	CW	Yes
L.S. # 8	Tideland		Portable	manual	48 KW	230	CW	Yes
L.S. # 9	Tideland		Portable	manual	55 KW	230	CW	Yes
L.S.# 10	Tideland		Portable	manual	45 KW	230	CW	Yes
L.S.# 11	Tideland		Portable	manual	48KW	230	CW	Yes
L.S. #12	Tideland		Portable	manual	55KW	230	CW	Yes
L.S.# 13	Tideland		Portable	manual	45 KW	230	CW	Yes

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L.S.# 14	Tideland		Portable	manual	55 KW	230	CW	Yes
L.S.# 15	Tideland		Portable	manual	35 KW	230	CW	Yes
L.S.# 16	Tideland		Portable	manual	48 KW	230	CW	Yes
L.S.# 17	Tideland		Stationary	Auto	60 KW	230	CW	Yes
L.S.# 18	Tideland		Portable	manual	48 KW	230	CW	Yes
L.S.# 19	Tideland		Portable	manual	48 KW	230	CW	Yes
L.S.# 20	Tideland		Portable	manual	55 KW	230	CW	Yes
L.S.# 21	Tideland		Stationary	Auto	15 KW	230	CW	Yes
L.S.# 22	Tideland		Stationary	Auto	80 KW	230	CW	Yes
L.S.# 23	Tideland		Portable	manual	55 KW	230	CW	Yes
L.S.# 24	Tideland		Portable	manual	45 KW	230	CW	Yes
L.S.# 25	Tideland		Portable	manual	55 KW	230	CW	Yes
L.S.# 26	Tideland		Portable	manual	55 KW	Single phase	CW	Yes
L.S.# 20	Tideland		Portable	manual	55 KW	230	CW	Yes

5.2.5 Portable Generators

Facility	Address	KW	Fuel Type
Fairfield generator storage building		45 KW	Gasoline

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Fairfield generator storage building	██████████	55 KW	Gasoline
Fairfield generator storage building	██████████	35 KW	Diesel
Fairfield generator storage building	██████████	60 KW	Gasoline
Fairfield generator storage building	██████████	100 KW	Diesel
Fairfield generator storage building	██████████	60KW	Gasoline
Fairfield generator storage building	██████████	48 KW	Diesel

5.2.6 Critical System Components List

Depending on the emergency, these system components have priority for repairs.

Component	Reason Critical to Operation	Location/Address
Lift Station Pumps	Prevent sewer spills	See locations above
WWTP	Prevent Sewer spill and effluent violations	██████████

5.2.7 Interconnections including Emergency

Name of System Interconnection	System Interconnect Location

5.2.8 Other Applicable Information (booster chlorinators, control systems, etc)

Air Release Valve	Control Systems	Sump Pumps	Spare Equipment

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5.2.9 Location of Pertinent Information (As Applicable)

Item	Document Location
Collection System Map	Online GIS and WWTP
Facility Addresses	Online GIS and WWTP
Process Flow Diagram	Online GIS and WWTP
<u>Site Specific Schematics</u> (As Applicable): Pumping and Storage Facilities Treatment Facilities Chemical Storage Locations Pump Stations	WWTP
Operation and Maintenance (O & M) Manuals	WWTP
Start-up and Shutdown Procedures (SOP)	WWTP
Other relevant documents: _____	

5.3 WRITTEN AGREEMENTS WITH OTHER AGENCIES, UTILITIES, OR RESPONSE ORGANIZATIONS

5.3.1 Mutual Aid Agreements

A mutual aid and assistance network provides water and wastewater utilities with the means to quickly obtain help in the form of personnel, equipment, materials and associated services from other utilities to restore critical operations impacted during any type of emergency, big or small. May include emergency connections, personnel, equipment and chemical supplies, etc:

Organization	N/A
Summary of Understanding	

5.3.2 WARN

Water and Wastewater Agency Response Networks (WARNs) are comprised of "utilities helping utilities" within a state/region that respond to and recover from emergencies by sharing resources with one another. WARNs are governed by a common mutual aid agreement. The WARN agreement allows utilities to share resources in a more expedited way, compared to other mechanisms that require a formal disaster declaration. The agreement spells out how liability, workers' compensation, insurance and reimbursement will work. Other benefits include increased emergency preparedness and coordination, and enhanced access to specialized resources. Utility responders, once notified, are typically on the ground within 24 hours.

Organization	N/A
Summary of Understanding	

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5.3.3 Memoranda of Understanding

Organization	N/A
Summary of Understanding	

5.3.4 Contracts

List any additional contracts in place:

Contracts	Company Name	Pertinent Information
Contract Operators		<i>Operator Level</i>
Chemical Suppliers		
Bottled Water		
Water Hauler		
Other		

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6 SURROUNDING EXTERNAL FACILITIES

List non-Corix owned surrounding chemical production, handling or storage industries that could impact your utility and employees during incidents such as accidental releases, hurricanes or earthquakes.

Industry Chemical Handling Facilities

Facility Name	Location	Distance	Chemical and Exposure Pathway
None			

Refer to **ERP-008-Chemical Spill** for safety information on environmental factors.

7 COMMUNICATIONS

7.1 MEDIA RELATIONS

All inquiries from the media should be directed to the Director of Public Relations at (847) 897-6483. If this is not possible or practicable, inquiries should be referred to the President of Operations or SVP/President.

7.2 PUBLIC NOTIFICATION

Provide location of public notice templates.

8 EMERGENCY RESPONSE

8.1 EMERGENCY RESPONSE PROCEDURES

Specific Emergency Response Procedures that apply to this facility are provided separately.

8.2 ANNUAL REVIEW/ TRAINING

The purpose is to establish that all field operations employees are adequately trained in emergency response to different situations. On an annual basis, employees in operations will conduct an internal review and all relevant documents will be updated as needed. Certify completion of the exercise to regulatory agencies as applicable. The following will be required as part of the training:

1. A review of the facilities' ERPs and ERP Procedures.
2. Ensure each facility has emergency contact phone numbers updated and posted.
3. Review of the Corix Physical Security Program

Perform Tabletop Exercises from the scenarios provided within the Security Breach and other Natural Disaster ERPs. See the Tabletop Exercise Template.

Schedule for drills, tabletop exercises, and other ways to practice emergency response.

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Event	Description	People / Organizations Involved	Date
<i>Rehearsals</i>	<i>Conduct actual emergency drill.</i>	<i>Utility system staff.</i>	<i>Annually</i>
<i>On-site Training Drills</i>	<i>Conduct specific drills (ex. communications, water line breaks, sampling, etc.).</i>	<i>Utility system staff</i>	<i>Annually</i>

9 OPERATIONS EMERGENCY RESPONSE PLAN APPROVAL AND REVIEW

9.1 PLAN EVALUATION & MITIGATION

The ERP will be evaluated and updated on an annual basis after the emergency rehearsal. Identified improvements shall be made at that time and communicated to all staff.

9.2 PLAN REVIEW & UPDATE

Any modifications will be incorporated into the ERP template document.

9.3 REVIEW & APPROVAL

This plan must be reviewed and approved by the supervisor and employees to whom it applies. Document all individuals that have reviewed the plan (on this page or separately as needed).

Created By: Brent Milliron

Created: 11/17/2021

Approved By:

Approved: MM/DD/YYYY

Reviewed By:

Reviewed: MM/DD/YYYY