

## Top ten activities for being prepared for an emergency

1. **Prepare or update** an emergency response plan including security considerations.
2. **Post** updated emergency 24-hour contact information in highly visible areas around the water system and give them to key persons and local response officials.
3. **Get to know** your local law enforcement and ask them to add your facilities to their routine rounds.
4. **Fence and secure** your water system facilities and vulnerable areas (e.g. pump houses, well heads, reservoirs) and install adequate lighting around critical facilities such as sources, pump houses, treatment plants, and parking lots.
5. **Watch** for suspicious activity, suspicious mail or deliveries, changes in water quality, and increased customer complaints.
6. **Make security a priority for employees** Ensure employees know the importance of vigilance and seriousness of security. Provide staff training and checklists on how to handle threats. Rehearse response actions so staff are familiar with the process.
7. **Conduct** a vulnerability assessment to determine vulnerable components and possible disruption points, and identify security measures that need to be considered as part of your emergency preparedness plan.
8. **Designate** an emergency coordinator to ensure effective preparation, communication and procedures for an event.
9. **Identify and establish** agreements for a safe alternative water supply for use in case of supply disruption (e.g. emergency source, water truck, bottled water, intertie).
10. **Know how to** issue a Health Advisory, i.e. boil water order or drinking water warning, in consultation with the Department of Health, Division of Drinking Water Officials.

**In case of an emergency**, follow your chain of command to reduce confusion and optimize response time to the event. If there is a security breach call “911” immediately to inform local law enforcement, then call your regional Division of Health office.