



**Arizona Water & Wastewater Agency  
Response Network  
MUTUAL AID AGREEMENT  
(AZWARN MAA)**

**OPERATIONAL PLAN**

Approved September 2, 2020

## AZWARN MAA Operational Plan

"This project was supported by Federal Grant CFDA 97-067 awarded by the Arizona Department of Homeland Security. Points of view or opinions contained within this document are those of the author and do not necessarily represent the official position or policies of the U.S. Department of Homeland Security and the Arizona Department of Homeland Security."

### APPROVAL

This AZWARN Operational Plan has been reviewed and approved by the AZWARN Board, as acknowledged by the signature of the AZWARN Chairperson below



\_\_\_\_\_  
AZWARN Chairperson



\_\_\_\_\_  
Date



# AZWARN MAA Operational Plan

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## AZWARN MAA Operational Plan

### RECORD OF CHANGES

Changes to this document are expected due to lessons learned, updates to protocols, and/or modification to the AZWARN Mutual Aid Agreement. AZWARN will document all changes to the Plan according to the following procedure:

- AZWARN Board shall approve all updates to the Operational Plan.
- AZWARN Secretary will make the approved updates to the Plan and will mark the changes on the log below, adding new pages as needed.
- AZWARN Secretary will electronically advise all AZWARN Members when approved updates are available on the AZWARN web-site ([www.azwarn.org](http://www.azwarn.org)).
- Members shall replace old pages with current pages and destroy outdated material.

Change Number	Date of Approval	Section #, Page #	Brief Description of Change	Chair Signature	Board Approval Date
1		Multiple	Revisions required to reflect conversion of AZWARN from IGA to MAA		September 2, 2020
2					
3					
4					
5					
6					
7					
8					
9					
10					

# AZWARN MAA Operational Plan

## 1.0 INTRODUCTION

The Arizona Water/Wastewater Agency Response Network (AZWARN) is a mutual aid network of water and wastewater utilities formed by an agreement titled “Mutual Aid Agreement among Members of the Arizona Water and Wastewater Agency Response Network” (AZWARN Agreement) to respond to an incident that requires resources beyond the capability of a Member utility. There are three inter-related documents that support the mission of AZWARN:

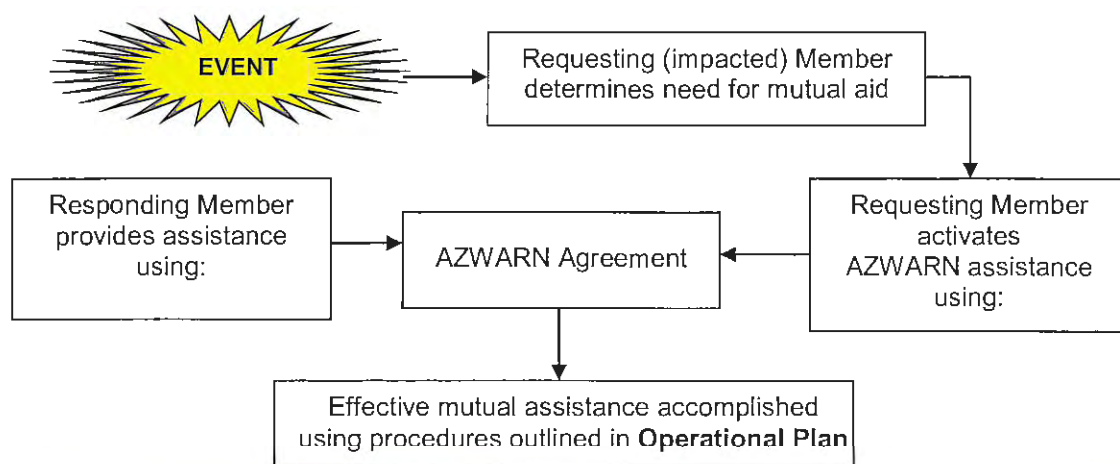
- AZWARN Agreement: The Agreement is a legal instrument authorizing the exchange of resources between AZWARN Members (see APPENDIX A). It identifies the administration of the program, describes how to access mutual aid, specifies reimbursement procedures for the use of resources, and authorizes the creation of an AZWARN Operational Plan. In the event of a conflict between the AZWARN Agreement and this Operational Plan, the terms of the AZWARN Agreement shall control.
- Bylaws of AZWARN: (see APPENDIX B).
- AZWARN Operational Plan.

The Operational Plan primarily supports the AZWARN Agreement and provides implementation details.

- The Plan includes:
  - Organizational Governance Procedures: Procedures that will be required to ensure a reliable and efficient functioning of the AZWARN organization.
  - Requesting/Responding Procedures: Procedures to be used by Requesting and Responding Members during an event, which will ensure adherence to the terms and conditions of AZWARN Agreement.
  - Job Aids: Forms, checklists and other support tools used during response.

During an event, the Operational Plan fits into a typical AZWARN usage as shown in the schematic below:

### Role of Operational Plan During an Event



# AZWARN MAA Operational Plan

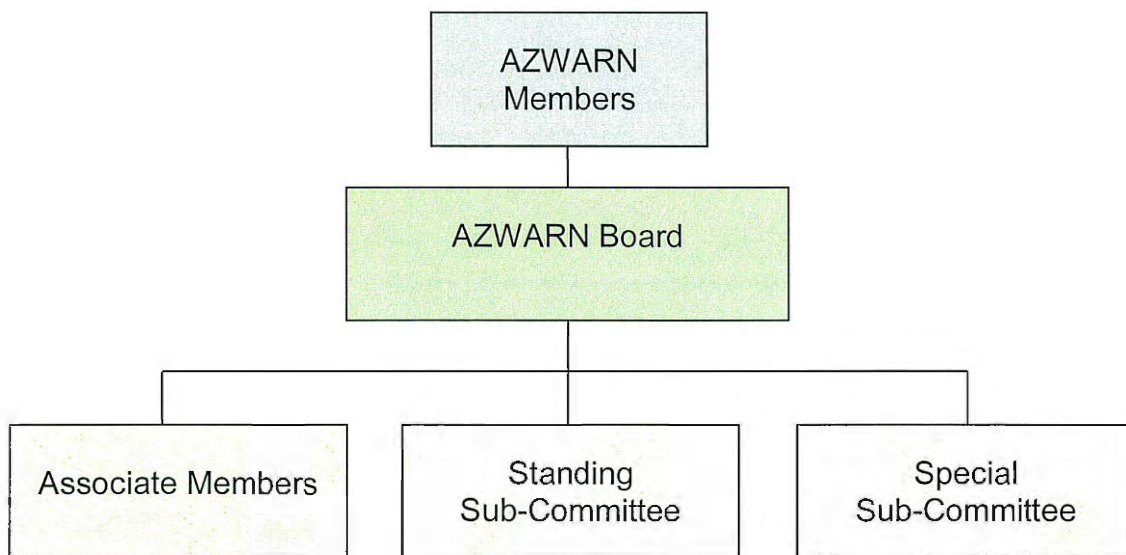


## 2.0 ORGANIZATIONAL STRUCTURE AND RESPONSIBILITIES

The AZWARN Agreement (see Appendix A) requires the Members of AZWARN to manage/maintain this mutual aid agreement until the membership of AZWARN exceeds 20 members at which time there will be the formation of an AZWARN Board to manage/maintain this mutual aid agreement.

The AZWARN organizational structure consists of AZWARN Members, an elected AZWARN Board (once membership exceeds 20), Associate Members, and Committees, as shown below:

Elements of the AZWARN Organizational (or Governance) Structure



The roles and responsibilities, as defined by the AZWARN Agreement and by-laws, are explained below in greater detail:

### 2.1 AZWARN Member Responsibilities

A "Member" is an entity that signs the AZWARN Agreement. The criteria/qualifications for becoming a Member are defined in the Agreement and bylaws. Appendix C includes "Procedure for Enrollment in AZWARN Mutual Aid Agreement".

The general expectations and rights of a Member agency are as follows:

## AZWARN MAA Operational Plan

- The Member identifies an Authorized Designee, Emergency Contacts and Member Representative to manage its participation in AZWARN and response to possible incidents.
- Members are eligible to participate in one or more committees to support the AZWARN.
- Members are encouraged to participate in the annual meeting, trainings, and other activities.
- Members vote on updates to the AZWARN Agreement and other topics related to the operations of the AZWARN Agreement. Each Member has one vote. A utility that operates both water and wastewater services has one vote. A Member with multiple service locations also has one vote.

Pre-emergency responsibilities for Members include:

- Identify an Authorized Designee and Emergency Contacts who are responsible for:
  - Requesting Assistance
  - Offering Assistance
  - Accepting Assistance
  - Withdrawing Assistance
- Provide the AZWARN with contact information for their Authorized Designee, Emergency Contacts, and Member Representative, including 24-hour contact information.
- Maintain AZWARN database information for their utility in accordance with their policy.
- Print a hard copy of the AZWARN database on a periodic basis (e.g. every six months) to ensure the information is available when a power loss disrupts computer access.
- Update the contact and other database information annually or as changes occur
- Develop and understand internal procedures for how or when the Authorized Designee may request or send mutual aid
- Ensure critical employees have Incident Command System (ICS) and National Incident Management System (NIMS) training
- Clarify reporting and coordination procedures with the local emergency management officials
- Review the AZWARN Operational Plan and incorporate appropriate portions into the utility emergency response plan



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- Develop procedures to track costs for personnel, equipment, and other resources during an emergency
- Volunteer to support the organizational structure of the AZWARN system, as available
- Attend AZWARN trainings and general meetings
- Keep respective utility's information (Authorized Designee, Emergency Contacts, Member representative, list of resources, etc.) up-to-date on AZWARN web-site.

Emergency responsibilities for Members include:

- Making requests for assistance, as needed, during emergency situations.
- Coordinating with local emergency management officials.
- Sending resources, if available, to Requesting members.
- Documenting and tracking costs of dispatched resources.

*Only the Authorized Designee of a Member can authorize the request for (or offer of) assistance. The Member Representative (if different from its Authorized Designee) manages the Member's participation in AZWARN and casts the Member's vote.*

## 2.2 Board Responsibilities

According to the Agreement, anytime the AZWARN membership does not exceed 20, all Member representatives will serve as the AZWARN Board. Once membership exceeds 20, the AZWARN Member Representatives will elect an AZWARN Board which will have a Chairperson and eight (8) Board Members. Elected Board Officers will include Chair, Vice Chair, and Secretary. Roles and responsibilities of the Officers are summarized in Table 1. Under the leadership of the Chair, the AZWARN Board is responsible for the following actions:

- Develop and adopt an annual budget.
- Establish funding sources, as authorized under Article 5 of the Agreement.
- Direct and monitor the expenditure of funds by the fiscal agent of AZWARN, as defined in Article 5 of the Agreement.
- Meet annually to review the Agreement, as well as emergency preparedness and response procedures, recommending changes when necessary.

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- Organize and coordinate emergency planning and response training activities for the AZWARN.
- Establish regular meeting schedules to maintain continuity.
- Maintain communication with Members regarding updates, changes, or modifications to the AZWARN system.
- Manage grants as available.
- Manage issues related to Web site management.
- Set training and exercise schedule.
- Represent the membership when engaged in meetings, discussions, and consultations with other associations, states, and local agencies regarding AZWARN.
- Provide oversight of subcommittees.
- Collaborate with other trade organizations and emergency agencies.

### 2.3 Associate Member Responsibilities

An “Associate” is any non-utility AZWARN participant that provides a support role to the AZWARN, but does not sign the Agreement or vote. Associate Members’ responsibilities may include:

- Actively participating in AZWARN program which includes attending meetings, assisting with planning efforts and participating in other AZWARN activities.
- Providing information in areas of expertise
- Volunteering on committees
- Assist with website revisions, training, advertising, project funding

### 2.4 Committees

Specialized committees may be formed, at the discretion of the Board, to undertake specific tasks. Some of them may be standing committees entrusted with long-term goals and responsibilities and other special committee may be formed on an as-need basis to undertake specific tasks with defined beginning and end dates.

Candidate committees may include:

- Operational Plan
- Response Coordination
- Training and Exercise

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- Membership and Public Outreach
- Grants and Funding
- Legal
- Election and Balloting
- Legislative
- Web-site Management

If the AZWARN Board does not select a committee chair; each committee will elect its own Chair. The committee chair will serve as the liaison to the AZWARN Board. Responsibilities of the candidate committees are summarized in Table 2.

## AZWARN MAA Operational Plan

**Table 1**

### Responsibilities of AZWARN Officers

<b>Title</b>	<b>Responsibilities</b>
Chair	<p>The Chairperson is elected by AZWARN Members and is responsible to:</p> <ul style="list-style-type: none"><li>• Represent AZWARN to the local, state, and federal agencies Serve as liaison to AZ Water Association. Update AZ Water of Board activities on regular basis.</li><li>• Preside at all duly constituted meetings of the membership.</li><li>• Act as the executive of the Board and an ex officio member of all standing committees.</li><li>• Serves a term of one year, unless Members vote to amend term.</li></ul>
Vice Chair	<p>The Vice Chairperson is elected by AZWARN Members and is responsible to:</p> <ul style="list-style-type: none"><li>• Performs duties as assigned by the Chairperson.</li><li>• During a temporary absence of the Chairperson, the Vice Chairperson provides direction to the Board.</li><li>• In case the Chairperson retires, resigns, experiences a long-term absence, the Vice Chairperson assumes the Board Chair.</li><li>• Serves a term of one year, unless Members vote to amend term.</li></ul>
Secretary	<p>The Secretary is elected by AZWARN Members and is responsible to:</p> <ul style="list-style-type: none"><li>• Record proceedings at all meetings of the Board.</li><li>• Edit and publish any official administrative publications for the Board.</li><li>• Receive and maintain a file of notes and records for the Board and committees.</li><li>• Send official messages approved by the Chairperson to Members.</li><li>• Perform other administrative duties as assigned.</li><li>• Serves a term of one year, unless Members vote to amend term.</li></ul>
Board Members (non-officers)	<p>When elected, the other six (6) Board members are responsible for:</p> <ul style="list-style-type: none"><li>- Participating in or Chairing committees</li><li>- Assisting Officers with accomplishing various tasks.</li><li>- Update Officers of their activities on regular basis.</li></ul>



## AZWARN MAA Operational Plan

**Table 2**

Responsibilities of Candidate AZWARN Committees <sup>(1)</sup>

<b>Committee</b>	<b>Responsibilities</b>
Operational Plan	<ul style="list-style-type: none"><li>• Maintain the AZWARN Operational Plan.</li><li>• Identify a process for how the Board will approve and authorize the publication of the Operational Plan as well as its distribution through the Board Chairperson.</li><li>• Maintain contact with local, regional, and state emergency management agency, state drinking water primacy agency, and state wastewater permitting authority representatives to ensure Operational Plan capabilities.</li><li>• Provide training on the Operational Plan to the Members.</li><li>• Conduct an "after action review" of the AZWARN response and the Operational Plan following emergencies where multiple utilities are affected and assistance is required.</li><li>• Review the implementation of the operational plan as presented by the requesting and responding members</li><li>• Present to Board new protocols or lessons learned</li></ul>
Response Coordination	<ul style="list-style-type: none"><li>• On a voluntary basis, participate in Utility/City/County/State EOC (at the invitation of respective agencies) and facilitate information flow between requesting and assisting utilities, identify mutual aid resources, and coordinate response.</li><li>• Participate in debrief following AZWARN activation. Notify Operational Plan Committee of changes needed to the Plan/Agreement.</li></ul>
Training/Exercise	<ul style="list-style-type: none"><li>• Organize exercise programs as needed to test the Operational Plan with Members</li><li>• Participate in exercises (as appropriate) conducted by individual utilities, local government, and county or state and Federal emergency management organizations</li><li>• Provide training materials or update to Members on issues such as:<ul style="list-style-type: none"><li>○ AZWARN Mutual Aid Agreement</li><li>○ AZWARN Operational Plan</li><li>○ FEMA Emergency Management</li><li>○ State operational activities</li><li>○ Emergency Management Assistance Compact (EMAC)</li><li>○ National Response Framework (NRF)</li><li>○ FEMA Public Assistance Program</li><li>○ Laboratory Response Network</li></ul></li></ul>

Note: <sup>(1)</sup> AZWARN Members and Associates may participate in one or more Committees. The AZWARN Board approves the creation/deletion of Committees. Committee Chairs are elected by its respective members.

## AZWARN MAA Operational Plan

**Table 2 (Continued)**

Responsibilities of Candidate AZWARN Committees <sup>(1)</sup>

Committee	Responsibilities
Membership/Public Outreach	<ul style="list-style-type: none"> <li>• Undertake efforts to increase membership in AZWARN</li> <li>• Develop and/or maintain marketing or informational materials for outreach purposes</li> <li>• Conduct informational outreach at professional association conferences and workshops to ensure presentation of the AZWARN concept</li> <li>• Ensure information on the AZWARN website is accurate and current</li> </ul>
Grants/Funding	<ul style="list-style-type: none"> <li>• Write proposals to obtain grants and funding from private and public (County, State, and Federal Governments) sources for training and procurement of resources.</li> <li>• Manage the expenditure of grants; maintain and process required documentation and establish accountability on behalf of AZWARN.</li> </ul>
Legal	<p>Composed of the Members' legal representatives:</p> <ul style="list-style-type: none"> <li>• Review mutual aid agreement,</li> <li>• Review operational plan to ensure compliance with the mutual aid agreement</li> <li>• Provide legal opinions on actions taken or enacted by AZWARN upon request</li> </ul>
Elections/Balloting	<p>The Board creates the committee when elections or ballots are required. (In the absence of a special Elections/Ballot committee, the Chair may designate a Member to manage the election/ballot process.) This special committee may be called upon to distribute and collect ballots in order to:</p> <ul style="list-style-type: none"> <li>• Vote on election of Board members, including AZWARN Chair, Vice-Chair and Secretary</li> <li>• Vote on significant AZWARN actions affecting the membership as determined by the Board</li> </ul> <p>Notice of a ballot and rules of the ballot process are sent to the Member Representatives of Member utilities a month in advance of the voting deadline. Ballots may be in electronic or written form, and collected at either an identified meeting or by fax or e-mail, as determined by the Board.</p>
Legislative	<p>The AZWARN Board creates this ad-hoc committee when changes to the Arizona Revised Statutes are needed to provide for utilities helping utilities during an emergency.</p>
Website Management	<p>This Committee will maintain the AZWARN website (<a href="http://www.AZWARN.org">www.AZWARN.org</a>). Responsibilities may include:</p> <ul style="list-style-type: none"> <li>• Set-up new Member accounts.</li> <li>• Assign user password.</li> <li>• Update information posted on the site.</li> <li>• Maintain request notification functionality.</li> <li>• Upgrade website to improve/increase its functionality.</li> </ul>

## AZWARN MAA Operational Plan

Note: <sup>(1)</sup> AZWARN Members and Associates may participate in one or more Committees. The AZWARN Board approves the creation/deletion of Committees. Committee Chairs are elected by its respective members unless appointed by the Board.



### 3.0 CONCEPT OF OPERATIONS

The Arizona emergency response system is built on the National Incident Management System (NIMS). NIMS forms the concept of operations under which AZWARN will operate. All Member utilities are strongly encouraged to adopt the principals of NIMS into their emergency response program and training.

#### 3.1 Emergency Response - Roles and Responsibilities

- Utility Field Personnel:
  - These are the utility employees in the field responding to an emergency. As first responders, utility employees in the field are trained and function within the Incident Command System (ICS). For multi-agency response, Field personnel report to their respective employer utility while coordinating response with local emergency response agencies (e.g. law, fire and rescue, emergency medical, etc.).
- Utility:
  - Public utilities can either be part of a city, town, or county agency, or they can be an independently governed special district, not affiliated with a city or county. Public utilities comply with specific requirements, including the use of NIMS, to be eligible for federal preparedness grants.
  - Private utilities are generally investor-owned and operated. While not required to comply with NIMS, private utilities are encouraged to adopt NIMS methods as best practice approach.
  - To coordinate response activities, an agency may establish a utility-emergency operations center (Utility-EOC) and/or report directly to the appropriate city or county EOC.
  - When dealing with a water/wastewater emergency, the local utility provides the first-line of response. Additional help from outside agencies may or may not be readily available. Therefore, every utility should strive to prepare itself with resources sufficient to handle all reasonably likely emergencies in its service area.
  - When emergencies strike, the utility should perform damage assessment, identify resources needed, and if required, seek mutual aid assistance through AZWARN and/or assistance from County/State/Federal agencies.
- Local Government (Cities):



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- Depending on the size and complexity of an emergency, local governments may operate EOCs to coordinate resources and manage operations within the jurisdiction.
- Local governments may assist the local utility with the emergency, provided local Government response resources are available and can be dedicated to this responsibility.
- If necessary, the city, town, or district may request county and state assistance.
- County:
  - Typically led by county management, a county EOC may be activated to coordinate the emergency response actions of all jurisdictions within the boundary of the county.
  - Upon request or when response to disruption of local drinking water or wastewater systems becomes a priority for the county, impacted utility staff may be identified to help coordinate county resources.
  - If necessary, the county may request State assistance.
- State of Arizona:
  - As needed, Arizona Department of Emergency Management (ADEM) coordinates state-wide and regional resources to assist the cities, counties, towns, or districts. In some instances, it may coordinate assistance to jurisdictions in other States through the Emergency Management Assistance Compact (EMAC).
  - The State EOC may be activated to coordinate the emergency response actions of all jurisdictions.
  - Upon request or when response to disruption of local water and wastewater systems becomes a priority, staff from the drinking water primacy agency (state or county) may be identified to help coordinate State resources to assist counties, cities, towns, districts and local utilities.
  - As needed, State may request assistance from the National Guard, Arizona Department of Environmental Protection, other states (through EMAC), or federal government agencies.
- Federal Government:
  - Upon request, or when local drinking water or wastewater system disruption necessitates federal assistance, the Federal Emergency Management Agency

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(FEMA) coordinates federal emergency response resources through Emergency Support Function #3 (ESF #3), Public Works and Engineering.

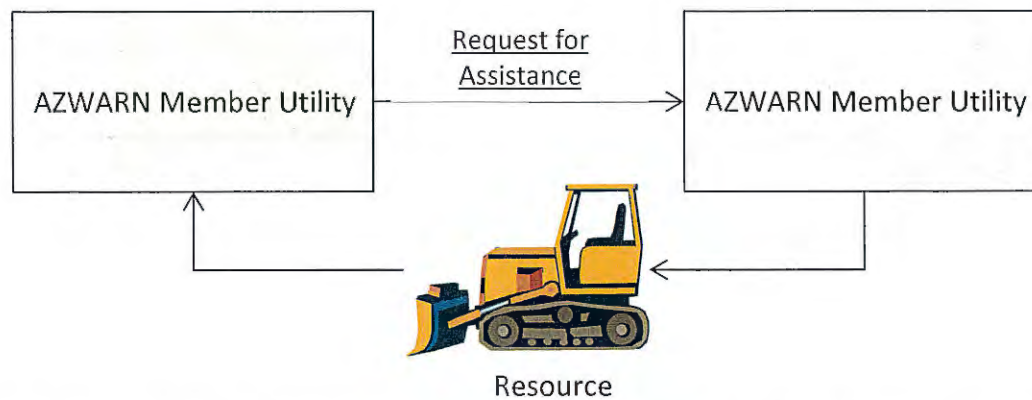
- As the ESF #3 primary agency, the U.S. Army Corps of Engineers (USACE) is responsible for coordinating supplemental assistance to state and local jurisdictions.
  - As a support agency to ESF #3, the U.S. EPA works closely with USACE and FEMA. U.S. EPA is the lead federal agency responsible to support the water sector as detailed in HSPD-7.
  - Federal emergency response resources may also be coordinated through ESF #10 (Oil and Hazardous Materials Response) where EPA is responsible for decontamination of water infrastructure and ambient water quality.
  - ESF #8 (Public Health and Medical Services), in coordination with ESF #3 and ESF #10, may assist in assessing potable water, wastewater, solid waste disposal, and other environmental health issues; conducting field investigations, including collection and laboratory analysis of relevant samples; providing water purification and wastewater/solid waste disposal equipment and supplies; and providing technical assistance and consultation on potable water and wastewater/solid waste disposal issues.
- AZWARN:
    - A member from AZWARN Response Coordination Committee may be requested to be seated in the county and/or state EOC to facilitate information flow from damaged utilities, identify utility mutual aid resources, and coordinate response.

### 3.2 Pathways for Assistance through AZWARN

AZWARN Agreement is activated when two or more Member utilities agree to borrow and lend resources to each other under the terms and conditions of AZWARN Agreement, as illustrated below:

Utility-to-Utility Assistance through AZWARN

## AZWARN MAA Operational Plan

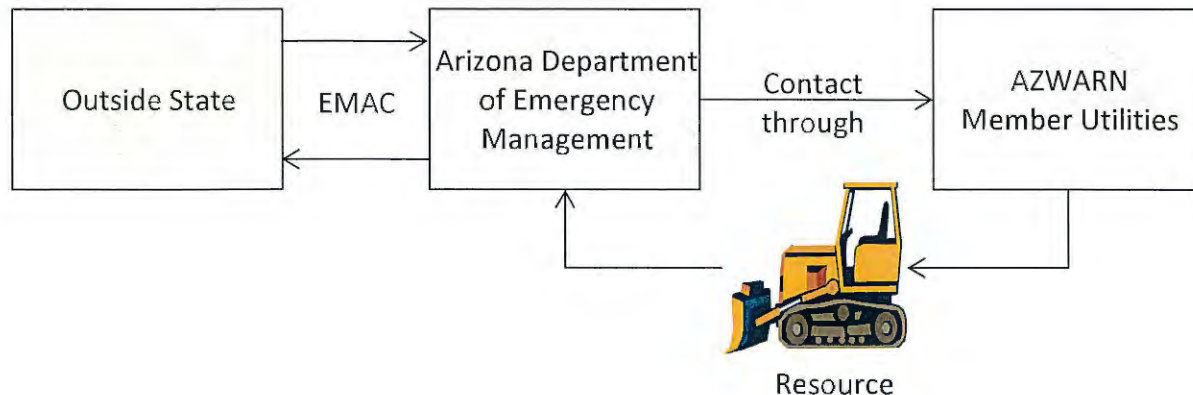


If another State seeks assistance from Arizona through Inter-State EMAC, the Arizona Department of Emergency Management may use the AZWARN network to seek assistance from Members, as illustrated below:



## AZWARN MAA Operational Plan

### Assistance through AZWARN Involving EMAC (Inter-State)



### 3.3 Activation of AZWARN

AZWARN “Activation” occurs when two or more Members agree to provide and receive resources under the terms and conditions of the AZWARN Agreement.

### 3.4 Authority

In the event of an emergency a Member’s Authorized Designee may request mutual assistance from any other participating Member(s).

- There is no requirement for declaring a local or State emergency prior to requesting mutual assistance under AZWARN.
- When a Member’s resources are exhausted and it determines the need to activate AZWARN, it should follow internal policy/protocol regarding when and how the Authorized Designee may request mutual aid.

### 3.5 Request and Assistance Procedures

Appendix C outlines a step-by-step procedure for Members to request and to provide assistance through AZWARN Agreement.

### 3.6 Proactive and Reactive Activation

- Proactive Activation: Some types of emergencies (e.g. severe storms or hurricanes) can be characterized as “warning” or “notice” events due to a build-up of intensity over time and/or scientific methods of predicting an event. This type of event allows Members to anticipate the magnitude of damage and therefore response needs. Proactive Activation of AZWARN opens the lines of communication and coordination among Members which helps to ensure a timely response. The Requesting Member can initiate the following activities:



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- Notify Members of the expected conditions
- Maintain contact with Members about changing conditions and information
- Receive requested resources and identify follow-up actions
- Reactive Activation: Other disasters provide no warning or notice (e.g. earthquakes), or end up impacting a utility in a greater way than anticipated (e.g. flash flooding). Reactive Activations during these events do not have the added benefit of pre-event planning.

However, the procedure to request and provide mutual aid is similar in both cases.

### 3.7 Early Withdrawal of Aid

The procedure for early withdrawal of aid will involve:

1. The Authorized Designee of the Responding Member shall contact the Authorized designee of the Requesting Member to notify of its intention to withdraw its aid.
  - All verbal notification may be confirmed with a written communication (email or fax).
  - The Agreement requires a minimum of 24 hour notice, but the Responding Member should strive to provide the Requesting Member as much advance notice as possible.
2. All normal demobilization and close-out formalities will be completed in conformance with ICS/NIMS guidance by the Responding Member's Team, prior to leaving:
  - Deliver documentation collected during the response to Requesting Member.
  - Return any sensitive or confidential information to the Requesting Member.
  - Collect information on costs and process it through the Requesting Member. Keep copies of all cost documentation for Responding Member. Information includes:
    - Timesheets
    - Material purchased
    - Equipment used
    - Injury reports
3. Requesting Member shall be obligated to reimburse the costs of partial services already rendered by the Responding Member.

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### 3.8 Communications

AZWARN members have the following communication pathways available to them:

- Traditional business systems such as landline telephone, cellular phone, fax and e-mail.
- Utility employees who play critical roles in emergency response should have (or have access to) Government Emergency Telecommunication / Service Wireless Priority Service (GETS / WPS) cards.
- AZWARN Website ([www.AZWARN.org](http://www.AZWARN.org)) which provides the following features:
  - A homepage accessible to general public.
  - Member-only pages that require login-in.
  - The homepage provides general information about AZWARN and serves to promote the organization and to educate the readers on the preparedness efforts of water and wastewater utilities in Arizona.
  - The Members-only pages include:
    - List of Members and contact information for each member.
    - List of critical resources owned by each Member that can potentially be provided during emergencies.
    - Reference documents including AZWARN Agreement, Operational Plans, Job Aids, and Resource Typing Manual.

The web-site will provide Members with an uninterrupted access to critical information before, during, and after an emergency. The content of the web-site will be updated periodically to reflect any changes.

- See Appendix C for "Procedures for Member Usage of AZWARN.org"

Members should periodically (at least once every six months) print out hard-copies of the membership and resources database, so that when power or internet is not available during an emergency, the data is still available.

Members can gain access to the Members-only pages of the web-site by completing the "New Member Registration" form online.

## AZWARN MAA Operational Plan

### 4.0 TRAINING AND PLAN MAINTENANCE

Training of Members in requesting/assisting through AZWARN Agreement and maintaining the AZWARN Agreement and Operational Plan will be essential to the success of this mutual aid program.

- Training and Exercises: AZWARN recommends ongoing training to ensure a common knowledge base of how agencies will work together to request or provide resources in an emergency. Each Member is responsible to ensure that designated employees:
  - Understand the AZWARN Agreement
  - Review the AZWARN Mutual Aid Operational Plan
  - Understand the AZWARN Web site, database, and other communication protocols
  - Understand the AWWA Resource Typing Manual
  - Review the utility's safety procedures and emergency response plans

In addition, each Member may implement the NIMS training requirements according to their internal policy. Candidate courses to consider include:

- IS-100: Introduction to Incident Command System
- IS-200: ICS for Single Resources and Initial Action Incidents
- ICS-300: Intermediate ICS (Classroom Instructions Only)
- ICS-400: Advanced ICS (Classroom Instructions Only)
- IS-700: Introduction to National Incident Management System
- IS-800: Introduction to Emergency Operations Center

Members should participate in emergency-simulation exercises requiring AZWARN activation, conducted by AZWARN Committee or other Member utilities.

- Incident Debrief and After-Action Report: After an exercise or an event, all AZWARN Members involved with mutual aid response may conduct a debrief and prepare an After-Action report.
  - If the incident is small and only involves a small number of Members, the Requesting and Responding Members will conduct the debrief.
  - If the incident is large and involves many agencies and jurisdictions, the County or State agencies may coordinate the after-action review. Members who offered mutual assistance through AZWARN may ask to participate in the debrief.
  - The After Action Report may include broad recommendations for improvements, the agreed-upon corrective actions, a timeline for making the changes, and an assignment of responsibilities to individuals or organizations.
- Maintain AZWARN Documents: See APPENDIX C for "Procedures to Update AZWARN Agreement and Operational Plan".



# AZWARN MAA Operational Plan

## AZWARN MAA Operational Plan

### LIST OF ACRONYMS AND DEFINITIONS

#### Acronyms

All acronyms in the Operational Plan are consistent with the Mutual Aid Agreement among Members of the Arizona Water and Wastewater Agency Response Network (AZWARN Agreement).

AWWA	American Water Works Association
AZMAC	Arizona Mutual Aid Compact
AZWARN	Arizona Water/Wastewater Agency Response Network
EMAC	Emergency Management Assistance Compact
EOC	Emergency Operations Center
ERP	Emergency Response Plan
FEMA	Federal Emergency Management Agency
HSPD	Homeland Security Presidential Directive
IAP	Incident Action Plan
IC	Incident Commander
ICS	Incident Command System
MAOP	Mutual Aid Operational Plan
NIMS	National Incident Management System
NRF	National Response Framework
PA Program	Public Assistance Program (FEMA)
U.S. DHS	United States Department of Homeland Security
U.S. EPA	United States Environmental Protection Agency

AZWARN MAA Operational Plan

USACE	United States Army Corps of Engineers
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## AZWARN MAA Operational Plan

### Operational Plan Definitions

Definitions in the Operational Plan are cross referenced for consistency with Article 2 of the Arizona Water and Wastewater Agency Response Network (AZWARN) Agreement.

Note: Some minor changes are included for clarity such as “this” agreement may be changed to “the” agreement, to avoid confusion.

Agreement	The Mutual Aid Agreement among Members of AZWARN and amendments of the agreement as approved by its Members.
Associate	Any non-utility participant approved by the AZWARN Board, which provides a supportive role for the program. These participants are nonvoting and are not a Party to this Agreement.
Authorized Designee	An employee of a Member who is authorized by the Member's Governing Board to request assistance, offer assistance, or declare emergencies under this Agreement.
Authorized Executive	The Member official or officer with the authority to enter into contracts and agreements.
AZWARN	Arizona Water and Wastewater Agency Response Network, an organizational body of Member representatives. Each Member has one representative.
AZWARN Board	Chairperson and eight other Member representatives elected at large among AZWARN Member representatives.
AZWARN Chairperson	A <i>member representative</i> elected by a majority vote of AZWARN, who is responsible for chairing meetings, giving notices as required by the Agreement and is authorized to execute actions approved by Resolutions of AZWARN.
Backfill	Salary of replacement personnel who perform the regular duties of other personnel who are deployed under AZWARN Agreement.
Coordinator	A person assigned by the AZWARN Board to provide services as directed by it, such as managing a website, a special communication hub or grants.
Costs	Actual expenditures of funds by Responding Member, including backfill and indirect costs.
Emergency	Any event, natural or man-made, that is, or is likely to be, beyond the available services, personnel, equipment and facilities of an AZWARN Member.
Governing Body	The authoritative body (e.g., city or town council, board of supervisors, district board, state agencies, general managers or board of directors) elected, appointed, or hired to manage the affairs of the Member with appropriate authority to enter into this Agreement.
Indirect Costs	Expenses that cannot be tracked back to equipment or labor associated to an emergency response. Ten percent (10%) of the total expenditures of funds by the Responding Member to account for support functions such as office employees or purchasing.



## AZWARN MAA Operational Plan

### Operational Plan Definitions (Continued)

Member	A participating entity or agency in the AZWARN.
National Incident Management System (NIMS)	A national, standardized approach to incident management and response that sets uniform processes and procedures for emergency response operations.
Period of Assistance	A specified period of time during which a Responding Member assists a Requesting Member. The period begins with the Requesting members' notice of acceptance of aid and ends when either the Responding Member or Requesting Member terminates the aid pursuant to notice provisions of the Agreement.
Requesting Member	A Member who requests assistance in accordance with the terms and conditions of the Agreement.
Responding Member	A Member that responds to a request for assistance in accordance with the terms and conditions of the Agreement.

## APPENDIX A – AZWARN AGREEMENT

[\(Click Here\)](#)

## APPENDIX B – BYLAWS OF AZWARN

[\(Click Here\)](#)

## APPENDIX C – PROCEDURES

### Procedure for Enrollment in AZWARN Mutual Aid Agreement

1. Obtain the following material from [www.azwarn.org](http://www.azwarn.org) or the AZWARN Chair.
  - a. AZWARN Agreement
  - b. Member Contact Form
2. Review the AZWARN Agreement to confirm your organization's acceptance of its provisions, terms, and conditions. Contact the AZWARN Chair (see contact information at the bottom) for any questions or additional information.
3. Have your Governing body execute the AZWARN Agreement in at least two original copies. The Governing body is the entity that has statutory authority to enter into mutual aid agreements on behalf of your organization. The completed Membership package will include:
  - a. One Signed Original AZWARN Agreement.
  - b. Completed Member Contact Form, specifying the Member Representative, Authorized Designee and Emergency Contacts.

**NOTE:** The FEMA Rate Schedule may change and should not be attached to the signed and recorded agreement. It is included into the AZWARN Agreement by reference.

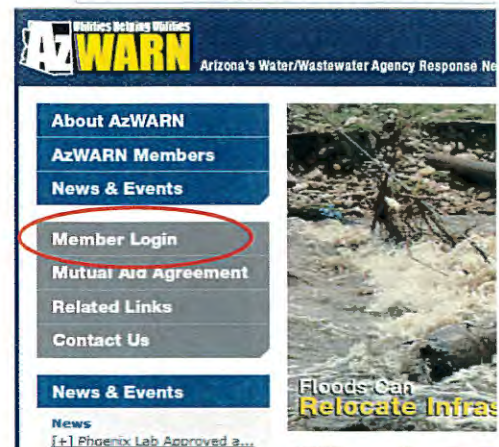
4. Submit the completed Membership Package to the AZWARN Chair. Contact the current Chair for delivery location and method.
5. Once the completed Membership Package is submitted; AZWARN will create website access to your organization. The new Member will then add the appropriate contact information and any potential resources it may have.



## Procedure for Member Usage of AZWARN.org

### Login to Member Site:

- Go to [www.AZWARN.org](http://www.AZWARN.org)
  - Click "Member Login" on left menu tab
  - Enter User Name & Password; click "Login"
- Contact AZWARN Chair if you don't have login information.  
Login will take you to "AZWARN Member Information Center" page.*



### Requesting Assistance during Emergencies:

- Go to [www.AZWARN.org](http://www.AZWARN.org)
  - Login to Member site
- Option #1: Search Membership Roster
- Click "Membership" on left menu tab
  - Select "Distance" and "Zip Code"
- Search result will bring up Membership results within the search distance, listing telephone contact information.*
- Save search result as PDF file, if needed.
  - Click "View Resources" for specific Members.
- Search will bring-up resources offered for assistance by each Member.*

#### Option #2: Search Directly for Resources Needed

- Click "Resources" on left menu tab
- Select resources needed from pull-down menu
- Select "Distance" and "Zip Code"

*Search will bring-up Members that offer the specific resources for assistance within the search distance.*

#### Option #3: Post "Emergency"

- Click "Emergencies" on left menu tab
  - Click "Add"
  - Complete Form. Select Email and/or Text. Select specific Members or within a distance.
  - Select "Distance" and "Zip Code".
- Email notification selected will automatically go to all Members within the search distance or specific member selected. Once assistance has been identified, follow "Procedures for Requesting and Providing Assistance Through AZWARN".*
- Click "Close" when emergency is over.



## Procedures for Member Usage of AZWARN.com

(Continued)

### **Assisting during Emergencies:**

#### Option #1: Reply to Email Request

Click link to Reply to email request generated by the Requesting Member via [azwarn.org](http://azwarn.org). Complete the response form. Once requesting member has accepted assistance, follow "Procedures for Requesting and Providing Assistance Through AZWARN".

#### Option #2: Look-up AZWARN.org

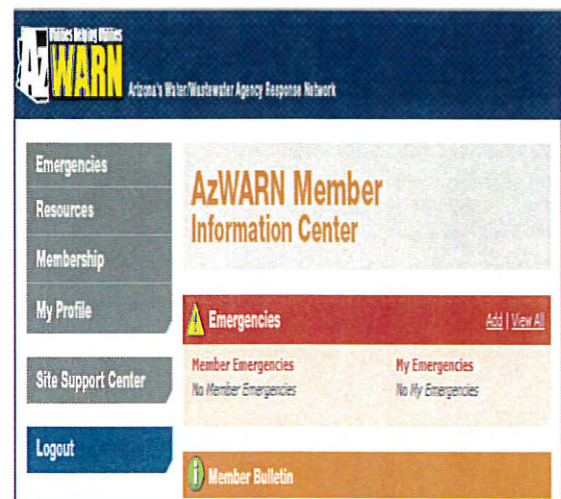
Go to [www.AZWARN.org](http://www.AZWARN.org)

- Login to Member site
- Click "Emergencies" on left menu tab
- Click "Open Emergencies" to view emergency posted, resources requested and status of emergency.

### **Set-up/Update of Member Information:**

- Go to [www.AZWARN.org](http://www.AZWARN.org)
- Login to Member site
- Click "My Profile"
- Go to "Member Systems" and click on "View"
- Populate/update following fields by clicking on "Add" or "Edit"
  - System Details
  - System Address
  - System Contacts
  - System Resources – Equipment & Personnel

*Members are encouraged to update their information at least on a semi-annual basis.*

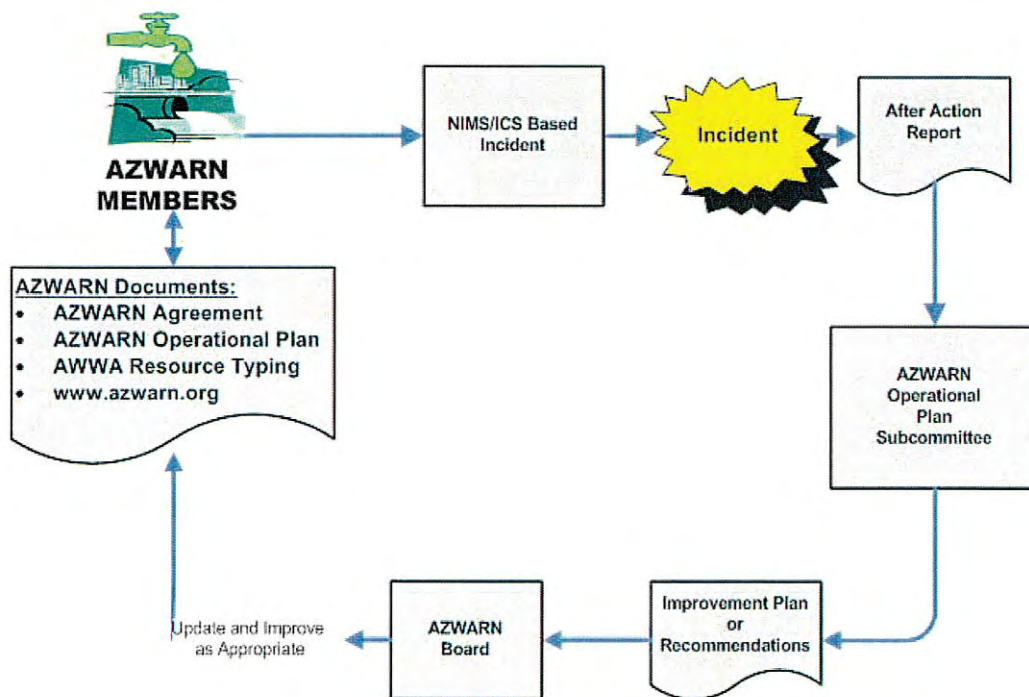


## Procedure for Maintaining Operational Plan

A flowchart for maintaining the Operational Plan is shown below. It involves the following steps:

- AZWARN Board may accept comments on the Operational Plan from Members following an incident, exercise, or annually, (whichever is the earliest). It will notify Members that comments are being accepted to update the Plan.
- Board will review comments and approve any revisions to the Plan by signing the "Record of Change" form attached at the beginning of the Operational Plan.
- Board will communicate approved Plan changes to Members and Associates.

It is a Member's responsibility to integrate the updated Plan into their respective emergency response or emergency operations plans.



Flowchart for Updating Operational Plan

Changes to the Operational Plan that impact an existing (and executed) AZWARN Agreement are handled as follows:

- Legal Committee will review the suggested changes to determine the impact on the AZWARN Agreement. It will provide its recommendation to the Board.



- Board will review this recommendation and determine whether to submit the changes (as Amendment to the Agreement) for a vote to Members.
- If the Amendments are approved by a majority vote of Members, the Operational Committee will revise the Operational Plan and the Board will approve the changes.



## Procedure for Requesting and Providing Mutual Aid Assistance

(See Forms in Appendix D)

Flowchart for Requesting Member and Responding Member Utilities Providing Mutual Aid through AZWARN

### Procedures for Direct Member Utility-to-Utility Mutual Aid Assistance (Continued)

(See Forms in Appendix D)

No.	Tasks		Job Aids
	Requesting Member	Responding Member	
1	<ul style="list-style-type: none"> <li>The Authorized Designee should acknowledge an Emergency, allowing the organization to seek mutual aid through the AZWARN Agreement. If FEMA reimbursement is anticipated, it should move to successively have County, State and Federal declarations of emergency.</li> <li><i>Members may seek assistance on behalf of other In-State non-Member utilities with whom a mutual aid agreement or valid contract is in place</i></li> </ul>		
2	<ul style="list-style-type: none"> <li>Identify resources needed (type &amp; duration).</li> <li>To the extent possible, "type" the resources required using the available Resource Typing Manuals.</li> <li>Provide detailed description for those resources not included in the Typing Manuals.</li> </ul>		<p>AWWA Water Sector Resource Typing Guidance 2019  <a href="https://www.awwa.org/Portals/0/AWWA/Government/AWWA_RT%20Guidance_FINAL_%20Nov2019.pdf?ver=2019-11-05-084838-303">https://www.awwa.org/Portals/0/AWWA/Government/AWWA_RT%20Guidance_FINAL_%20Nov2019.pdf?ver=2019-11-05-084838-303</a></p> <p>Typed Resource Definitions, Public Works Resources, FEMA:  <a href="http://www.fema.gov/pdf/emergency/nims/508-7_public_works_resources.pdf">http://www.fema.gov/pdf/emergency/nims/508-7_public_works_resources.pdf</a></p>

			FEMA Credentialing for Public Works: <a href="http://www.fema.gov/pdf/emergency/nims/pw_job_title_060107.pdf">http://www.fema.gov/pdf/emergency/nims/pw_job_title_060107.pdf</a>
3	Notify Members via AZWARN website or over telephone.		Emergency Contact Information available online at <a href="http://www.azwarn.org">www.azwarn.org</a> Emergency email notification available at: <a href="http://www.azwarn.org">www.azwarn.org</a>
4	Notify AZWARN Chair or designated response coordinator, in order to provide an opportunity for Board to coordinate/mobilize response from its Members.		

## Procedures for Direct Member Utility-to-Utility Mutual Aid Assistance (Continued)

(See Forms in Appendix D)

No.	Tasks		Job Aids
	Requesting Member	Responding Member	
5		Review requirements of the Requesting Member. If it can meet this request, make a preliminary notification (via telephone, radio, email) of ability to provide assistance.	
<b>“Minor” emergency requiring no utility-EOC activation:</b>			
6	Fill-out “ <i>Short Form - Mutual Aid Request and Authorization</i> ”. <ul style="list-style-type: none"> <li>Enter terms of assistance including resources requested, duration of assistance and costs agreed to.</li> <li>Sign the form and fax/email it to Responding Utility as soon as possible and prior to 10 working days after the oral request.</li> </ul>		<a href="#">AZWARN Mutual Aid Request and Authorization Form</a> <del>AZWARN Mutual Aid Request and Authorization Form</del> <b>Simple Form</b> available online at <a href="http://www.azwarn.org">www.azwarn.org</a>
7		Review terms of assistance. If willing, sign and return form to Requesting Member as soon as possible.	
<b>“Major” emergency requiring activation of utility-EOC:</b>			
6	Initiate mutual aid process by completing Section I of <i>AZWARN Mutual Aid Request and Authorization Form</i> . <ul style="list-style-type: none"> <li>Send it to potential Responding Member Utility. as soon as possible and prior to 10 working days.</li> </ul>		<b>AZWARN Mutual Aid Request and Authorization Form– Section I</b> available online at <a href="http://www.azwarn.org">www.azwarn.org</a>
7		Estimate the cost of assistance: <ul style="list-style-type: none"> <li>Complete Sections II &amp; IIA of <i>AZWARN Mutual Aid Request and Authorization Form</i>.</li> <li>Return to Requesting Member.</li> </ul>	<b>AZWARN Mutual Aid Request and Authorization Form– Section II</b> available online at <a href="http://www.azwarn.org">www.azwarn.org</a>  FEMA Schedule of Equipment Rates: <a href="http://www.fema.gov/government/grant/pa/eqrates.shtm">http://www.fema.gov/government/grant/pa/eqrates.shtm</a>
8	Review costs and accept/reject <i>AZWARN Mutual Aid Request and Authorization Form</i> submitted by Responding Member <ul style="list-style-type: none"> <li>If accepting assistance, sign Section III and return approved form to Responding Member as soon as possible.</li> </ul>		<b>AZWARN Mutual Aid Request and Authorization Form– Section III</b> available online at <a href="http://www.azwarn.org">www.azwarn.org</a>





## Procedures for Direct Member Utility-to-Utility Mutual Aid Assistance (Continued)

(See Forms in Appendix D)

No.	Tasks		Job Aids
	Requesting Member	Responding Member	
9		<p>Assemble resources requested. Conduct a deployment briefing with all staff on the responding team to discuss:</p> <ul style="list-style-type: none"> <li>• Approved <i>AZWARN Mutual Aid Request and Authorization Form</i>. Provide team leader with a copy.</li> <li>• ICS refresher courses and command structure of incident, if known.</li> <li>• Pre-deployment health and safety considerations.</li> <li>• Environmental conditions onsite.</li> <li>• Care and shelter arrangements.</li> <li>• Rules of conduct during deployment.</li> <li>• Review of documentation procedures.</li> </ul>	
10		Notify Requesting Member of the resources deployed and estimated time of arrival.	
11	Identify work assignments for incoming mutual aid. Consider how to integrate incoming mutual aid resources into existing workforce.		
12	If appropriate, notify local emergency management coordinating partners of the incoming mutual aid.		
13	If required, assign a Mutual Aid Coordinator (a designated person) who will address care, feeding, and other support for incoming mutual aid personnel.		
14	Identify a Staging Area for incoming mutual aid and assign a Staging Area Manager.		
15		While deployed, keep track of activities using the <i>Activity Log for Responding Member Utility Personnel</i>	<b>Activity Log for Responding Member Personnel</b> available online at <a href="http://www.azwarn.org">www.azwarn.org</a>
16	<p>Develop a demobilization plan that will include:</p> <ul style="list-style-type: none"> <li>• How and when mutual aid resources will be released.</li> <li>• Inspection of equipment and materials.</li> <li>• Debriefing of staff.</li> </ul>		



**Procedures for Direct Member Utility-to-Utility Mutual Aid Assistance (Continued)**

**(See Forms in Appendix D)**

No.	Tasks		Job Aids
	Requesting Member	Responding Member	
17		<p>While preparing to demobilize and prior to leaving, complete the following tasks:</p> <ul style="list-style-type: none"><li>• Deliver documentation collected during the response to Requesting Member.</li><li>• Return any sensitive or confidential information to the Requesting Member.</li><li>• Collect information on costs and process it through the Requesting Member. Keep copies of all cost documentation for Responding Member utility. Information includes:<ul style="list-style-type: none"><li>○ Timesheets</li><li>○ Material purchased</li><li>○ Equipment used</li><li>○ Injury reports</li></ul></li><li>• Submit bills for service as appropriate, according to AZWARN Agreement.</li></ul>	

## Deployment Checklist

(For Use During "Major" Emergency)

**Purpose:** Responding Member Authorized Designee may use this checklist to ensure mutual aid resources are prepared for deployment.

**Instructions:** Review this checklist as ongoing discussion between Requesting and Responding Members occurs.

### Staging Area

€ From the Requesting Member gather responses to the following.

€ Identify a location outside the immediate impact area to serve as a Staging Area.

- What is the address of the Staging Area?
- What is the Staging Area Manager's Name?
- What is the Staging Area Manager's Contact Information?
- What services will be available at the Staging Area?
  - Are supplies and personnel available to repair heavy or light equipment?
  - Does Responding Member need to bring a mechanic, tools, equipment, and supplies?
  - Are tire repair services available?
  - If not available are commercial services available?
  - Are fuel services available (gasoline and diesel)?

### Transportation Impacts

€ From the Requesting Member gather responses to the questions in the top row in each of the following areas.

	Which interstates or highways are open nearby each area?	Does debris hinder access near or to each area?	Which train or rail systems are operational nearby each area?	Which airports are operational?
Staging Areas				
Utility Service Yards				
General Work Areas				

	Which interstates or highways are open nearby each area?	Does debris hinder access near or to each area?	Which train or rail systems are operational nearby each area?	Which airports are operational?
Lodging / Hotel Areas				
Shelter Facilities				
Feeding Operations Sites				
Restaurants and Stores				

### **Communications Impacts**

€ From the Requesting Member gather responses to the questions in each of the following areas.

	Are landline telephone systems operational?	Are cell phone systems operational?	Are satellite phone systems operational?	Are utility radio systems operational?	Is the Internet operational?
Staging Areas					
Utility Service Yards					
General Work Areas					
Lodging / Hotel Areas					
Shelter Facilities					
Feeding Operations Sites					
Restaurants and Stores					

### **Utility Impacts**

€ From the Requesting Member gather information on how utility outages are affecting each of the following areas.

	Electrical outages	Natural gas outages	Potable water outages	Wastewater outages
Staging Areas				
Utility Corp Yards				
General Work Areas				
Lodging / Hotel Areas				
Shelter Facilities				
Feeding Operations Sites				
Restaurants and Stores				

## Field Response Operations

- € Have curfews or other conditions been enforced by local government that might affect movement to and from worksites, feeding locations, and lodging?
- € Identify additional communications operability:
  - Does Requesting Member have satellite phones to provide Responding Member?
  - Does Requesting Member have local portable cell phone systems (temporary, mobile cellular systems)?
  - If operational, how does the utility communication system function?
    - What frequency does the requesting Member operate on?
    - Will Requesting Member provide their radios to Responding Member?
    - If yes, are radios available at the Staging Area?
    - If there are not enough radios to give to all Responding Member staff, are there enough radios to give to the Responding Member supervisors?
    - Does Requesting Member use amateur radio equipment for emergencies? If yes, is equipment available?
- € What navigation issues should the responding Member be aware of?
  - Are street signs in place?
  - Are utility maps available (hardcopy or electronic)?
  - Do utility maps include GPS coordinates?
  - Are GPS units available?
  - Are maps and/or GPS units going to be available at the Staging Area?
  - Are interstates and highways open?
- € What sanitation services are available in the field?
  - Water for drinking
  - Water for sanitation
  - Restroom (e.g. using port-a-potties)
- € What debris clearance equipment is needed?
  - Are chainsaws required to provide response and repairs?



- Are other debris clearance equipment or tools required?
- € Identify financial services capabilities:
  - Are ATMs functional?
  - Are credit cards being accepted locally?
  - Are banks open?
    - Is cash the only source of payment? If yes, what is recommended amount of cash to bring?
    - Are coins needed for laundry or other services?

### **Care and Shelter**

- € What accommodations are available?
  - Hotels
  - Fire Base Camp
  - County/State Sponsored Base Camp
  - Utility Temporary Shelter
  - Outside Agency Housing
    - If yes, what is the name of the agency (e.g. American Red Cross, faith-based organization, etc.)?
  - None - Responding Member must be self-sufficient.
- € How are arrangements being addressed?
  - Who is arranging for rooms? Requesting or Responding Member?
  - Who is paying for rooms? Requesting or Responding Member?
  - How far are the arrangements from the staging area?
  - How far are the arrangements from the work area?
  - Where is it located (address):
- € What amenities are available at the available sites?

€

	Hotel	Incident Base Camp	County or State Base Camp	Utility Temporary Shelter	Red Cross or other Shelter	Camp-grounds
How far from work areas?						
Has feeding operations available on site?						
Has potable water for drinking?						
Has water for bathing?						
Has water for sanitation?						
Has operating restrooms?						
Requires use of portable toilets?						
Has operating showers?						
Has beds or cots?						
Has bedding?						
Has a functional laundry facility?						
Has a functional laundry facility nearby?						
Has or allows portable emergency generator power?						
Fuel (or diesel) is available nearby for generators?						
Nearby campgrounds have water and sewer hook ups?						

€ Determine feeding operations.

- Are restaurants available in or around the work area or lodging area?
  - How far do the responders need to travel?
  - Who is paying for the meals when ordered? Responding or Requesting Member?
- Does Requesting Member have alternate feeding operations in place?
  - Mobile canteen
  - Services from American Red Cross or faith-based organization (if so, specify who)

- Contract services
- Are grocery stores open?
  - If yes, how far are grocery stores from work site or lodging?
  - Is rationing in place?
  - Are grocery stores limited in stock?
- If grocery stores are available, what support services are available?
  - Cooking facilities with functional utilities?
  - Refrigeration systems local to work site, staging area, or lodging?
  - Ice deliveries in operation or available?

### **Employee Safety Measures**

- € What is the expected temperature and humidity?
  - Is special weather gear required?
- € What personal protective equipment is needed beyond basic equipment (hard hat, safety vest, safety shoes, mud boots, work gloves, raingear and eye and ear protection)?
- € What additional exposures may responders encounter (e.g. significant odors, contamination, etc.)?
- € What personal inoculations should be considered?
  - Tetanus
  - Hepatitis A or B
  - Flu
  - Other \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_
- € Are hospitals functional?
- € Are paramedic and/or ambulance services functional?
- € How significant is the disaster to the public?
  - Significant damage due to incident (e.g. many homes destroyed, off foundations, etc.)?
  - Significant emotional impact due to loss of life or suffering?
  - What is chance of finding deceased humans?
  - What is chance of finding significant numbers of dead livestock or pets?

- € Are trained incident stress debriefing teams available?

#### **Documentation**

- € Requesting Member has electronic or hard copy means of tracking employee hours, materials used, and other documentation?
- € Requesting Member has means to accept digital photography for documentation?
- € Requesting Member optimizes use of ICS forms and documentation?
- € Requesting Member has method to track costs for FEMA reimbursement?

#### **Reimbursement Process**

- € Request Cost Estimate of responding resources prior to approving their deployment.
- € Approve or disapprove costs prior to requesting deployment.
- € Identify means for managing injury claims.

#### **Pre-deployment Personnel Activities**

- € Identify an Incident Commander in charge of the deployment team. Appoint General Staff (Operations, Planning, Logistics, and Finance) to manage the deployment of the team. (Upon arrival at the destination utility, report to the Staging Area as the Utility Representative. The deployment team Incident Commander may be reassigned as a unit supervisor within the operations section.)
- € Identify how teams are selected. Identify specialized work rules. Review with any union leadership.
- € Identify a communications plan for teams. How do they communicate with each other, the borrowing agency, and family?
- € Identify teams for travel.
- € Conduct review with teams. Review:
  - Level of disaster and impact on community to prepare teams emotionally
  - Conditions and potential for contamination and personal protective equipment needs
  - Logistics arrangement for care, shelter, feeding, etc.
  - Communication plan
  - Employee work rules
  - Medical considerations and needs for inoculation
  - Incident Command System (ICS)
  - Documentation protocols

#### **Prepare Resources for Deployment**



- € Inspect vehicles for travel and equipment use.
- € Inventory and standardize stock of equipment and supplies on vehicles.
- € Send a mechanic with teams and equipment.
- € Ensure emergency food and water is present on all vehicles.
- € Ensure availability of first aid kits and other emergency supplies.

Name of Person Completing Checklist:	
Utility Name:	
Title of Person Completing Checklist:	
Date/Time:	

## Staging Area Manager Checklist

(For Use During "Major" Emergency)

**Purpose:** For personnel from Requesting Utility assigned to coordinate the arrival of mutual aid at a remote location, near the event. In order to track actions to support mutual aid.

**Instructions:** Complete actions in this checklist.

### General Duties

- € Establish Staging Area layout.
- € Draw a map of the area; consider using spray paint to mark areas.
- € Establish Check-In function for personnel in coordination with the EOC.
- € Establish Check-In function for supplies and resources in coordination with the EOC.
- € Identify resources that may be needed to initiate, sustain, and demobilize the efforts required during an emergency operation.
- € Dispatch resources at the Operations Section Chief's request.
- € Maintain records of all resources entering, deployed to, and demobilized from the staging area.
- € Coordinate with the Logistics Section for temporary feeding, fueling, and sanitation services as needed to support the Staging Area.
- € Provide for the mechanical, technical, and maintenance needs of the resources requested or required.
- € Respond to requests for resource assignments.
- € Ensure the safety of personnel and equipment in the staging area.
- € Obtain and issue radios and other supplies as required.
- € Provide the EOC with status information of personnel, equipment, and supplies in the Staging Area.
- € Provide for the orderly demobilization of resources as the incident command structure is dissolved.

## **Demobilization Checklist**

### **(For Use During “Major” Emergency)**

**Purpose:** At the conclusion of mutual assistance, the Responding Member should follow this checklist to ensure efficient deployment of its resources.

**Instructions:** Complete actions in this checklist.

#### **While preparing to demobilize, the Responding Member is responsible to:**

- Deliver documentation collected during response to the requesting utility
- Return all resources to the Requesting Member that the Responding Member may have in their possession
- Return any sensitive or confidential information to the Requesting Member
- Collect all information on expenses and process it through the Requesting Member finance and administration staff. Information includes:
  - Injury reports (if applicable)
  - Timesheets
  - Material purchases
  - Resource usage
- Submit bills for services as appropriate, according to the AZWARN Agreement

#### **€ Upon return, the Responding Member Utility Team should:**

- Hold debriefing with the supervisors within seven days.
  - Identify lessons learned.
  - Identify problems and successes.
  - Review hours worked and efforts made.
  - Provide feedback to requesting agency.
  - Review ideas to improve own readiness.

#### **€ Within 60 days:**

- Prepare a report of events to present to the Supervisor.
- Submit bill for personnel and other costs for mutual aid response.

(Page 1 of 1)

## APPENDIX D – FORMS



## AZWARN Mutual Aid Request and Authorization - **SHORT FORM** (Minor Emergency)

**Purpose:** For use during "minor" emergency that requires no utility-EOC activation.

**Instructions:** Requesting Member completes this Form and sends a signed copy to Responding Member.  
Responding Member signs and returns Form to Requesting Member. This Form is also available online as Excel spreadsheet at [www.AZWARN.org](http://www.AZWARN.org).

Date:		Event Name:		Requesting Member:	
City and County:				Type: Water/Wastewater/Both	
Contact Name:				Preferred Mode of Contact: Tel/Email/Fax	
Contact No:		Alternate Contact No:		Fax No:	E-mail:
General Location of Emergency:					
Other Agencies Responding: Law Enforcement / Fire / Public Works/Other:					
Declaration of Local Emergency made by local government: Yes No					
If Yes, when and by whom:					
Describe Nature of Emergency:					
Describe Damages Caused/Anticipated:					
Describe Mutual Assistance Needed/Anticipated (insert lines as needed):					
Request No.	"Type"/Description	Quantity	Dates Needed		
			From	To	
<b>Total Costs (\$):</b>					
Name of Authorized Designee (Requesting Member):		Name of Authorized Designee (Responding Member):			
Title:		Title:			
Signature of Authorized Designee (Requesting Member):		Signature of Authorized Designee (Responding Member):			
Date:		Date:			

## AZWARN Mutual Aid Request and Authorization Form (For Use During "Major" Emergency)

### Instructions:

- This Form is best filled out in an EOC environment.
- Requesting Member fills out Section I of this form and forwards it to the Responding Member.
- Responding Member completes Section II and returns it to Requesting Member.
- Requesting Member authorizes acceptance of the aid by completing Section III and returns a copy to Responding Member for record keeping.
- This Form is also available online at [www.AZWARN.org](http://www.AZWARN.org) along with Excel sheets.

<b>SECTION I - TO BE COMPLETED BY THE REQUESTING MEMBER</b>				
Date:	Event Name:	Requesting Member:		
City and County:		Preferred Mode of Contact: Tel/Email/Fax		
Primary Contact Name:				
Phone No:	Mobile No:	Fax No:	E-mail:	
<b><i>Mission Assignment</i></b>				
<b><i>Resources Required (insert lines as needed)</i></b>				
Request No.	Resource "Type" or Description	Quantity	Date Needed	Date Released
<b><i>Deployment Considerations</i></b>				
Work Location/Facilities:				
Working Conditions:				
Living Conditions:				
Health & Safety Concerns:				
Additional Conditions Comments:				
Staging Area:				
Name of Authorized Designee: (Requesting Member)			Title:	
Signature:			Date:	

## AZWARN Mutual Aid Request and Authorization Form

(Continued)

<b>SECTION II - TO BE COMPLETED BY THE RESPONDING MEMBER</b>				
The Authorized Signature below certifies that information contained herein is a mission estimate to be accepted or declined by the AZWARN Requesting Member.				
Name of Authorized Designee: (Responding Member Utility)			Title:	
Signature:			Date:	
Primary Contact Name:		Preferred Mode of Contact: Tel/Email/Fax		
Contact No:	Alternate Contact No:	Fax No:	E-mail:	
<b><i>Mission Assignment</i></b>				
<b><i>Resources Available (insert lines as needed)</i></b>				
<b>Request No.</b>	<b>Resource "Type" or Description</b>	<b>Quantity</b>	<b>Date Available</b>	<b>Date To Be Released</b>
<b>COST ESTIMATE (Details on subsequent pages)</b>				
Total Travel Costs:				
Total Equipment Costs:				
Total Commodity Costs:				
Total Other Costs:				
Total Personnel Costs:				
<b>TOTAL COST ESTIMATE:</b>				



## AZWARN Mutual Aid Request and Authorization Form

(Continued)

SECTION III - TO BE COMPLETED BY THE REQUESTING MEMBER	
Requesting Member:	
Responding Member:	
Event Name:	
Mission Assignment:	
<p><i>The Authorized Signature below (of Requesting Member) certifies that they have reviewed Section II submitted by the Responding Member and agree to the estimated mission costs and requirements. <u>The mission is accepted.</u></i></p>	
Name of Authorized Designee (Requesting Member):	
Title:	
Signature of Authorized Designee (Requesting Member):	
Date:	
Time:	



## Activity Log for Responding Member Personnel

**Purpose:** Personnel from Responding Member who are dispatched to the field should use this form (adapted from ICS 214) to track activities.

**Instructions:** After reviewing the appropriate checklist for the task you are completing, complete boxes 1 – 3 with requested information. Put your response title in box 4. In box 5 note who you report to. In box 6 note what response time are you operating in. In box 7 note the personnel that are assigned to you, the position they fill, and the utility from which they come (if different from yours). In box 8 track major activity you complete according to time of day using 24 hour clock. Put your name and title in box 9 once form is complete.

1. Incident Name		2. Date Prepared	3. Time Prepared
4. Unit Name/Designators	5. Unit Leader (Name and Position)		6. Operational Period
7. Personnel Roster Assigned (insert lines as needed)			
Name	Response Team Position	Home Utility	
8. Activity Log (insert lines as needed)			
Date	Time*	Major Activity	
9. Prepared by (Name and Position)			

\* Use local 24-hour clock



Updated: September 2, 2020

Appendix D-3

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