

## APPENDIX B

### COMMUNICATIONS

The Water & Wastewater Division's Business Continuity Plan includes more information on communication policies and procedures. The following sections outline the notification procedures and timelines for several types of potential emergency events.

#### NOTIFYING THE MASSACHUSETTS DEPARTMENT OF ENVIRONMENTAL PROTECTION (MASSDEP)

##### MassDEP Notification Requirements

The MassDEP must be notified using **Figure 6-1** and **6-2** when the following water system usages or events occur:

##### Hydraulic or Critical Infrastructure Failure Events

**Significant pressure drops:** MassDEP must be notified within 2 hours of a loss of water or drop in pressure to less than 20 psi, affecting 5,000 or more consumers for a system serving 10,000 or more persons. 310 CMR 22.15(9)(b)(1)(b).

**Loss of water supply from a source:** MassDEP must be notified within 24 hours of a loss of water supply from a source. 310 CMR 22.15(9)(b)(2)(a).

**Loss of water supply due to a major component failure:** MassDEP must be notified within 24 hours of a loss of water supply due to a major component failure. 310 CMR 22.15(9)(b)(2)(b).

**Damage to power supply equipment or loss of power:** MassDEP must be notified within 24 hours of a damage to power supply equipment or loss of power. 310 CMR 22.15(9)(b)(2)(c).

**Collapse of pump house structure:** MassDEP must be notified within 24 hours of a collapse of pump house structure. 310 CMR 22.15(9)(b)(2)(e).

**Significant break in transmission or distribution line:** MassDEP must be notified within 24 hours of a significant break in transmission or distribution line that results in a loss of service or drop in pressure to less than 20 psi to more than 100 consumers for more than four hours. 310 CMR 22.15(9)(b)(2)(f).

##### Water Quality Events

**Serious consumer complaint:** MassDEP must be notified within 2 hours of any consumer complaint in which the water may have caused physical injury. 310 CMR 22.15(9)(b)(1)(e).

**Potentially serious pattern of consumer complaints:** MassDEP must be notified within 2 hours of a pattern of unusual customer complaints about the water quality such as taste, odor, etc. 310 CMR 22.15(9)(1)(f).

**Contamination of water in distribution system:** MassDEP must be notified within 24 hours of a contamination of water in distribution system from backflow or cross connection incident. 310 CMR 22.15(9)(b)(2)(d).

**Chemical or microbiological contamination of the water supply:** MassDEP must be notified within 24 hours of a chemical or microbiological contamination of the water supply. 310 CMR 22.15(9)(b)(2)(g).

##### Intentional/Terrorist Events

**Malicious intent or act of vandalism:** MassDEP must be notified within 2 hours of a discovery of malicious intent or an act of vandalism, which may impact a system component. 310 CMR 22.15(9)(b)(1)(d).

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### Other Events

**Other emergencies:** MassDEP must be notified within 2 hours of any other Emergency as determined by the MassDEP in writing. 310 CMR 22.15(9)(b)(1)(g).

**Any other failure or potential failure that may lead to an emergency:** MassDEP must be notified within 24 hours of any other failure or potential failure of part or all of the water supply system that may lead to an emergency. 310 CMR 22.15(9)(b)(2)(g).

**Use of an unapproved source:** Prior to using an **unapproved source** (emergency, abandoned, or source not classified by MassDEP), the public water system must request and obtain a Declaration of a State of Water Supply Emergency from MassDEP. Whenever MassDEP determines that protection of the public health requires that an immediate Declaration of a State of Water Supply Emergency is necessary, it may verbally authorize a water supply emergency.

**Use of an emergency connection:** Prior to obtaining water from an emergency interconnection to any other public water system, via an existing piped interconnection or a hydrant-to- hydrant connection, the public water system requesting use of the interconnection must obtain approval from the donor public water system and must notify the local authorities and MassDEP.

**Use of consecutive public water system, interconnections:** Prior to obtaining water from an emergency interconnection to a public water system that is a consecutive public water system to a parent system, the public water system requesting use of the interconnection must obtain approval from both the donor public water system and the parent public water system and must notify the local authorities and MassDEP. Also notify MWRA.

**Mandatory water use restriction:** In writing within 14 days, notify MassDEP if Framingham Water & Wastewater Division establishes a mandatory water use restriction.

**Sanitary Sewer Overflow (SSO):** The City is required to notify MassDEP using the appropriate form (see Appendix C), of the SSO event within 24-hours of gaining knowledge of the event. For SSOs that meet the requirements of 314 CMR 16.00, also follow the notification procedure in **Appendix J**.

### **Procedures for Contacting MassDEP**

MassDEP may be contacted 24 hours/day, seven day per week by calling the emergency notification telephone number. Unless otherwise determined in writing, a water supplier must file an Emergency Response Report within 30 days of any of the events listed in **Section 6.1.1** above or a Level III or higher incident as defined in **Figure 4-1** of this plan. The report to MassDEP must include the following information:

1. Detailed timeline of the incident and response;
2. Evaluation of the incident;
3. Recommendations for improvements to Emergency response planning, training and communication;
4. Recommendations for improvements to water system operations, staffing and budget;
5. Timeline for making all recommended changes;
6. Updated Emergency response plan except for those items that are security sensitive; and
7. A completed Emergency Response Checklist.

MassDEP Emergency response guidance and reporting forms are linked in **Appendix C**.

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### GENERAL INCIDENT COMMUNICATIONS

**Figure 6-3** provides the communications map for emergency incidents at Framingham DPW Water & Wastewater Division. The Communications Team coordinates communications activities with DPW staff and outside entities. The mode of communication used is determined by the person initiating the communication (i.e., phone, email, radio, face to face).

Staff emergency contacts are maintained in **Appendix I** of this plan.

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