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BEFORE THE PUBLIC UTILITIES COMMISSION OF NEVADA

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In the Matter of:

Docket No. 24-_____

Application of Great Basin Water Co.,
Pahrump, Spring Creek, Cold Springs,
Pahrump, and Spanish Springs Divisions for
Approval of its 2024 Integrated Resource
Plan and to designate certain system
improvement projects as eligible projects for
which a system improvement rate may be
established, and for relief properly related
thereto.

VOLUME 12 OF 18

Document Description

Page No.

Appendix J

2

APPENDIX J
Emergency Action Plans

Great Basin Water Company – Pahrump Division (Volume II)

Emergency Action Plan



Group of Companies

Emergency Response Plan

Great Basin Water Co. Pahrump Division

November 10, 2023

Facility Identification Number	PWS ID: NV0000270, NV0000920, NV00005032, NV0000408, NV00005067, & NV0001093.
Street Address/GPS Coordinates	1240 E. State St. Ste.#115
City, State Zip Code	Pahrump, NV 89048
Phone number	775.727.5941
Population Served	(11,077) PWS-NV0000270 (3,872) PWS-NV0000920 (1,072) PWS-NV0005032 (122) PWS-NV0000408 (67) PWS-NV0005067 (62) PWS-NV0001093
County	Nye

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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.

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
<p><i>Oran Paul</i> <i>Senior Vice President</i></p>	<p>Ultimately responsible for region as well as for providing direction on key items. Communicates status and updates with the Corix Executives.</p>
<p><i>James Eason</i> <i>Director of Operations</i></p>	<p>The Director 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.</p>
<p><i>Regional/State Director</i> <i>(when title not in place delegates to the Area Manager)</i></p>	<p>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.</p>
<p><i>Ben Suleski</i> <i>Area Manager</i></p>	<p>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:</p> <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
<p><i>Larry Ortiz</i> <i>Lead Operator/ System Operators</i></p>	<p>Assists the Area Manager as needed to assess the emergency to include initial inspections, assessing facilities, and sampling.</p>

Title	Responsibilities During an Emergency
<i>Brian Magana</i>	<p>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:</p> <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 <p>Report missing persons to emergency personnel</p>
<i>George Veliz</i>	<p>Assists the Area Manager as needed to assess the emergency to include initial inspections, assessing facilities, and sampling.</p>
<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>

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				
Director of State Operations	James Eason	775.337.1001	775.432.3184	James.Eason@greatbasinwaterco.com
Area Manager Water	Ben Suleski	N/A	775.537.8372	Ben.Suleski@greatbasinwaterco.com
Lead Operator Water	Larry Ortiz	N/A	775.209.5098	Larry.Ortiz@greatbasinwaterco.com
Area Manager Wastewater	Brian Magana	N/A	775.764.0321	Brian.Magana@greatbasinwaterco.com
Lead Operator Wastewater	George Veliz	NA	775.513.5830	George.Veliz@greatbasinwaterco.com
Maintenance	N/A	N/A	N/A	N/A
On-Call After Hours	775.910.2185	N/A	775.910.2185	N/A
Customer Service	Nancy Gendron	250.470.7235	N/A	Nancy.Gendron@corix.com
IT After Hours Emergency	Tom Smutny	877.232.2053		Tom.Smutny@corix.com
Back-Up Operations Support	Ramona Lupu	775.727.5941	872.327.8244	Ramona.lupu@greatbasinwaterco.com
First Responders of an Emergency				
Fire Department	Pahrump Valley Fire Dept. Scott Lewis/Chief	911	775.209.5883	slewis@pahrumnpv.org
Medical Service	Desert View Regional Hospital	911	775.751.7500	https://desertviewhospital.com
Medical Service	Intermountain Healthcare	702.852.9000	702.852.9000	https://hcupnv.com/pahrump
Police	Nye County Sheriff Department	911	775.751.7000	sheriff@co.nye.nv.us
Poison Control	NV Poison Control Center	1.800.222.1222	911	https://www.nvpoisoncenter.org
Government Agencies				
Regional EPA	EPA Region 9	213.244.1800	800.300.2193	r9.info@epa.gov
CDC	CDC	800.232.4636	N/A	https://wwwn.cdc.gov/DCS
DEP District	NDEP	702.668.3900	N/A	https://ndep.nv.gov/

	Name	Phone Number	Cell Number	Email
DEP Drinking Water Program	Bureau of Safe Drinking Water	775.687.9526 Andrea Seifert	775.687.9515 Alisha Auch	https://ndep.nv.gov/contact-us/bureau-of-safe-drinking-water-contacts
NDEP BSDW	Bureau of Safe Drinking Water	702.668.3927	505.264.5887	rsolomon@ndep.nv.gov
DEP 24-hour number	EPA Hotlines	800.424.8802	N/A	https://www.epa.gov/aboutepa/epa-hotlines
FBI Field Office	FBI – Las Vegas	702.385.1281	N/A	https://www.fbi.gov/contact-us/field-offices/lasvegas
Health Department	Nye County Health & Human Services	775.751.7095	Fax 775.751.4284	https://www.nyecounty.net/99/Health-Human-Services
Health Department	So. NV Health District	702.759.1000	N/A	https://www.southernnevadahealthdistrict.org/
Health Department Sue Huff	So. NV Health District		775.895.3604	jhuff@health.nv.gov
Homeland Security	NV Div of Emergency Management/ Homeland Security	775.687.0300	775.687.0498 Emergency	https://dem.nv.gov/Homeland_Security/
Nye County Public Works (Primary)	Thomas Bolling	775.482.8128	775.277.1266	tlbolling@nyecountynv.gov
Nye County Public Works (Secondary)	Andy Raetz	775.482.8128	775.513.3149	araetz@nyecountynv.gov
Nye County Public Works (Secondary)	Beau Gott	775.482.8128	775.277.0200	bigott@nyecountynv.gov
Priority Contacts				
Utility Owner for contract system	N/A	N/A	N/A	N/A
Corix Contacts				
Customer Experience	Nancy Gendron	250.470.7235	N/A	Nancy.Gendron@corix.com
HSE	Mary Rollins	704.319.0519	N/A	HSE.Department@corix.com
HSE-Compliance Mgr.	Bill Coates	407.509.9098	407.509.9098	Bill.Coates@greatbasinwaterco.com
Environmental Compliance Manager	James Caslin	907.455.0140	907.347.9454	James.Caslin@akwater.com
Human Resources	Nate Meyers	847.897.6443	N/A	Nate.Meyers@corix.com
People & Culture (HR)	Joi Watts	847.897.6522	N/A	Joi.Watts@corix.com
Insurance	Jennifer Toledo	604.697.6735	604.992.1453	Jennifer.Toledo@corix.com
IT – Technical Support	Tom Ostler	847.897.6435 x3318	N/A	Tom.Ostler@corix.com

	Name	Phone Number	Cell Number	Email
Senior Vice President	Oran Paul	907.455.0143		Oran.Paul@akwater.com
Director of State Operations	James Eason	775.337.1001	775.432.3184	James.Eason@greatbasinwaterco.com
Service / Repair / Contractors Contacts				
Bottled Water Supplier	Sparkletts	866.407.7873	N/A	N/A
Bulk Water Supplier	The Water Pros	702.316.9800	Fax 702.892.0984	admin@waterprosfire.com
Bulk Water Supplier	Home Depot			
Cable	N/A	N/A	N/A	N/A
Chemical Supplier	Brenntag Pacific	702.644.7787	N/A	N/A
Alternate Chemical Supplier	Thatcher Chemical	801.972.4587	N/A	N/A
Contractor	Floyd's Construction	775.727.5506	N/A	mfloyd@pahrump.com
Contractor	3D Construction	775.209.5041	N/A	3dconstruction@att.net
Contractor for sewer spills	Joe's Sanitation	702.651.0022	N/A	info@joessanitation.com
Contractor for chemical or other spills	Floyd's Construction	775.727.5506	N/A	mfloyd@pahrump.com
Contract Operator	N/A	N/A	N/A	N/A
Contract Operator (Back-Up)	N/A	N/A	N/A	N/A
'Dig Safe' or 'One Call'	Underground Service Alert	800.227.2600	811	N/A
Electric Util. Co.	Valley Electric	775.727.5312	N/A	valleyelectricassociation.com
Electric Util. Co	VEA and broadband	775.727.2744 After hours/weekends	NA	valleyelectricassociation.com
Electric Util. Co	VEA and broadband	775.727.2744 M-F	775.209.8688	bperna@vea.coop
Electrician	Kill-A-Watt Jason Peterson	775.764.9292	N/A	N/A
Electrician	Lahaye Electric	775.727.5238	775.209.0748	N/A
Engineer	TYLIN International Nelson Stone	702.522.7100	N/A	nelson.stone@tylin.com
Engineer	Lumos & Associates	775.827.6111	N/A	mhardy@lumosinc.com

	Name	Phone Number	Cell Number	Email
Equip Repair Vac Truck	Haaker Equipment	702.639.0156	N/A	sales@haaker.com
Equip Repair Tractors	Stotz Equipment	702.263.4512	N/A	https://www.stotzequipment.com/
Equip Supplier	Ahern Rentals	775.209.5053	800.400.1610	www.ahern.com
Equip Supplier	Pahrump Rentals	775.727.7242	N/A	N/A
Excavator	Floyd's Construction	775.727.5506	775.209.6099	mfloyd@pahrump.com
Excavator	3 D Construction	775.209.6225	775.209.5041	3dconstruction@att.net
Fuel - Diesel	Rebel Oil	Dispatch: 702.382.1122	Warehouse: 702.385.7099	dispatch@rebeloil.com
Fuel - Gasoline	N/A	N/A	N/A	N/A
Fuel - Natural Gas	N/A	N/A	N/A	N/A
Gas/ Propane Supplier/ Utility	N/A	N/A	N/A	N/A
Internet	Rise Broadband	844.411.7473	N/A	https://www.risebroadband.com/
Internet	VEA	775.727.5312	N/A	https://vea.coop/
Laboratory- Water/Wastewater Testing	Silver State Lab	702.873.4478	N/A	Melissa.Vega@sgs.com
Laboratory- Water/Wastewater Testing	WET Labs	702.475.8899	N/A	MckennaO@wetlaboratory.com
Laboratory- Water/Wastewater Testing	Effex Labs	702.367.1187	NA	www.EFFEXlab.com
MOU Organizations	N/A	N/A	N/A	N/A
Mutual Aids	CORIX Group of Companies	N/A	N/A	N/A
Pipe/Fittings	Richard Burnett Core & Main	702.217.6205	N/A	Richard.burnett@coreandmain.com
Pipe/Fittings	H&M Supply	775.727.1599	N/A	sales@hmpipesupply.com
Plumber	Jim's Plumbing	775.727.5907	775.209.3116	JimsPlumbing@gmail.com
Pump Repair	Great Basin Well Drilling	775.727.4462	775.764.0551	gbdrilling84@gmail.com
Pump Repair	Henderson Electric	702.564.5575	N/A	https://www.heminv.com/
Pump Repair	Reliable Pump	702.243.5116	N/A	http://www.rpminustrial.com/

	Name	Phone Number	Cell Number	Email
Radio/SCADA Repair	Delta Engineering	760.560.0670 X109	888.893.5437	bdowning@deltaseinc.com
Radio/SCADA Repair	Delta Engineering	Elyson Liao 702.460.5140	808.493.7182	eliao@deltaseinc.com
Radio/SCADA Repair	IT Emergency Tom Smutny	877.232.2053	N/A	Tom.smutny@corix.com
Rental Equip Supplier	Ahern Rentals	775.209.5053	800.400.1610	www.ahern.com
Sewer System (Interconnected)	N/A	N/A	N/A	N/A
Sewer System (Neighboring-not connected)	Pahrump Utilities	775.727.1629	775.209.3006	gth2@pucihafen.com
Sewer Util. Co.	Pahrump Utilities	775.727.1629	775.209.3006	gth2@pucihafen.com
Sewer Util. Co	Desert Utilities	N/A	775.209.0552	dean_desertutilities@yahoo.com
Telephone	ATT/Dispatch	N/A	N/A	att.com
Tree Removal	Cutting Edge	775.513.0758	N/A	https://www.celconline.com/
Tree Removal	Par 3 Landscape	702.253.7878	N/A	https://www.par3landscape.com/
Water Hauler (Pump Truck)	Floyd's Construction	775.727.5506	N/A	mfloyd@pahrump.com
WARN	N/A	N/A	N/A	N/A
Water System (Interconnected)	Pahrump Utility- Mountain Falls System	775.727.1629	775.209.3006	gth2@pucihafen.com
Water System (Interconnected MF)	Armando	775.209.3423	775.209.3423	abautista@pucihafen.com
Water System (Neighboring-not connected)	Desert Utilities	775.751.1368	775.209.0552	TerrydeanCaproneandesertutilities@yahoo.com
Welding & Metal Fabricating	Rod Paulson	775.751.8766	N/A	N/A
Welding & Metal Fabricating	S&S Fencing	775.727.9832	N/A	N/A
Welding & Metal Fabricating	Floyds	775.727.5506	775.209.6099	mfloyd@pahrump.com
Welding & Metal Fabricating	3D Const.	775.209.6225	775.209.5041	3dconstruction@att.net
Well Drilling Co.	Great Basin Well Drilling	775.727.4462	775.764.0551	https://greatbasindrilling.com/
Well Drilling Co.	Budget Well Drilling	720.440.3030	N/A	Mejohnson1980@gmail.com
Media				

	Name	Phone Number	Cell Number	Email
VP Communications & Public Relations	Karen Cotton	708.413.8007	N/A	Karen.Cotton@corix.com
Newspaper	Pahrump Valley Times	775.727.5102	800.417.4791	https://pvtimes.com/
Radio Station	KACP-FM 103.1 Ace Country Radio	775.727.9400	N/A	https://kpvm.tv/ Nye
Television Station	KPVM TV	775.727.9400	N/A	Deanna@kpvm.tv https://www.kpvm.tv
Local Law Enf	Nye County Sheriffs Office	775.751.7000	911	sheriff@co.nye.nv.us
Local Highway Patrol	National Highway Patrol	702.727.7090	Fax 702.751.7435	https://nhp.nv.gov/
Local Fire Dept	Pahrump Valley Fire & Rescue	775.727.5658	911	https://www.pahrumpnv.org/167/Pahrump-Valley-Fire-Rescue
County Emergency Mgt Dept	Nye County Dept of Emergency Mgt	775.751.4279	911	https://www.nyecounty.net/179/Department-of-Emergency-Management
Emergency Medical Serv (EMS)	Nye County Emergency Medical Services	775.253.5886	911	demdo@co.nye.nv.us
Hazmat Hotline	Hazmat Reporting System	775.684.7524	911	https://nevada.hazconnect.com/Account/Login.aspx
Local Hazmat	Nye County Scott Lewis	775.751.4279	775.209.5883	slewis@pahrumpnv.org
Local Leader (city mgr, mayor, etc)	Nye County Manager Tim Sutton	775.751.7075	N/A	nyeadmin@co.nye.nv.us
National Spill Reponse Ctr.	State of NV Emergency Response Commission	911	800.424.8802	https://serc.nv.gov/Resources/report-a-spill/
RWA, Water Circuit Rider	NDEP	702.668.3900	N/A	https://ndep.nv.gov/water/water-pollution-control/resources/circuit-rider-program
State Emergency Preparedness Office	NV Division of Emergency Management	775.687.0300	775.687.0498	https://dem.nv.gov/
NDEP Spill Hotline	N/A	1.888.331.6337	N/A	https://nevadaenvironmentalactivities.ndep.nv.gov/
NDOT	Nannette Graham	702.875.4166	702.308.7238	NGraham@dot.nv.gov
Critical Customers* (Include Title)				

	Name	Phone Number	Cell Number	Email
Hospitals	Desert View Regional Hospital	775.751.7500	911	N/A
Emergency Shelters (schools/churches)	<u>Nevada 211</u> Nye County School Board	<u>211</u> C:775.513.3625 O:775.727.2443	1.866.535.5654	www.nevada211.org
Kidney Dialysis	Pahrump Dialysis Center	775.751.4300 800.424.6589	775.537.7767	Victoria.dykstra@davita.com
Law Enforcement Offices	Nye County Sheriff	775.751.7000		sheriff@co.nye.nv.us
Drinking Water	N/A	N/A	N/A	N/A
Waste Disposal	C & S Waste Solutions	775.727.5777	N/A	NVinfo@candswaste.com
Detention Center	CCA	775.751.7913	775.537.8775	Bryan.Schoening@corecivic.com

*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 <i>(source National Weather Service, Government of Canada)</i>	low risk
Chemical Spill	All	moderate
Droughts	Arizona, California, Colorado, Nevada, New Mexico, Oklahoma, Texas, Alabama, Georgia, South Carolina, high plains, Rockies, and to the Pacific <i>(source drought.gov)</i>	high
Earthquakes	California, Alaska, Hawaii, and Puerto Rico, Pacific Northwest Earthquake Zone and New Madrid Earthquake Zone <i>(source Marsh insurance broker)</i>	moderate
Extreme Cold or Heat Waves (Severe Weather & Natural Disasters)	All	moderate
Fire	All	moderate
Floods	All <i>(source NOAA)</i>	moderate

Emergency Event:	Affected Areas:	Ranking:
General Threat & Bomb Threat	All	moderate
Hurricanes	Texas to North Carolina, Hawaii, Puerto Rico and U.S. Virgin Islands, Virginia to Maine, Florida <i>(source Marsh insurance broker)</i>	low risk
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 risk
Power Outages (Electrical Lines Down, Generator Use)	All	moderate
Security Breach	All	moderate
Tornadoes	Texas, Iowa, Oklahoma, Kansas, Nebraska, South Dakota, Colorado, New Mexico, Alberta, Ontario <i>(source NOAA, Government of Canada)</i>	low risk
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>	moderate
Winter Storms	Central United States, Great Lakes, east coast of the U.S. and Canada, and northern Canada <i>(source NOAA)</i>	low risk

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	
GETS	Ben Suleski	On person	1.710.627.4387	Pin 4031 3381 9864
GETS	Bill Coates	On person	1.710.627.4387	Pin 04603 5977 4482
GETS	Larry Ortiz	On person	1.710.627.4387	Pin 3136 7048 6105
GETS	Sean Ashcraft	Home office	1.710.627.4387	Pin 9225 3723 3107
GETS	Brian Magana	On Person	1.710.627.4387	Pin 2274 0808 5346

Type	Assigned to	Location	Number/Frequency/Channel	
GETS	George Veliz	On-Person	1.710.627.4387	Pin 6087 7620 6439
GETS	Mark Windholz	On Person	1.710.627.4387	Pin 2462 6654 1808

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
Pahrump Main System	NV 0000270	11,077	4,431	Five Wells, Distribution, two booster stations, three GST's
Mountain Falls	NV 0000920	3,872	1,549	Two Wells, Distribution, one GST
Country View Estates	NV 00005032	1,072	429	Three wells, Distribution, one GST, one booster station with 3 pumps
Calvada Meadows	NV 0000408	122	49	One well, Hydro tank, distribution
Mountain View Estates	NV 00005067	67	27	One Well, Hydro tank, Distribution
SMMR	NV 0001093	63	25	Two Wells, Two pressure bladder tanks, one booster station with 6 booster pumps, Two GST.

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

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	71 Mt. Charleston Dr.	N/A	850 gpm	N/A	100	480/3
Well #2	2661 S. Eastwind St.	N/A	1380 gpm	N/A	150	480/3
Well #9	1080 S. Tango St.	N/A	970 gpm	N/A	100	480/3
Well #11	850 S. Cherokee St.	N/A	1300 gpm	N/A	150	480/3
Well#12-Old Well # 8	3020 S. Malibou Ave.	N/A	750 gpm	N/A	125	480/3
MF Well #1	6503 E Carpenter Canyon Rd.	N/A	1500 gpm	N/A	125	480/3
MF Well #2	5588 S. Hwy 160	N/A	1600 gpm	N/A	125	480/3
Country View Estates Well #1	5980 N. Blackrock Ave.	N/A	198 gpm	N/A	30	480/3
Country View Estates Well #2	5980 N. Blackrock Ave.	N/A	300 gpm	N/A	40	480/3
Calvada North Well #1	301 West Leslie	N/A	250 gpm	N/A	40	480/3
Calvada Meadows Well # 1	1100 E. Jet Pl.	N/A	250 gpm	N/A	25	480/3
Mt. View Estates Well	Bunch St. & E. Hwy 372	N/A	50 gpm	N/A	5	240/1
SMMR Well # 1	4639 S Highway 160	N/A	480 gpm	N/A	25	480/3
SMMR Well # 2	4639 S Highway 160	N/A	480 gpm	N/A	25	480/3

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
Mesquite BST	871 East Mesquite	N/A	373 gpm to 464 gpm (VFD@80%)	Inlet psi-68 Discharge psi-127	75	480/3
Alfalfa BST	3160 Alfalfa St	N/A	410 to 582	Inlet psi-30 Discharge psi-117	2 pumps 40	480/3
SMMR BST	4639 S Highway 160	N/A	N/A	Inlet psi-11 Discharge psi 65	6 pumps 25	480/3
Country View Estates BST	5980 West Blackrock Ave.	N/A	211 gpm to 222 gpm	Inlet psi-6 Discharge psi-59	1-10 2-25	480/3

5.1.3 Treatment Information

Well #/ Surface Water Intake/ Facility	Chemicals Used	Quantity of Chemical Stored (Tank Size)	Type of Chemical Feed/Pump	Location of Disinfection System	Location of Bulk Chemical Storage	Onsite Lab Y/N
All Wells	Sodium Hypochlorite 12.5%	100-gallon day tanks	LMI/Stenner	At each well site	WWTP#3 Three 500 gal tanks- 1500 total	N

5.1.4 Finished Water Storage

Applicable Well / Surface Water Intake / Facility	Location/ Address	Name of Storage Facility	Storage Type	Capacity (gals)
Low Zone Tank	2990 E. Mescalero Ave.	Low Zone Tank	Ground Storage	750,000
High Zone Tank	4175 S Hwy 160 BLM Land Winery Rd.	High Zone Tank	Ground Storage	1,200,000
Mesquite Tank	2990 E. Mesquite Ave.	Mesquite Tank	Ground Storage	1,600,000

Mt. Falls Tank	BLM Land Hwy 160 4476 S Eberhard Rd.	Mt. Falls Tank	Ground Storage	1,200,000
Country View Estates Tank	5980 N. Blackrock Ave.	Country View Estates Tank	Ground Storage	750,000
Calvada Meadows	1100 E. Jet Pl.	Calvada Meadows	Pneumatic	3,000
Mountain View Estates	Bunch St. & E. Hwy 372	Mountain View Estates	Pneumatic	4,000
SMMR Ground Storage Tank	4639 S. Highway 160	SMMR	Ground Storage	500,000
SMMR Ground Storage Tank	4639 S. Highway 160	SMMR	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	Volts	Rotation	Genset Quick Connect	Fuel
Well#1	VEA	9019 1880 03	Portable	N/A	100/3	480	CCW	Y	Diesel Portable
Well#2	VEA	9019 1880 02	Stationary	Auto	300/3	480	CCW	N	Diesel 204 gal
Well#9	VEA	9019 1880 22	Portable	Manual	100/3	480	CCW	Y	Diesel Portable
Well#11	VEA	9019 1880 20	Stationary	Auto	300/3	480	CCW	N	Diesel 204 gal
Well#12	VEA	9019 1880 01	Stationary	Auto	125/3	480	CCW	N	Diesel 256 gal
MF Well#1	VEA	9019 1880 27	Stationary	Auto	230/3	480	CCW	N	Diesel 248 gal

MF Well#2	VEA	9019 1880 28	Stationary	Auto	230/3	480	CCW	N	Diesel 380 gal
Country View Estates Well 1 & 2 & Booster Pumps	VEA	9019 1880 08	Stationary	Auto	175/3	480	CCW	N	Diesel 417 gal
Calvada North Well #1	VEA	9019 1880 17	Portable	Manual	100/3	480	CCW	Y	Diesel Portable
Calvada Meadows	VEA	9019 1880 16	Portable	Manual	100/3	480	CCW	N	Diesel Portable
Mountain View Estates	VEA	9019 1880 06	None	None	240/1	480	CCW	N	N/A
Alfalfa Booster Pumps	VEA	9019 1880 13	Stationary	Auto	175/3	480	CCW	N	Diesel 417 gal
Mesquite Booster	VEA	N/A	Stationary	Auto	250/3	480	CCW	N	Diesel 500 gal
SMMR Well#2 BST	VEA	N/A	Stationary	Auto	450/3	480	CCW	N	Diesel 869 gal

5.1.6 **Portable Generators**

Facility	Address	KW	Fuel Type
WWTP#3	410 South Glen Oaks	100	Cummins Diesel 160 gallon
Well #1	1941 Mt. Charleston	100	Diesel 100 gallon

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

Low Zone Ground Storage Tank	Maintains system pressure at all times in the furthest reaches of the low zone pressure service area. If tank is to be taken out of service, the system will operate through the operation of the wells with operations staff monitoring the pressures.	2990 E. Mescalero Ave.
Alfalfa Booster Station	Provide water to the high zone water tank. Stand by generator with automatic transfer switch. Will be able to operate the High Zone service area with operations staff monitoring the pressures along Hwy 160.	3160 S. Alfalfa St.
High Zone Ground Storage Tank	Provide water to the high zone system along the east side of the Hwy 160 corridor. This tank can be taken out of service. The system can operate through the Alfalfa Booster Station with operations staff monitoring pressures along Hwy 160 corridor.	4175 S Hwy 160 BLM Land Winery Rd.
Mesquite Ground Storage Tank	Will be able to provide water to a critical part of Pahrump's water system, Corrections Corporation of America. CCA	2990 E. Mesquite Ave.
Mesquite Booster	Transfer water to Mesquite GST	871 East Mesquite
Mt. Falls Ground Storage Tank	Provide water to the Mt. Falls subdivision. This tank can be taken out of service. The system can operate through operations staff monitoring of the pressures while one well is operating.	BLM Hwy 160
Country View Estates Booster Station	Provide water to the CVE area. Stand by generator with automatic transfer switch.	5980 N. Blackrock Ave.
Calvada Meadow Well	This system can operate without the hydro tank by servicing the area through the bypass line and pressure relief valve at the middle of the distribution system.	1100 E. Jet Pl.

SMMR Ground Storage Tanks	Provide water to the SMMR subdivision. These two tanks can be isolated and taken out of service one at a time.	4639 S. Highway 160
SMMR Booster	Provides pressure for subdivision	4639 S. Highway 160

5.1.8 Interconnections including Emergency

Peak Capacity	Manual/ Auto PSI Control	Name of System Interconnection	Interconnect Location
N/A	Manual	Mountain Falls/Pahrump Utilities	Greg Hafen 775.209.3006
NA	Manual	Mountain Falls/Pahrump Utilities	Armando 775.209.3423

5.1.9 Alternative Water Source Options

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

Type	Location	Comments
<i>Bottled Water</i>	Walmart, Smiths Family Store, Albertson's Store. Home Depot Pallets.	Three grocery stores available in proximity.
<i>Licensed Water Hauler</i>	The Water Pros	This is a commercial potable water hauler in Las Vegas, NV. admin@waterprosfire.com

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

Booster chlorinators	Pressure Booster Stations	Control Systems	Sump Pumps	Spare Equipment
N/A	N/A	SCADA/Manual	N/A	N/A

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 Table 3.05 IRP (2023)	Maximum Daily Demand Table 3.05 IRP (2023)	Storage System Capacity/All Wells Pumping 24 Hours	Peak Hourly Demand Table 3.05 IRP (2023)
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Calvada Main-System 2.19 MGD	3.5 MGD	Storage 3.55 MG Wells 7.56 MGD	4,356 gpm
Country View Estates 0.190 MGD	.320 MGD	Storage .750 MG Wells 1.077 MGD	389 gpm
Calvada Meadows 0.00 MGD	.01 MGD	Well 250 gpm-.360 mgd	11 gpm
Mountain Falls 1.351 mgd	1.84 MGD	3,100 gpm - 4.46 mgd	2,236 gpm
SMMR	NA	Storage 1.0 MG – Wells 1.382 MGD	160 gpm
Mountain View 0.005	0.006	50 gpm-.072 mgd	7.6 gpm-0.011

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)	MS Teams, Lucity, and Offices
Facility Addresses	Lucity, Paper in vehicles if needed.
Pressure Boundary Map	N/A
Process Flow Diagram	MS Teams
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	Lucity, MS Teams, Offices
Operation and Maintenance (O & M) Manuals	MS Teams, Offices and Facilities
Start-up and Shutdown Procedures (SOP)	Offices and MS Teams
Other relevant documents: _____	N/A

5.2 WASTEWATER SYSTEM(S)

5.2.1 Basic System Information

Main Facility Address	NPDES Number	Population Served	Number of Service Connections	Basic description
WWTP #3	NS 0089063	6,600	2644	SBR Activated Sludge/Eff Reuse
MF WWTP	NS 2005505	3,872	1,549	SBR Activated Sludge/Eff Reuse
Plant F	NS 0097016	382	153	Activated Sludge treatment with reuse spray fields and RIB's
SMMR	NS 2016502	62	25	Fast Track Activated Sludge Treatment with 3 RIBS

5.2.2 Pump Information

Lift Station #	Facility Address	Total Dynamic Head	Motor HP	Phase/ Voltage
LS 1	400 E. Bellville Rd.	N/A	15	208/3
LS 2	251 W. Comstock Circle	N/A	30	480/3
LS 3	1351 S. Comstock Circle	N/A	30	480/3
LS 4	471 S. Big Five Rd.	N/A	25	480/3
LS 5	2801 Deacon St.	N/A	15	480/3
LS 6	1951 Blagg Rd.	N/A	5	480/3
LS 7	320 W. Wilson	N/A	10	480/3

LS 8	Corner West St /Wilson	N/A	3	208/3
LS 10	220 N. Blagg Rd.	N/A	7.5	480/3
LS 11	41 W. Pechstein Rd.	N/A	7.5/7.5	480/3
LS P-F	5551 Leslie Drive	N/A	7.5	480/3
LS N-4	1214 Atoll Drive	N/A	7.5	480/3
SMMR LS	3651 S. Hwy 160	287 gpm @ 87 ft TDH	15	480/3

5.2.3 Treatment Information

Facility / Lift Station #	Chemicals Used	Quantity of Chemical Stored (Tank Size)	Type of Chemical Feed/Pump	Location of Disinfection System	Location of Bulk Chemical Storage	Onsite Lab Location Y/N
WWTP #3	Sodium Hypochlorite	2000 gal.	Stenner Pumps	East Side of plant	East Side of plant	Y
	Ferric Chloride	165 gal. 3-55 gal drums	Stenner Pumps		Headworks Bldg.	
	Dewatering poly	330 gal. 6- 55 gal. drums. 200 gal. Dewater Bldg.	Perlistatic/Pump system		Headworks Bldg.	
MF WWTP	Sodium Hypochlorite	6500 gal. 2300 gal/inventory	Stenner Pumps	North side of plant	North side of plant	Y
MF WWTP	Dewatering poly	55-gallon drum	Stenner Pumps	N/A	Dewatering building	Y

Plant F WWTP	Sodium Hypochlorite	50-gallon day tank	Stenner Pumps	East side of ASD	East side of ASD	N
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5.2.4 **Power**

Facility	Primary Power	Acct#	Backup Power (stationary, portable, or both)	Auto or Manual transfer switch available	KW/Phase	Volts	Rotation	Generator Quick Connect	Fuel Type
MF WWTP	VEA	901918 8029	Stationary	Auto	750	480	CCW	N	Diesel 1500 gal.
Plant #3	VEA	901918 8007	Stationary	Auto	800	480	CCW	N	Diesel 1500 gal.
Plant F	VEA	901918 8015	Stationary	Auto	100	480	CCW	N	Diesel 540 gal.
SMMR WWTP	VEA	N/A	Stationary	Auto	150	480	CCW	N	Diesel 335 gal.
SMMR LS	VEA	N/A	Stationary	Auto	100	480	CCW	N	Diesel 269 gal.
LS #1	VEA	901918 8005	Portable-Future Stationary 2023	Manual	100	208v	CCW	Y	Diesel Portable
LS #2	VEA	901918 8018	Portable-Future Stationary 2023	Manual	100	480	CCW	Y	Diesel Portable
LS #3	VEA	901918 8019	Stationary	Auto	100	480	CCW	N	Diesel 332 gal.
LS #4	VEA	901918 8010	Stationary	Auto	60	480	CCW	N	Diesel 145 gal.
LS #5	VEA	901918 8009	Portable	Manual	100	480	CCW	Y	Diesel Portable

LS #6	VEA	901918 8010	Portable	Manual	100	480	CCW	Y	Diesel Portable
LS #7	VEA	901918 8014	Portable	Manual	100	480	CCW	Y	Diesel Portable
LS #8	VEA	901918 8026	None	None	N/A	208	CCW	N	N/A
LS #10	VEA	901918 8035	Stationary	Auto	35	480	CCW	N	Diesel 145 gal.
LS# 11	VEA	901918 8033	Stationary	Auto	35	480	CCW	N	Diesel 145 gal.
LS N-4	VEA	901918 8012	Portable	Manual	100	480	CCW	Y	Diesel Portable

5.2.5 Portable Generators

Facility	Address	KW	Fuel Type
WWTP #3	410 South Glen Oaks	One 100 KW	Diesel 160-gallon tank

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
Aeration Systems	To maintain Aerobic Sludge Treatment	Treatment Plant

5.2.7 Interconnections including Emergency

Name of System Interconnection	System Interconnect Location
None	N/A

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

Air Release Valve	Control Systems	Sump Pumps	Spare Equipment
2	SCADA	N/A	N/A

5.2.9 Location of Pertinent Information (As Applicable)

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

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	Pahrump Utilities, Desert Utilities
Summary of Understanding	Verbal
Organization	CORIX GROUP OF COMPANIES
Summary of Understanding	Verbal Resources from other Corix business units can be utilized as needed for any emergencies. These business units are geographically located in 20 U.S States

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	N/A

5.3.2 Memoranda of Understanding

Organization	N/A
Summary of Understanding	N/A

5.3.3 Contracts

List any additional contracts in place:

Contracts	Company Name	Pertinent Information
Contract Operators	N/A	N/A
Chemical Suppliers	N/A	N/A
Bottled Water	N/A	N/A
Water Hauler	N/A	N/A
Other	N/A	N/A

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
N/A	N/A	N/A	N/A

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 V.P. Communications and Public Relations at (708) 413.8007. If this is not possible or practicable, inquiries should be referred to the Director of Operations (775) 432-3184.

7.2 PUBLIC NOTIFICATION

Provide location of public notice templates. Office

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.

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>
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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).

Reviewed By: Deborah Woodland

Reviewed: 11/29/2023



Approved By: James Eason

Approved: 11/30/2023

Reviewed By: Bill Coates

Reviewed: 11/10/2023

Reviewed By: Ben Suleski

Reviewed: 11/29/2023

Reviewed By: Brian Magana

Reviewed: 11/29/2023

Emergency Response Procedure

For Flooding

November 2023

Version # 2023



1 PURPOSE

- 1.1 The purpose of this ERP is to outline, in detail, the actions required in the event that there is Flooding.

2 PREPARATION WORK

- 2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.
- 2.2 Resources Required

Contact information for laboratory testing, if applicable, and the mandatory contacts identified for the emergency.

For Water and Wastewater facilities, knowledge of the instructions for Water Re-sampling and Rush Laboratory Analysis as well as the Water Supply Shutdown Procedure are necessary. These procedures will be included in the Operations Program.

3 PRECAUTIONS

- 3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

- 4.1 If safe and practical, remain on-site to monitor the facility.
- 4.1.1 For Water Treatment Plants, immediately re-sample the water and send to the lab for Rush analysis.
 - 4.1.2 For Wastewater Treatment Plants, contact the septic hauler and arrange to have a truck on-site for standby.
- 4.2 If un-safe to remain on-site, return all equipment indoors and lock all buildings if it is safe to do so.
- 4.3 If there is a potential of contamination, notify all users.
- 4.4 Immediately notify the following contacts (found in the Operations Program Manual) of the situation. **Section 2 Contacts List.**
- 4.4.1 Regulatory Body
 - 4.4.2 Certified Environmental Operator
 - 4.4.3 Pahrump Operations
 - 4.4.4 Local Public Health Inspector
 - 4.4.5 Owner
- 4.5 If necessary, arrange for an alternate source of water. (It is not practical to boil for 2 minutes or disinfect with chlorine).

- 4.6 If necessary, initiate the Water Supply Shutdown Procedure.
- 4.7 Once it is safe to do so, check all buildings and equipment, assess damage. Begin to perform the corrective action as instructed by persons at the Regulatory Body which regulates the facility.

5 REPORTING

- 5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**
 - 5.1.1 Regulatory Body
 - 5.1.2 Certified Environmental Operator
 - 5.1.3 Pahrump Operations
 - 5.1.4 Local Public Health inspector

6 REFERENCES

- 6.1 If applicable, the Standard Operating Procedure for Water Supply Shutdown as developed for the facility in question.

- 6.2 If applicable, the Standard Operating Procedure for Water Sampling and Re-Sampling as developed for the facility in question.

- 6.3 The Operations Program as developed for the facility in question.

- 6.4 A current contact list for all necessary contacts that must be informed of the situation.

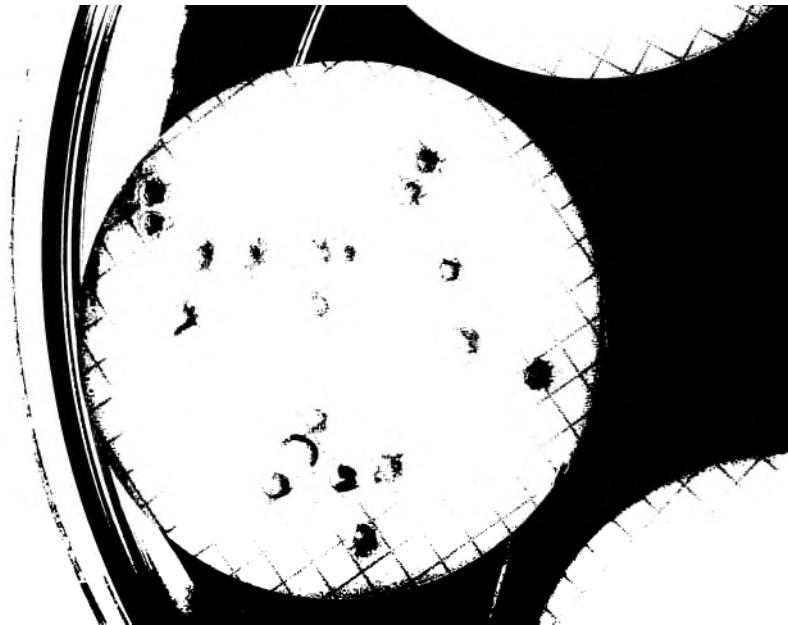
Emergency Response Procedure

For Bacteriological

Results Exceeding
the Prescribed Limit

November 2023

Version # 2023



1 PURPOSE

- 1.1 The purpose of this document is to instruct the Operator of a Water Treatment, Water Distribution or Wastewater Treatment System on how to perform corrective action in the event that the bacteriological results are exceeding the prescribed limit.

2 PREPARATION WORK

- 2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency.

Knowledge of the instructions for Water Sampling and the Water Supply Shutdown Procedure if deemed necessary. These procedures will be included in the contents of the Operations Program.

3 PRECAUTIONS

- 3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

- 4.1 Immediately resample the water and send it via RUSH delivery to the designated laboratory facility identified in the Contacts List section of the Operations Program for the facility.

- 4.2 Immediately notify the following contacts (found in the Operations Program Manual) of the situation. **Section 2 Contacts List.**

- 4.2.1 Regulatory Body
- 4.2.2 Certified Environmental Operator
- 4.2.3 Pahrump Operations
- 4.2.4 Local Public Health Inspector
- 4.2.5 Owner

- 4.3 Begin to perform the corrective action as instructed by persons at the Regulatory Body which regulates the facility.
- 4.4 If necessary, initiate the Water Supply Shutdown Procedure as found under SOPs in the Operations Program.

5 REPORTING

- 5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**
 - 5.1.1 Regulatory Body
 - 5.1.2 Certified Environmental Operator
 - 5.1.3 Pahrump Operations
 - 5.1.4 Local Public Health Inspector
 - 5.1.5 Owner

Emergency Response Procedure

For

Low or No Chlorine Residual in the Distribution System

November 2023

Version # 2023



1 PURPOSE

- 1.1 The purpose of this document is to instruct the Operator of a Water Treatment or Water Distribution System on how to perform corrective action in the event that there is low or no Chlorine residual.

2 PREPARATION WORK

- 2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency.

Knowledge of the instructions for how to Flush the Distribution Line in the Sample Vicinity and Sampling and Analyzing Chlorine Residuals (SOPs) will be required to carry out the duties if deemed necessary. These procedures will be included in the Operations Program.

3 PRECAUTIONS

- 3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

- 4.1 Immediately flush the distribution line in the vicinity of the sample.
- 4.2 Resample and analyze the Chlorine residual at the same location.
- 4.3 Resample and analyze the Chlorine residual from:
 - 4.3.1 A minimum distance of one (1) service connection upstream.
 - 4.3.2 A minimum distance of one (1) service connection downstream.
 - 4.3.3 Where each location is no closer than 100m and no further than 500m from the location of the first sample.
- 4.4 In the event that any of the resample results are less than the limit value specified in Schedule 3 of the Approval report, continue to take corrective action.

4.5 Immediately notify the following contacts (found in the Operations Program Manual) of the situation. **Section 2 Contacts List.**

- 4.5.1 Regulatory Body
- 4.5.2 Certified Environmental Operator
- 4.5.3 Pahrump Operations
- 4.5.4 Local Public Health Inspector

4.6 Begin to perform the corrective action as instructed by persons at the Regulatory Body which regulates the facility.

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

- 5.1.1 Regulatory Body
- 5.1.2 Certified Environmental Operator
- 5.1.3 Pahrump Operations
- 5.1.4 Local Public Health Inspector

6 REFERENCES

- 6.1 The Standard Operating Procedure for Water Sampling and Re-sampling as developed for the facility in question.

- 6.2 The Standard Operating Procedure for Water Supply Shutdown as developed for the facility in question.

- 6.3 The Operations Program as developed for the facility in question.

- 6.4 A current contact list for all necessary contacts that must be informed of the situation.

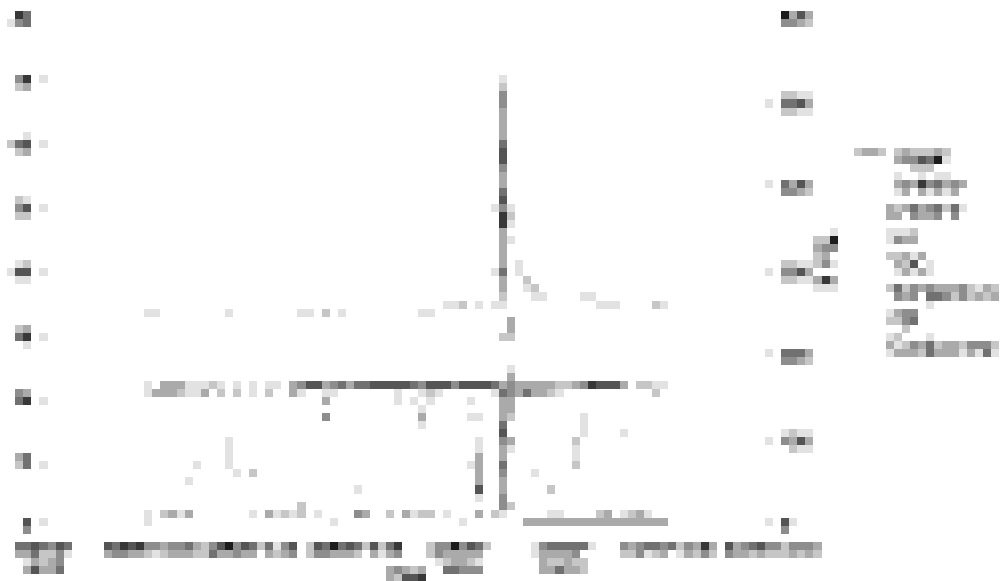
Emergency Response Procedure

For Chemical

Overfeed

November 2023

Version # 2023



1 PURPOSE

- 1.1 The purpose of this document is to instruct the Operator of a Water Treatment, Water Distribution or Wastewater Treatment System on how to perform corrective action in the event that there is a Chemical Overfeed.

2 PREPARATION WORK

- 2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency.

Knowledge of the instructions for Water Sampling and Sending for Rush Laboratory Analysis and the Water Supply Shutdown Procedure are necessary. These procedures will be included in the Operations Program.

3 PRECAUTIONS

- 3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

- 4.1 Immediately resample and send to the lab for Rush analysis.

- 4.2 Immediately notify the following contacts (found in the Operations Program) of the situation.
Section 2 Contacts List.

- 4.2.1 Regulatory Body
- 4.2.2 Certified Environmental Operator
- 4.2.3 Pahrump Operations
- 4.2.4 Local Public Health Inspector
- 4.2.5 Owner

- 4.3 Begin the corrective action established with the Regulatory Body.
- 4.4 If necessary, initiate the Water Supply Shutdown Procedure immediately.

5 REPORTING

- 5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**
 - 5.1.1 Regulatory Body
 - 5.1.2 Certified Environmental Operator
 - 5.1.3 Pahrump Operations
 - 5.1.4 Local Public Health Inspector
 - 5.1.5 Owner

6 REFERENCES

- 6.1 The Standard Operating Procedure for Sampling and Sending for Rush Laboratory Analysis as developed for the facility in question.

- 6.2 The Standard Operating Procedure for Water Supply Shutdown as developed for the facility in question.

- 6.3 The Operations Program as developed for the facility in question.

- 6.4 A current contact list for all necessary contacts that must be informed of situation.

Emergency Response Procedure

For

Raw Water Shortage or
Unexpected Increase in Demand

November 2023

Version # 2023



1 PURPOSE

- 1.1 The purpose of this document is to instruct the Operator of a Water Treatment or Water Distribution System on how to perform corrective action in the event that there is a Raw Water shortage or unexpected increase in demand on the system.

2 PREPARATION WORK

- 2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency.

Knowledge of the instructions for the Water Supply Shutdown Procedure is necessary. This procedure will be included in the Operations Program.

3 PRECAUTIONS

- 3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

- 4.1 If necessary arrange an alternate source of water, as it is not practical to boil for 2 minutes or disinfect with Chlorine.

- 4.2 Initiate the Water Supply Shutdown Procedure.

- 4.3 Arrange for notification to end users to limit water usage.

- 4.4 Immediately notify the following contacts (found in the Operations Program Manual) of the situation. **Section 2 Contacts List.**

- 4.4.1 Regulatory Body
- 4.4.2 Certified Environmental Operator
- 4.4.3 Pahrump Operations
- 4.4.4 Local Public Health Inspector

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

- 5.1.1 Regulatory Body
- 5.1.2 Certified Environmental Operator
- 5.1.3 Pahrump Operations
- 5.1.4 Local Public Health Inspector

6 REFERENCES

- 6.1 The Standard Operating Procedure for Water Supply Shutdown as developed for the facility in question.

- 6.2 The Operations Program as developed for the facility in question.

- 6.3 A current contact list for all necessary contacts that must be informed of situation.

Emergency Response Procedure

For

Treatment Plant Failure

November
2023

Version #
2023



1 PURPOSE

- 1.1 The purpose of this document is to instruct the Operator of a Water Treatment, Wastewater Treatment, or Water Distribution System on how to perform corrective action in the event that there is a Treatment Plant Failure.

2 PREPARATION WORK

- 2.1 The person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency.

Knowledge of the instructions for Water Re-sampling and Rush Laboratory Analysis as well as the Water Supply Shutdown Procedure are necessary. These procedures will be included in the Operations Program.

3 PRECAUTIONS

- 3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 Water Systems

- 4.1.1 If necessary, arrange an alternate source of water (not practical to boil for 2 minutes) or disinfect with Chlorine.
- 4.1.2 Immediately resample and send to the lab for Rush analysis.
- 4.1.3 Immediately notify the following contacts (found in the Operations Program) of the situation. **Section 2 Contacts List.**
- a. Regulatory Body
 - b. Certified Environmental Operator
 - c. Pahrump Operations
 - d. Local Public Health Inspector
 - e. Owner

- 4.1.4 Begin to perform the corrective action as instructed by persons at the Regulatory Body which regulates the facility.
- 4.1.5 If necessary, initiate the Water Supply Shutdown Procedure.

4.2 Wastewater Systems

- 4.2.1 If sewage is still able to flow into the equalization building, allow it to do so.
- 4.2.2 If sewage is NOT able to flow into the equalization building, establish major locations through the collection system to have vacuum trucks on-site for hauling as required.
- 4.2.3 Notify Contacts: **Section 2 Contacts List.**
 - a. Regulatory Body
 - b. Certified Environmental Operator
 - c. Pahrump Operations
 - d. Local Public Health Inspector
 - e. Owner
- 4.2.4 Undertake corrective action established by the Regulatory Body and the approval or permit.

5 REPORTING

- 5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**
 - 5.1.1 Regulatory Body
 - 5.1.2 Certified Environmental Operator
 - 5.1.3 Pahrump Operations
 - 5.1.4 Local Public Health Inspector

6 REFERENCES

- 6.1 The Standard Operating Procedure for Water Supply Shutdown as developed for the facility in question.

- 6.2 The Standard Operating Procedure for Water Sampling and Re-Sampling as developed for the facility in question.

- 6.3 The Operations Program as developed for the facility in question.

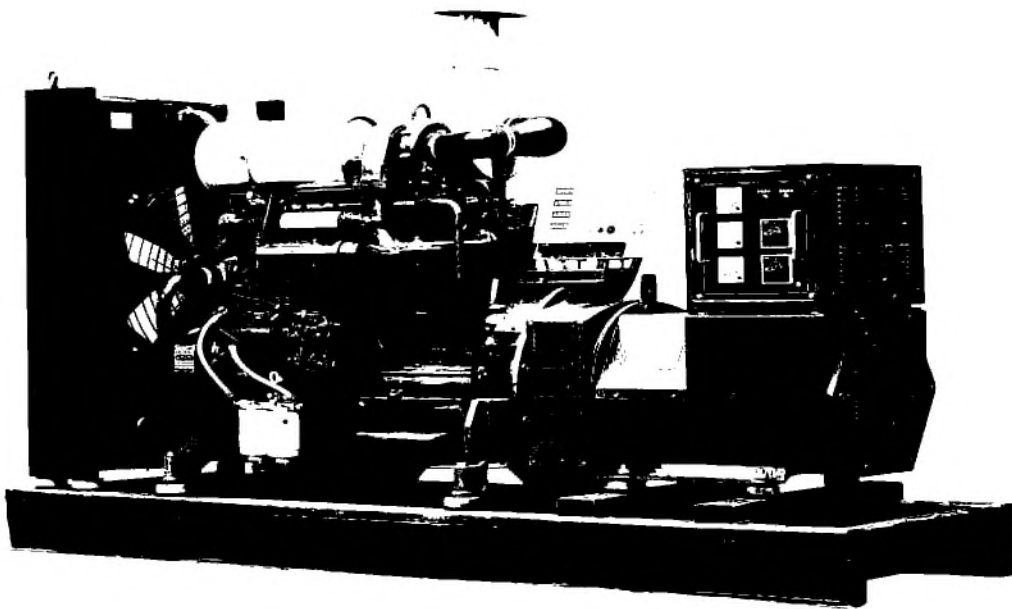
- 6.4 A current contact list for all necessary contacts that must be informed of the situation.

Emergency Response Procedure

For Power Failure

November 2023

Version # 2023



1 PURPOSE

- 1.1 The purpose of this document is to instruct the Operator on how to perform corrective action in the event that there is a Power Failure.

2 PREPARATION WORK

- 2.1 The person who will most likely be involved in this work is the Operator of the facility.
- 2.2 Resources Required
Mandatory contacts identified for the emergency.

3 PRECAUTIONS

- 3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

- 4.1 Water and Wastewater Systems
- 4.1.1 On power failure, the complete Water / Wastewater Treatment Plant will be operated via a standby diesel generator. Remain on-site and ensure proper transference from utility power to the generator source, and that it transfers back to the utility power as well. In the unlikely event of both a power failure and generator failure, notify all users of interruption in Supply.
- 4.1.2 Arrange an alternate water source if necessary.
- 4.1.3 Notify the contacts below and upon re-start, ensure water quality is satisfactory.
Section 2 Contacts List.
- a. Certified Environmental Operator
 - b. Pahrump Operations
 - c. Power Provider
 - d. Regulatory Body
 - e. Local Public Health Inspector
 - f. Owner
- 4.1.4 If necessary, contact the septage hauler to have a truck on standby.
- 4.1.5 If there is an overflow of the Equalization Tank, monitor the total volume; this will likely have to be estimated.

- 4.2 In the event of an extended power loss to a facility, certain precautionary measures should be taken depending on the geographical location and environment of the facility.
- 4.2.1 Individuals should turn off equipment that was operating prior to the power failure until power has been restored. This will help to reduce the initial load on the power distribution system when the main power returns.
 - 4.2.2 The heating and ventilation system will not operate during a power outage, and building space temperatures will begin to increase or decrease depending on the season, until main electric power is re-connected.
 - 4.2.3 Facilities with freezing temperatures should turn off and drain the following lines in the event of a long-term power loss.
 - a. Fire Sprinkler System
 - b. Instrumentation Lines
 - c. Standpipes
 - d. Potable Water Lines
 - e. Toilets
 - 4.2.4 Equipment that contains fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.
 - 4.2.5 Pahrump Operations will attempt to determine the cause of the power failure by checking building systems, surveying the surrounding area, and contacting the power utility provider.
 - 4.2.6 If it can be determined that the power failure will be for an extended period of time, Pahrump Operations will inform all employees through the best means possible at the time. Telephones may not operate during a power failure, and computer e-mail would not be available.
 - 4.2.7 Evacuation of the building may become necessary if the power failure will be for an extended period of time, or if the power loss is found to be the effect of another more serious incident.
 - 4.2.8 Employees should remain in the facility until either the power is restored, or further notice is given. All persons should avoid unnecessary movement throughout the building and anyone who chooses to leave the building may be refused re-admittance until power is restored.
 - 4.2.9 Visitors may be admitted but must wait in reception until power is restored, regardless of whether the person they are visiting is available.
 - 4.2.10 Supervisors should organize a check for persons in a lone working situation, for example in a boiler house, where it is suspected that lone work may be being undertaken.

- 4.2.11 If evacuation of the building is determined to be necessary, the General Evacuation Procedures should be followed. The Manager / Supervisor will spread the notice of the evacuation; unless other conditions exist that require the immediate evacuation of all building occupants. In such a case, the fire alarm system will be used to alert the evacuation.
- 4.2.12 During an extended power loss, the electronic access control system may exceed its battery backup power duration and all secure points will unlock. In that event, tenants should utilize key locks on suite doors, and building personnel may need to chain building doors to lock down the building.
- 4.2.13 The Manager / Supervisor will attempt to ascertain the cause of the power failure. If this is a supply fault, the supplier will be contacted and asked for an estimated time to restore power.
- 4.2.14 Where it becomes apparent that power might not be restored for some time the Key Staff will make a recommendation to an appropriate member of the Executive Group that the building(s) be closed, and all non-essential personnel leave the premises.
- 4.2.15 If a building is closed as the result of a power failure, selected employees will be asked to check each room of the building and inform the occupants that they are to leave by the main exit(s).

4.3 Upon Restoration of Power

- 4.3.1 Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensate from forming on circuitry.
- 4.3.2 Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility and water turned back on.

5 REPORTING

- 5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**
 - 5.1.1 Certified Environmental Operator
 - 5.1.2 Pahrump Operations
 - 5.1.3 Power Provider Regulatory Body
 - 5.1.4 Local Public Health Inspector
 - 5.1.5 Owner

6 REFERENCES

- 6.1 The Standard Operating Procedure for Water Supply Shutdown as developed for the facility in question.

- 6.2 The Standard Operating Procedure for Water Sampling and Re-Sampling as developed for the facility in question.

- 6.3 The Operations Program as developed for the facility in question.

- 6.4 A current contact list for all necessary contacts that must be informed of the situation.

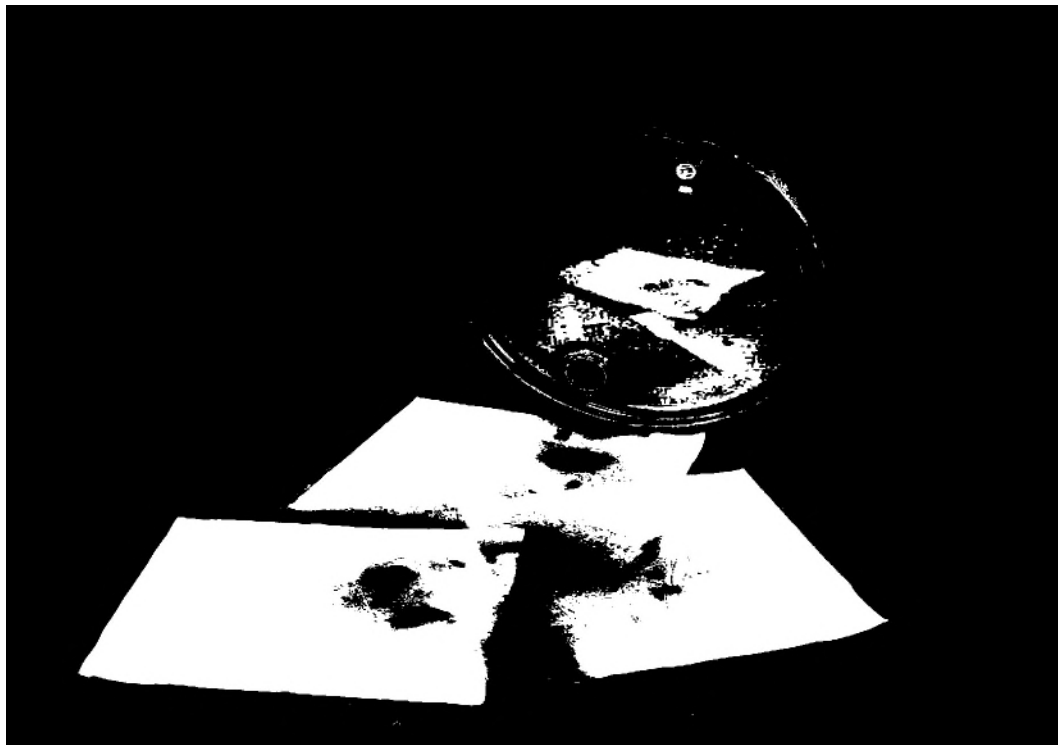
Emergency Response Procedure

For

Sudden or Gradual Release of Substances to the Environment

November 2023

Version # 2023



1 PURPOSE

- 1.1 The purpose of this document is to instruct the Operator of a Water Treatment, Wastewater Treatment, or Water Distribution System on how to perform corrective action in the event that there is a sudden or gradual release of substances to the environment.

2 PREPARATION WORK

- 2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency.

Knowledge of the instructions for Water Re-sampling and Rush Laboratory Analysis as well as the Water Supply Shutdown Procedure are necessary. These procedures will be included in the Operations Program.

3 PRECAUTIONS

- 3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 Water System

- 4.1.1 If there is a potential of contamination, notify all users.
- 4.1.2 If necessary, arrange for an alternate source of water. (It is not practical to boil for 2 minutes or disinfect with chlorine).
- 4.1.3 Immediately re-sample the water and send to the lab for Rush analysis.
- 4.1.4 Begin to perform the corrective action as instructed by persons at the Regulatory Body which regulates the facility.
- 4.1.5 If necessary, initiate the Water Supply Shutdown Procedure.

- 4.1.6 Immediately notify the following contacts (found in the Operations Program Manual) of the situation. **Section 2 Contacts List.**
 - a. Regulatory Body
 - b. Certified Environmental Operator
 - c. Pahrump Operations
 - d. Local Public Health Inspector
 - e. Owner

4.2 Wastewater System

- 4.2.1 Contain the spill to minimize impact on residents and the environment.
- 4.2.2 Notify Contacts: **Section 2 Contacts List.**
 - a. Certified Environmental Operator
 - b. Pahrump Operations
 - c. Regulatory Body
 - d. Local Public Health Inspector
 - e. Owner
- 4.2.3 Undertake corrective action established by the Regulatory Body and the approval or permit.
- 4.2.4 Monitor total volume discharged into the environment.
- 4.2.5 If necessary, contact the septic hauler to assist with cleanup.

5 REPORTING

- 5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**
 - 5.1.1 Certified Environmental Operator
 - 5.1.2 Pahrump Operations
 - 5.1.3 Regulatory Body
 - 5.1.4 Local Public Health Inspector
 - 5.1.5 Owner

6 REFERENCES

- 6.1 The Standard Operating Procedure for the Water Supply Shutdown as developed for the facility in question.

- 6.2 The Standard Operating Procedure for Water Sampling and Re-Sampling as developed for the facility in question.

- 6.3 The Operations Program as developed for the facility in question.

- 6.4 A current contact list for all necessary contacts that must be informed of the situation.

Section 9. Alternative Water Sources

Interconnection to adjacent water supply system

Water systems within one-quarter mile of system	Feasibility of connecting
Pahrump Utilities/ Pahrump Mountain Falls	Verbal agreement
Desert Utilities/ Pahrump Calvada North	Will need to draft an agreement/construct interconnect
Pahrump Country View Estates	No interconnect feasible at this time
Pahrump Mountain View Estates	No interconnect feasible at this time
Pahrump Main System	No interconnect feasible at this time

Alternate source(s) of water

Alternative sources	Names	Phone	Availability	Is the water safe for drinking?
Bottled water suppliers	Sparkletts Water	866.407.7873	Up to 1000 gallons in 1-gallon jugs within 24 hours.	Yes

Section 10. Water Use Restrictions

Water use restriction measures	Actions
<p>Pahrump is in Basin 162 and currently not in severe water restrictions at this time</p> <p>Request restriction of outside usage.</p>	<p>If the state determined severe drought for basin 162 the following measures will be implemented.</p> <p>Draft door hanger with restriction measures.</p> <p>Perform “My Utility Account (MUA)” to all affected customers or hang door tag notifications.</p> <p>Continue message as long as restriction measures are warranted.</p>

Section 11. Returning to normal operations

Procedures for returning to normal operation should be included in each disaster-specific procedure.

Action	Description and actions
Inspect, flush, and disinfect the system,	Water System Director (“WSD”) and support staff inspect all system facilities, ensure all water quality tests have been done and the system has been flushed and disinfected if necessary. Water Treatment Plant Operator (“WTPO”) makes a report to the WSD, who makes decision on current condition of system.
Verification of water quality	WSD verifies water quality sampling results.
Coordinate with NDEP/PUCN	WSD coordinates with NDEP/PUCN on system condition and water quality results.
Notify customers	WSD meets with WTPO to write advisory notice to customers. WSD directs support staff to distribute public notice.

Section 12. Training and Rehearsals

12.1 Training Needs & Expectations

Position	Training needs and expectations
Water System Director	Emergency response communications, emergency response planning, issuing health advisories. Incident Command System roles and responsibilities.
Water Treatment Plant Operator	Emergency response communications, emergency response planning, suspicious activities training. Incident Command System roles and responsibilities.
Wastewater Treatment Plant Operator	Emergency response communications, emergency response planning, suspicious activities training. Incident Command System roles and responsibilities.
Field staff	Emergency response communications, suspicious activity training.
Office Administrator	Emergency response communications, emergency response planning.

12.2 Emergency Responders

12.2.1 Primary Emergency Responder Training

First responders may be required to enter a work environment that is potentially dangerous due to the absence of normal safeguards and protocols. They must be aware of the environment they will be entering and the increased safety efforts and procedures that will limit or eliminate exposure to real and potential hazards.

Primary Responders shall receive increased training in subjects and procedures related to emergency response. This training will include at minimum:

1. Electrical Safety Awareness, including proper volt testing techniques, downed power line safety.
2. Lock Out / Tag Out, including the dangers of electrical back feed.
3. Generator Operation, including towing, panel hook-up, fueling, basic maintenance.
4. Chemical- Haz-Com, including PPE & recognizing chemicals in an uncontrolled manner.

12.2.2 Support Emergency Responder Training

If required to relieve primary responders and continue with generator hook-up and operations, the Support Responder will be trained in:

1. Electrical Safety Awareness, including proper volt testing techniques, downed power line safety.
2. Lock Out / Tag Out, including the dangers of electrical back feed.
3. Generator Operation, including towing, panel hook-up, fueling, basic maintenance.

12.3 Emergency rehearsals

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

Event	Description	People and organizations involved	Date
Rehearsals	Conduct actual emergency drill	Water system staff	Annually
On-site training drills	Conduct specific drills, i.e., communications, water line breaks, and sampling.	Water system staff	Annually

Section 13. Plan Approval

13.1 Plan Evaluation & Mitigation

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

13.2 Plan Review & Update

The Plan template will be reviewed annually by the HSE team. Any modifications will be incorporated into the Pahrump ERP document.

Great Basin
Water Co.

Great Basin Water Co.
Pahrump Division

Office / 1240 E. State St. Ste. #115
Pahrump, NV 89048

Date – 11/10/2023 Developed
Date – 11/10/2023 Reviewed

The procedures in this document are meant as guidelines to ensure your safety and should only be adhered to. Roles and Responsibilities

State Operations Director

Acts as a liaison between the company and the appropriate Emergency Support "Contacts" refer to Emergency Contact List. Communicates or directs communication with media representatives to distribute appropriate information in the event of a spill or disaster.

Emergency Coordinator/Back-Up

Responsible for maintaining a written Emergency Action Plan and notifying proper rescue and law enforcement authorities and building owner in the event of an emergency, will take security measures to protect employees, conduct drills with employees, train designated employees in emergency response, maintain records, ensure facility meets local fire codes and regulations and coordinate with public safety and other emergency personnel. For evacuation, the Emergency Coordinator/Back-Up verifies with the department monitor a head count of employees and will also inform the appropriate management personnel on-site of head counts and any other pertinent information.

Department Monitor

Responsible for coordinating and immediately reporting any potential or actual emergency conditions, evacuation, and accounting for employees. Responsible for emergency operations in designated department; being familiar with building emergency action plan, exit locations, contact phone numbers, and methods of reporting emergencies; instructing occupants in area of notification procedures, location of emergency exits, safe evacuation procedures, location of muster points, and providing medical information of individuals (if authorized to be provided by individual) to emergency responders; keep lists of individuals who may need assistance, be prepared to take a head count and provide status reports to emergency personnel during emergency.

Key Staff Assignment

Specific duties assigned to employees during and immediately following an emergency. The function of these employees is to aid in situations which require special expertise or training at the time of an emergency.

Health, Safety & Environment (HSE)

Provide assistance in the development of facility emergency management plans, assist management in evaluating the effectiveness of plans through audits and drill evaluations as well as conduct/assist in emergency response training for management and employees. Reviews, revises and updates plan and coordinates testing of the plan after the occurrence of emergency situations, as necessary.

All Employees

Must consider any threat and each evacuation as a potential emergency situation and evacuate immediately upon being notified, prioritize the safety of yourself and others, and will follow the guidelines listed within the emergency action plan if the actions will keep yourself and others safe.

Visitors

Will sign in and sign out at the reception area upon entering the office. The visitor sign in/sign out sheet will be used during any evacuation. At any time an employee has a visitor in the office, the employee will accompany the visitor during their time spent within the office. If the visitor will be unaccompanied in the office for any period of time (including restroom breaks), a review of the emergency exits and muster points will be conducted with the visitor. Special considerations must be made to assist a visitor with special needs and/or handicaps.

1.1 GENERAL EVACUATION PROCEDURES

Different emergencies call for different alarms to indicate what actions employees should take. **When an employee hears an emergency announcement on the telephone paging system, or detects a condition requiring an emergency notification, the employee will alert other employees by voice communication or by activating an alarm.**

Method of Alarm: Voice Communication and Air Horn

After an alarm is sounded to evacuate, employees should take the following steps:

Evacuate the building in an orderly fashion using the safest and closest exit route. In winter or inclement weather, get your jacket if safe to do so.

Do not use the elevator. (N/A)

Only if within reach and if safe to do so, take personal belongings (keys, purse, wallets, etc.).

DO NOT carry large items, such as computers or laptops.

Follow instructions from the department monitors and emergency services personnel.

Close the doors behind you if you are the last one to exit an office. Keep doors unlocked.

If safe to do so, secure any hazardous materials or equipment before leaving.

Assist others who may be in need of assistance.

Proceed to the designated evacuation assembly area (muster point) and report to your department monitor.

Once evacuated, employees are to head toward their muster point, where a head count will be performed and further instructions given. Maps are located at end of this document.

Muster Point This is where the department monitors will take a head count and report to muster point #1 if safe to do so. Muster point #2 will be used if the primary meeting location is not safe or if directed to do so. A special muster point will be used if safe to do so in situations of a bomb threat or active shooter or if any other emergency requires the muster point to be at a distance from the building.

Muster Point #1- West side of Humahuaca St. across from front parking lot.

Muster Point #2 Back of building in dirt lot.

Do not re-enter the building until instructed to do so by emergency services personnel or the department monitor(s).

1.1.1 Accounting for Employees

Department monitors will assist in the safe and orderly evacuation for all types of emergencies that require evacuation. While evacuating the building, department monitors will check rooms and other enclosed spaces in the workplace for employees who may be trapped or otherwise unable to evacuate the area. Once evacuation is complete, they conduct head counts. Department monitors may use the Employee Roster List, which is a list of personnel in the facility/site, to aid in accounting for employees.

Once each evacuated group of employees has reached their evacuation destination, the department monitor will:

Take a roll call for his/her group.

Make sure all persons are accounted for.

Report to emergency personnel (fire/rescue, police, etc.), if required.

Give head count results to the Compliance Manager, Bill Coates, and to the emergency personnel (fire/rescue, police, etc.), if requested.

No employees are to return to the building(s) until advised by emergency personnel.

1.1.2 Communication with Media

In the event that a representative from the media, such as a newspaper, has arrived at the facility/site, under no circumstance is an employee to provide any information other than to direct all questions to James Eason, Director of State Operations 775.432.3184, James.Eason@greatbasinwater.com or V.P. Communications and Public Relations 708.413.8007 Karen.Cotton@corix.com.

1.2 EXTENDED POWER LOSS

In the event of extended power loss to a facility, certain precautionary measures should be taken depending on the geographical location and environment of the facility:

Individuals should turn off equipment that was operating prior to the power failure until power has been restored. This will help to reduce the initial load on the power distribution system when the main power returns.

Equipment that contains fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.

If it can be determined that the power failure will be for an extended period of time, building staff will inform employees through the best means possible at the time. Telephones may not operate during a power failure, and computer e-mail would not be available. Building staff may need to inform employees of the situation status by door-to-door visits.

Evacuation of the building may become necessary if the power failure will be for an extended period of time, or if the power loss is found to be the effect of another more serious incident.

Employees should remain in the facility until either the power is restored or further notice is given, if it is safe to do so. All persons should avoid unnecessary movement throughout the building. Visitors may be admitted but must wait in reception until power is restored, regardless of whether the person they are visiting is available.

Managers/supervisors should organize a check for persons in a lone working situation, for example, in a boiler house where it is suspected that lone work may be being undertaken.

1.2.1 Building Closure – Long Duration Power Loss

If evacuation of the building is determined to be necessary, the **General Evacuation Procedures** should be followed. Building personnel will spread the notice of the evacuation, unless other conditions exist that require the immediate evacuation of all building occupants. In such a case, the fire alarm system will be used to alert employees about the evacuation.

The building supervisor/manager will attempt to ascertain the cause of the power failure. If this is a supply fault, the supplier will be contacted and asked for an estimated time to restore power. Where it becomes apparent that power might not be restored for some time, the building supervisor/manager may make a recommendation to an appropriate member of the building management/executive to have the site closed, and all non-essential personnel leave the premises.

If a building is closed as the result of a power failure, selected employees will be asked to check each room of the building and inform the occupants that they are to leave by the main exit(s).

1.2.2 Restoration of Power – Long Duration Power Loss

Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensate from forming on circuitry.

Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility, and water turned back on.

1.3 CHEMICAL SPILL

An Emergency Response Plan must be documented in the event of a chemical spill if this is applicable to your area. Chemicals stored or used onsite that could possibly meet one of these conditions are included:

Chemicals that enter a storm drain in any amount,

Chemicals that volatilize in an amount that exceeds the reportable quantity,

Chemicals that are spilled on an impervious surface in an amount that exceeds the reportable quantity,

Public exposure/evacuation is required following a spill,

And/or a spill of oil to navigable waters or adjoining shorelines has occurred.

1.4 FIRE

1.4.1 When Fire is Discovered

1. Activate the nearest fire alarm – voice and air horn.
2. If the fire alarm is not available, notify site personnel about the fire emergency by the following means (check applicable):

Voice Communication	<input checked="" type="checkbox"/>	Radio	<input type="checkbox"/>
Phone Paging	<input type="checkbox"/>	Other	<input type="checkbox"/>
Air Horn	<input checked="" type="checkbox"/>		

3. Notify the local fire department by calling 911.
4. Only if the fire is small and contained AND your evacuation route is not blocked, you may decide whether you can put the fire out. If you are not sure, do not attempt to.

1.4.2 Fighting the Fire

ONLY attempt to fight the fire if:

You have been trained to use a fire extinguisher.

The fire department has been notified.

The fire is small and is not spreading to other areas.

Escaping the area is possible by backing up to the nearest exit.

If you are not sure of any of the above, do not attempt to fight the fire.

1.4.3 Evacuating the Building

When you hear the air horn blast.

1. Proceed to your muster point; leave the building using the designated escape routes.
2. Move at a quick walk, do not run.
3. Alert any other employees encountered on the way out, without putting yourself at risk.
4. If you have to move through a closed door that you cannot see through:
 - a. Feel the door to see if it is hot.
 - b. Look for smoke coming under the door.
 - c. Open the door slowly and look around it to see if there is a fire behind it.
 - d. If there is no fire on the other side, proceed through and close the door behind you to limit the spread of the fire.
5. Assemble at your designated muster point. Leave walkways and roads open for fire and emergency responders.
6. Report to your department monitor that you/your group are there and if you know of anyone trapped in the building.
7. Remain at the muster point until you are informed that you may leave by either the department monitor or a member of emergency services.

No employees are allowed to return to the buildings until given the "all clear" from the Emergency Coordinator or emergency personnel.

1.4.4 Emergency Coordinator or Supervisor

Coordinate an orderly evacuation of personnel.

Provide fire department personnel with the necessary information about the facility.

1.4.5 Department Monitors

Ensure that all employees have evacuated the area/floor.

Perform an accurate head count of personnel reported to the designated muster point.

Report any problems to the emergency coordinator at the assembly area.

1.4.6 Mobility Impaired People

If you encounter a person with some form of physical disability that restricts their mobility, you may be required to assist them in evacuating the building. If you are unable to remove them from the building, someone should wait with them until retrieved by emergency personnel if it is safe to do so. It is important to inform the emergency personnel or department monitor of their location so they can be helped to safety as soon as possible.

1.4.7 If You Become Trapped

Every situation is unique and you must use your best judgement for escaping the situation.

If you are on the ground floor, exit through a window.

If you are not on the ground floor:

1. Close the door.
2. Go to the window.
3. If there is smoke in the room open the window (if possible) a little so you can breathe fresh air.
4. Attract people's attention to you. This can be achieved by writing on a piece of paper and sticking it to the window or by calling out the window. If you open the window, remember to close it again as this can be an entry point for fire. Do not open the window up fully. Bang on the window if no one can hear you calling out or see you.
5. If the room is filling with smoke, stay close to the ground where the air is cooler and oxygen is more plentiful.
6. Wait for the fire and rescue service to rescue you.

REMEMBER

Fire spreads rapidly.

Fire produces thick black smoke that is difficult to see through and causes suffocation.

The freshest air will always be near the floor.

Move quickly. Do not run.

Be decisive; make a decision and follow that decision.

1.5 EARTHQUAKE

1.5.1 Before an Earthquake

Assess your own work area. Look for:

Windows/Glass – if your work station is near windows or a glass partition, decide where you will take cover to avoid being injured.

Heavy Objects – if your work station is near a temporary wall or partition, make sure they are securely anchored.

Loose Objects – if you have materials stored on top of cabinets or shelves, determine if these items could be secured or moved.

1.5.2 During an Earthquake

IMMEDIATELY move away from windows, tall file cabinets, book shelves, and light fixtures.

DO NOT ATTEMPT TO RUN OUT OF THE BUILDING.

Find shelter under a sturdy desk or table, if possible. Kneel down in a hunched position. Place hands over the head for added protection. Remain there until after the shaking stops. Remember: DUCK, COVER and HOLD.

Do not be surprised if the electricity goes off or if the fire sprinklers go on.

Do not light a match. Carefully extinguish smoking material in case of gas leaks.

Be prepared for aftershocks!

If you are outside when the quake occurs, stay there. Move away from structures, power poles, lamp posts, or retaining walls that could fall during the quake, and avoid fallen electrical lines. If possible, move to an open area.

1.5.3 After the Shaking has Subsided

1. Assemble department monitors to begin a careful and systematic check for injured persons, fire and hazardous areas, and building damage.
2. Check for disruption of utilities such as gas leakage, water leakage, and electrical shorts. Use caution when opening doors and watch for fallen objects.
3. Institute communication with managers/supervisors. Include information about injuries, deaths, building damage, and potential hazards.
4. Institute emergency communication with the property manager, if applicable. Give a status report and/or assistance required.
5. If a fire has started, dial 911, to call the fire department. Immediately begin a quick, safe extinguishment **only if properly trained**.

6. Determine the necessity for evacuation. **All exit routes must be inspected for safety of use.** If out-of-building refuge sites are to be utilized, ensure that proper protection is afforded evacuees. Generally, it is safer to remain inside the building.
7. Alert building occupants to EXPECT AFTERSHOCKS!
8. Keep building occupants away from windows. Keep occupants quiet and calm.
9. Replace telephone receivers so the telephone system will work properly. Use telephones for emergency calls only.
10. Discourage occupants from leaving until authorized to do so.
11. Listen to the radio for emergency reports. Keep occupants informed to discourage rumors.
12. Cooperate with public safety officials and other emergency personnel.

1.5.4 Field Personnel

At the first chance reasonably possible, communicate with supervisors in order to stay informed of road conditions, advisories, and directions of how to safely return.

1.5.5 If Evacuation is Ordered

DO NOT EVACUATE unless told to do so or if danger is imminent.

Department monitors lead occupants to a muster point outside and away from the building.

Department monitors assist in assembling occupants, taking a head count, and keeping occupants quiet and calm.

Department monitors will then report to President/Emergency Coordinator and/or emergency personnel.

Cooperate with public safety officials and other emergency personnel.

Follow instructions given by the department monitor and emergency personnel.

Walk – DO NOT run – keeping noise to a minimum.

Do not push or crowd.

Move to your safe refuge area unless otherwise directed.

Check doors for heat before opening.

Assist non-ambulatory, visually impaired, and hearing-impaired persons if they are present.

If you have relocated away from the building, DO NOT return until you are instructed to do so.

1.5.6 Going Home After an Earthquake

It is in your best interest in the event of an earthquake to remain at work. It may be too dangerous to attempt to go home right away. Listen to radio reports for areas and roads you need to get home to ensure they are undamaged and traffic is moving.

While you are waiting, make yourself available to help fellow employees recover from the incident as quickly as possible.

1.6 SEVERE WEATHER ALERT

In the event of severe weather or natural disasters, employees are to follow the procedures below should these weather events occur.

1.6.1 Tornado

The National Weather Service has developed a method of identifying storm conditions that foster the development of tornadoes. The classification and definitions of storm conditions are:

Tornado watch

Tornado warning

A "tornado watch" status indicates that weather conditions are favorable for the development of tornadoes. The "watch areas" are usually large geographic areas, covering many counties or even states that could be affected by severe weather conditions including tornadoes.

A "tornado warning" is an alert issued by the National Weather Service after a tornado has been detected by radar or sighted by weather watchers or by the public. The National Weather Service provides the approximate time of detection, the location of the storm and the direction of movement. A tornado can move from 25 to 40 miles per hour so prompt emergency action must be taken.

The town of Pahrump maintains a Facebook Page and Nye County Dispatch maintains a reverse 911 system, outdoor warning siren network that is used to signal imminent danger from tornadoes. It is a familiar sound as the system is tested the first Wednesday of every month, unless there is a threat of severe weather in the area or when temperatures are substantially below freezing.

A steady siren for three to five minutes means **IMMINENT DANGER**. Take shelter immediately in the nearest suitable protective area. Once the sirens sound, it is too late to seek protection at a remote location.

An "all clear" signal will NOT be given via the siren system. It is urged that reliance be placed on the broadcast media for this and other status and forecast information.

Sheltering In Place

Upon hearing a tornado siren or verbal employee alarm system, employees should:

1. Immediately cease work.
2. Alert other coworkers in the vicinity, without putting themselves at risk.

Note: Department Monitors must contact all field employees, and alert them immediately if a tornado warning has been given to ensure they are aware and seeking shelter.

3. Proceed to the designated shelter (as listed above).
4. Never go outside and avoid windows.
5. Make contact with their designated Department Monitor, or Alternate, after they have safely reached the designated shelter.

Department monitors must perform a head count and communicate that to the Emergency Coordinator. Wait for further instructions from the Emergency Coordinator – no employees are allowed to return to the buildings until given the “all clear”.

Note: Nothing in these procedures precludes the Emergency Coordinator’s authority in determining whether employees should remain inside or evacuate.

Sheltering Outside / Caught in the Open

If you are caught outside in a tornado or severe weather:

1. Move at right angles to the tornado.
2. Attempt to reach a protective area, such as a building with a basement.
3. If there is not time to escape or find a suitable protective area, lie flat in a ditch or depression but avoid areas that are subject to rapid water accumulation or flooding in heavy rains.

1.6.2 Weather Advisories and All-Clear Signals

The National Weather Service broadcasts continuous weather status and forecast information; this information is updated hourly. In addition, the NWS will broadcast special alert tones and messages for tornado warnings, flash flood warnings and similar impending weather emergencies.

Persons in protective areas should not rely on visual observations of local conditions as a reliable indicator of the true status of the weather, since hail and tornadoes have been known to occur under apparent clear-sky conditions.

Radio stations which may carry local weather advisories (and forward all-clear information) include:

KNYE 95.1 FM

KACP 103.1 FM

1.6.3 Thunderstorms

More people are killed in the U.S. by lightning each year than by tornadoes and hurricanes. If thunderstorms or other severe weather include lightning, employees should immediately:

Postpone outdoor activities if thunderstorms are imminent.

Move indoors and do not take shelter in small sheds, under isolated trees, or in convertible automobiles. Stay away from tall objects such as towers, fences, telephone poles, and power lines.

If lightning is occurring and you cannot make it indoors, get inside a hard top automobile and keep the windows up. Avoid touching any metal.

If you're caught outdoors, and no shelter is nearby, find a low spot away from trees, fences, and poles. Make sure the place you pick is not subject to flooding. If you are in a wooded area, take shelter under the shorter trees.

Utility lines and metal pipes can conduct electricity. Avoid using the telephone or any electrical appliances. Use these only in an emergency since power surges from lightning can cause serious damage.

1.6.4 Flood

During a flood, water levels and the rate the water is flowing can quickly change. Remain aware and monitor local radio and television outlets.

If indoors:

Be ready to evacuate as directed by the department monitor and/or designated official.

Follow the recommended primary or secondary evacuation routes.

If outdoors:

Get to higher ground and get out of areas subject to flooding.

Be ready to evacuate as directed by the Emergency Coordinator.

If time permits, move vital materials and equipment to higher ground.

Don't go into a basement, or any room, if water covers the electrical outlets or if cords are submerged. If you see sparks or hear buzzing, crackling, snapping or popping noises – get out immediately. Stay out of water that may have live electrical in it.

Do not walk through flood waters. It only takes six inches of moving water to knock you off your feet.

If you are trapped by moving water, move to the highest possible point and call 911 for help.

Do not drive into flooded roadways or around a barricade, water may be deeper than it appears and can hide many hazards (i.e. sharp objects, washed out road surfaces, electrical wires, chemicals, etc.).

If you are in a vehicle and it stalls, abandon it immediately and climb to higher ground. A vehicle caught in swiftly moving water can be swept away in a matter of seconds. Twelve inches of water can float a car or small SUV and 18 inches of water can carry away large vehicles.

1.6.5 Hurricane

The nature of a hurricane provides for more warning than other natural and weather disasters. A **hurricane watch** is issued when a hurricane becomes a threat to a coastal area. A **hurricane warning** is issued when

hurricane winds of 74mph (120km/hr) or higher, or a combination of dangerously high water and rough seas, are expected in the area within 24 hours.

Once a hurricane watch has been issued:

1. Stay calm and await instructions from the department monitor or the designated official.
2. Moor any boats securely, or move them to a safe place if time allows.
3. Continue to monitor local TV and radio stations for instructions.
4. Move out of low-lying areas or away from the coast, at the request of officials.
5. If you are on high ground away from the coast and plan to stay, secure the building, moving all loose items indoors and boarding up windows and openings.
6. Collect drinking water in appropriate containers.

Once a hurricane warning has been issued:

Be ready to evacuate as directed by the emergency coordinator, department monitors and/or the designated official.

Leave areas that might be affected by storm tide or stream flooding.

During a hurricane, **remain indoors and seek out the following spaces:**

Small interior rooms on the lowest floor and without windows.

Hallways on the lowest floor away from doors and windows.

Rooms constructed with reinforced concrete, brick, or block with no windows.

1.6.6 Blizzard or Other Snow Event

If indoors:

1. Stay calm and await instructions from the emergency coordinator or the designated official.
2. Stay indoors!
3. If there is no heat:
 - a. Close off unneeded rooms or areas.
 - b. Stuff towels or rags in cracks under doors.
 - c. Cover windows at night.
 - d. Eat and drink. Food provides the body with energy and heat and fluids prevent dehydration.
 - e. Wear layers of loose-fitting, light-weight, warm clothing, if available.

If outdoors:

1. Find a dry shelter. Cover all exposed parts of your body.
2. If shelter is not available:
 - a. Prepare a lean-to, wind break, or snow cave for protection from the wind.
 - b. Build a fire for heat and to attract attention. Place rocks around the fire to absorb and reflect heat.
 - c. Do not eat snow, it will lower your body temperature. Melt it first.

If stranded in a car or truck:

1. Stay in the vehicle!
2. Run the motor for about 10 minutes each hour. Open the windows a little for fresh air to avoid carbon monoxide poisoning. Make sure the exhaust pipe is not blocked.
3. Make yourself visible to rescuers.
4. Turn on the dome light at night when running the engine.
5. Tie a colored cloth to your antenna or door.
6. Raise the hood after the snow stops falling.
7. Exercise to keep blood circulating and to keep warm.

1.7 THREAT OF VIOLENCE

1.7.1 Suspicious Individual

It is imperative that any suspicious activity or persons are reported. A suspicious person is an individual (known or unknown) who exhibits unusual behavior such as nervousness, nervous glancing, making strange or sudden movements or is in an area or doing something that is not normal, such as taking photographs. If there is a suspicious looking individual inside company facilities or on company grounds:

1. Do not approach any unknown individuals, they could be armed.
2. Contact the police non-emergency number as quickly as possible while monitoring the location of the person if able.
3. Be ready to supply a physical description of the individual including age, weight, hair color and length, clothing, facial hair, and any other distinguishing features.
4. If the individual is in a vehicle, attempt to get the vehicle make, model and color, as well as the license plate number.
5. If you suspect the person is armed or see that they have a weapon, contact 911 immediately to report the situation.

1.7.2 Disruptive Individual

If an individual makes threats of physical harm to you, others, or themselves, if they appear to be intoxicated or under the influence of a controlled substance, or if they exhibit any other unstable or bizarre behavior, employees should:

1. Contact the police using 911 or the non-emergency number depending on the severity of the situation.
2. Give your name and location with a brief explanation of the situation. Take note of the individual's age, personal appearance, clothing, vehicle, or any other information that would help identify the individual. Use the Threat of Violence Report in this manual to document as much information as possible about the individual and the threat (Reference section 1.8.5).
3. Until police or other responders arrive, try to keep the individual calm. Get their attention by using their name (if you know it) and politely ask them to sit down. Acknowledge their feelings and let them know you are listening. Ask what you can do to help them and offer assistance if appropriate. However, if the person appears that they may become violent, retreat from the scene and observe from a safe distance.
4. Express your authority with non-verbal cues by sitting/standing tall, smiling and making eye contact, and speaking clearly and distinctly, but not too loudly.
5. Avoid slouching, glaring, or sighing, and be aware of the individual's personal space – do not stand too close or touch them.
6. Advise coworkers of the potential problem if possible without further upsetting the individual.
7. Direct the individual to leave.

1.7.3 Active Shooter

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearm(s) and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

More so than other emergency situations, the following procedures are meant as guidelines to ensure your safety and should only be adhered to if taking those actions is what you feel would make you safe. The decision to follow the guidelines must be made in the moment, and the safety of yourself and others is the main concern.

Note: A special muster point is designated at a distance away from the building for active shooter situations. In case you must flee, do not go to the normal muster point for your building. If it is unsafe to meet at the special muster point, get as far away from the shooting scene as possible, then contact authorities.

In an active shooter situation, the following are some actions that can be taken:

Alert others of the situation.

Flee the area safely and avoid danger.

Call 911 when it is safe to do so.

Department monitors will take a head count if safe to do so.

If fleeing is not possible, the following are some actions that can be taken:

If you are in an office, stay there and secure the door. Get down on the floor or under a desk and remain silent.

If you are in a hallway, get into a room and secure the door.

As a last resort, attempt to take the active shooter down.

Call 911 when it is safe to do so.

If you witness any armed individual(s) around the exterior of the building or parking lot at any time, use your best judgment for the situation; if safe to do so, the following are some actions that can be taken:

Take note of the two nearest exits in any facility you visit.

Secure the exterior door(s) to the building or main office if able to safely do so.

Alert others of the situation.

Flee the area safely and avoid danger.

Call 911 when it is safe to do so.

If it is not possible to flee, move to a core area of the building that can be secured and remain there until an "all clear" instruction is given by an authorized known voice. If possible, split up to avoid creating a single target.

Encourage others to get on the floor or hidden behind objects, and out of the line of fire.

1.8 BOMB THREAT

1.8.1 Before a Bomb Threat

Be familiar with your area in case evacuation is needed. Be vigilant and report any unusual device, vehicle, or package. If a suspicious object is found, clear the area and begin evacuation. Do not touch a suspicious object. Notify the supervisor/manager immediately.

1.8.2 Upon Notification of a Bomb Threat

1. Use the Threat of Violence Report in this manual to document as much information as possible about the individual and the threat. Reference section 1.8.5.
2. Notify the supervisor/manager/property manager if applicable.
3. The individual that received the bomb threat will call the police at 911.
4. Give the exact location and all known facts.
5. Note the exact location and description of the object.

6. Ensure the threat conversation is documented as accurately as possible, and as soon as practical. To assist the police and as an aid to completing reports, use the Threat of Violence Report contained in this manual for guidance.
7. BE GUIDED BY THE INSTRUCTIONS OF THE POLICE.
8. Be prepared to advise authorities of the current situation when they arrive on the scene, then direct them to the location of the object.

1.8.3 Suspicious Packages

All employees should be aware of the possible indicators of a suspicious package. The presence of one or more of the following features should be cause for concern:

Unexpected mail with foreign postmarks, airmail, or uncharacteristic or abnormal delivery markings.

Postage irregularities; including excessive postage, no postage, or unusual stamps.

Return address irregularities such as no return address, a return address that does not match the postmark, or a return address that is not familiar to the person to whom the package is addressed.

No postmark (may indicate hand delivery).

Delivery address irregularities such as a title without a name, an incorrect title with a name, a generic title that is not used at the company.

Badly typed, misspelled, or poorly written addresses and markings.

Restrictive markings or special handling instructions, such as "Personal," "Confidential," "Special Delivery," or "Open by Addressee only".

Visual distractions on the package such as drawings, statements, or handmade postage.

Rigid or bulky envelope.

Oddly shaped, unevenly-weighted, lopsided, or lumpy package.

An odor emitted from the package.

Stains or discoloration on the package.

Protruding wires, tinfoil, or other conductive materials.

Over-wrapping with excessive paper, tape, and/or string.

A package left by an unknown person.

If you discover or receive a suspicious package the following procedures are to be followed:

Do not attempt to open the package.

Do not handle, shake, or move the package.

Do not assume it is the only device in the area.

Do not change the environment.

If the package is stained, discolored, or emits an odor do not attempt to identify the substance. If you come in contact with a leaking substance, wash hands and exposed skin vigorously with soap and flowing water for at least 15 minutes.

Calmly notify others in the immediate area, relocate to another room, and close the door behind you.

Contact individuals on the Emergency Contact List, Emergency Coordinator, and call 911.

1.8.4 Evacuation Procedure

1. Begin evacuation of the building. The department monitors will announce the required evacuation or relocation of staff. REMEMBER: Notification should be made in a low-key manner to avoid panic.
 - a. Direct occupants to visually be aware of anything unusual or out of place in their immediate areas.
 - b. Do not touch anything unusual or out of place.
 - c. If a suspicious object is found, notify the supervisor/manager immediately.
2. When evacuating in response to a bomb threat or the discovery of a bomb/device, consider the safeness of primary and secondary evacuation routes before using them.
3. No one should enter the area where the object is located until the authorities arrive.
4. Building occupants should evacuate at a safe refuge area outside and away from the building. The specially designated muster point located at a distance away from the building should be used.
5. Keep occupants quiet and calm. Take a head count.
6. AWAIT FURTHER INSTRUCTIONS FROM THE SHERIFFS OFFICE.

1.8.5 Threat of Violence Report

Most but not all threats are received by phone. All threats are to be treated seriously. Act quickly, but remain calm and obtain information with the checklist below.

Follow these steps in case of a threat made by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the checklist to the right immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions. Be Calm. Be Courteous. Listen.

If a threat is received by handwritten note or email:

1. Handle the note as minimally as possible.
2. If received by e-mail, do not delete the message.

Signs of a Suspicious Package:

- | | |
|---------------------|--------------------|
| No return address | Poorly handwritten |
| Excessive postage | Misspelled words |
| Stains | Incorrect titles |
| Strange odor | Foreign postage |
| Strange sounds | Restrictive notes |
| Unexpected delivery | |

Date: _____ Time Threat Received: _____
 Individual Receiving Threat: _____
 Time Hung Up / Left Premises: _____
 Phone # Where Call Received: _____
Ask Individual:
 Where is the bomb located? (building, floor, room, etc.) _____

 When will it go off? _____
 What does it look like? _____
 What kind of bomb is it? _____
 What will make it explode? _____
 Did you place the bomb? [Yes] [No] Why? _____

 What is your name? _____
 What is your address? _____
Exact Words of Threat: _____

Information About the Individual
 Where is the caller located? (background/noise level) _____

 Estimated Age: _____ Is the voice familiar? _____
 If so, who does it sound like? _____
Background Sounds Threat Language

<input type="checkbox"/> Female	<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Incoherent	
<input type="checkbox"/> Male	<input type="checkbox"/> House Noises	<input type="checkbox"/> Message Read	
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen Noises	<input type="checkbox"/> Taped Message	
<input type="checkbox"/> Angry	<input type="checkbox"/> Street Noises	<input type="checkbox"/> Irrational	
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane	
<input type="checkbox"/> Coughing	<input type="checkbox"/> PA System	<input type="checkbox"/> Well-spoken	
<input type="checkbox"/> Clearing Throat	<input type="checkbox"/> Conversation		
<input type="checkbox"/> Cracking Voice	<input type="checkbox"/> Music	<input type="checkbox"/> Local	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	<input type="checkbox"/> Long Distance	
<input type="checkbox"/> Deep	<input type="checkbox"/> Static	<input type="checkbox"/> Office Machinery	
<input type="checkbox"/> Deep Breathing	<input type="checkbox"/> Clear	<input type="checkbox"/> Factory Machinery	
<input type="checkbox"/> Disguised			
<input type="checkbox"/> Distinct	<input type="checkbox"/> Nasal	<input type="checkbox"/> Slow	Height: _____
<input type="checkbox"/> Excited	<input type="checkbox"/> Normal	<input type="checkbox"/> Slurred	Weight: _____
<input type="checkbox"/> Laughter	<input type="checkbox"/> Ragged	<input type="checkbox"/> Soft	Hair Colour/Length: _____
<input type="checkbox"/> Lisp	<input type="checkbox"/> Rapid	<input type="checkbox"/> Stutter	_____
<input type="checkbox"/> Loud	<input type="checkbox"/> Raspy		

Other Information: _____

DO NOT use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
DO NOT touch or move a suspicious package.

1.9 MEDICAL EMERGENCY

1.9.1 Upon Notification of a Medical Emergency

1. Immediately summon local qualified assistance (CPR or First Aid, as required) to provide the required assistance prior to the arrival of professional medical help.
2. Call 911 and be prepared to give the following information:
 - a. Exact location of the victim – building address, nearest cross street.
 - b. Nature of the emergency.
 - c. Victim's name, general condition, and location.
 - d. Your name and a "call back" number.

IMPORTANT

1. Do not hang up until the emergency operator does so first.
2. Notify the supervisor/manager and give the same information as above.
3. Station a person at the entrance to provide guidance for emergency personnel to the victim's location.
4. Find out what medical facility the employee will be transported to.

CAUTION

If you are not qualified in proper CPR or First Aid procedures, **DO NOT** attempt to move the patient or victim unless it is **absolutely** necessary.

In the case of rendering assistance to personnel exposed to hazardous materials, consult the Safety Data Sheet (SDS) and wear the appropriate personal protective equipment. Attempt first aid **ONLY** if trained and qualified.

1.10 OTHER EMERGENCY PROCEDURES

List other emergencies with their procedures below.

1.11 OTHER EMERGENCY PROCEDURES

List other emergencies with their procedures below.

1.11 COVID-19 OUTBREAK – OFFICE LOCATION

When an employee is presumed positive or is confirmed to have COVID-19, they will contact Human Resources Vice President of Human Resources Nate.Meyers@corix.com, +1(847)897.6443 x 3353. The following procedure will be followed.

If an employee suspects they may have contracted COVID-19, they will contact HR to be in line with company policy.

Presumed Positive is one in which an “individual with at least one respiratory specimen ... test[s] positive for the virus that causes COVID-19 at a state or local laboratory.”¹

1.11.1

Be Informed and Stay up to date

Know relevant information regarding any potential outbreaks that may occur in your area.

During times of large-scale infectious disease outbreak, the company will send out regular correspondence to keep employees aware of the situation. We encourage the use of other resources such as The U.S. Centers for Disease Control and Prevention (CDC), Public Health Agency of Canada (PHAC) and the World Health Organization (WHO).

Continue to implement precautionary measures during a known outbreak. These can include, but not limited to the following:

- Regularly wash your hands with soap and water; minimum of 20 seconds

- Use alcohol based (at least 60%) hand sanitizer if soap and water is not available.

- Clean workspaces regularly with EPA endorsed disinfectants.

1.11.2 Preparedness

- COVID-19 Communication sent to Contractor

- Review Emergency Preparedness & Business Continuity Plans

1.11.3 Response Procedure

Employee will stay home and follow return to work procedures or be sent home immediately if they suspect they may have COVID-19. If necessary, employee should self-isolate per the CDC recommendations.

- o If employee comes to work and starts to suspect they may have an COVID-19, they will immediately limit contact with any other person and avoid touching surfaces, where possible.

¹ <https://www.cdc.gov/coronavirus/2019-ncov/php/reporting-pui.html>

- o Supervisors, upon notification that an employee is positive (or presumed) for the disease, the employee will be sent home immediately. They will remind the employee to avoid contact with others and avoid touching surfaces, if possible.

Human Resources will make notifications that a presumed positive or confirmed COVID-19 has been reported to:

- o Incident Command (IC)
- o IC is responsible for notifying:
 - Executive Management Team
 - Business Unit leadership
 - Office Facilities management
 - Any third-party vendors / contractors that individual is known to have come in contact with recently

IC sends an office-wide communication that COVID-19 has been detected and the affected office will be closed to perform a deep clean and disinfecting.

- o The office will activate the Business Continuity Plan, if necessary.

Office Facilities Management will arrange for a deep clean and disinfection per CDC recommendations.

Once the disinfection has been completed, Facility Management will send communication to affected office employees informing them when they can return to work.

Employees may be asked to stay home for 14 days if they came in contact with the infected employee.

The office will be made ready to open on the earliest possible day.

Where an employee in the Corix Office self-reported that they encountered another person who has been confirmed positive for COVID-19:

The employee contacts the HR department and makes them aware that they had contact with someone who has been confirmed with COVID-19.

Employee will stay home for 14 days while they self-monitor their health.

If the employee is presumptive positive or is confirmed with COVID-19, the procedure above will be followed.

Office with First Aid Attendants – Applicable Canada Locations

Office management will establish a process to inform First Aid Attendant(s) if individuals coming to work exceed threshold that requires First Aid Attendant presence.

1.11.4 Contacts:

Employee Contact List – See Page 27 of EAP

Disinfectant Contractor

- o Operations Support 775.727.5941

1.12 TRAINING

1.12.1 General Training

All employees shall receive training on this document and the evacuation routes in Appendix A both upon hire and annually thereafter. Training must be documented using the form in Appendix D.

1.12.2 Drills

Fire and evacuation drills must be completed annually and documented using Appendices B and C.

1.12.3 Additional Retraining

Employees must be retrained if there is a change in evacuation procedures or other significant change to the EAP, or if they show lack of understanding of any element of the EAP. Employees must also be retrained if: they are assigned to a new job or different facility; if new equipment, materials, or processes are added; or, if the layout or design of the facility changes.

All documents within this Appendix are to be completed and filed within the EAP.

Ensure that the following documents are also posted in prominent locations throughout the facility.

Emergency Responder Contact Information

Evacuation Route Map(s)

EMERGENCY CONTACT LIST

IN CASE OF EVACUATION THE FOLLOWING SIGNAL WILL BE SOUNDED:		
Horn and Voice		
ALL EMPLOYEES WILL REPORT TO THE MUSTER AREAS LOCATED:		
Muster Point #1- West side of Humahuaca St. across from front parking lot. Muster Point #2 Back of building in dirt lot.		
CLOSEST MEDICAL FACILITY:		
Name of Facility: Healthcare Partners	Address: 1397 S Loop Rd	Phone Number: 775-727-5500
Emergency Response Contacts		
Fire, Police & Ambulance	911	
Police (non-emergency)	775.751.7000	
Fire (non-emergency)	775.727.5658	
Disaster Services	911 775.751.4278 or 775.751.4279	
Poison Control	911	
Company Contacts		
State Operations Director	James Eason 775.337.1001 cell 775.432.3184	
Compliance Manager	Bill Coates 775.990.4838 cell 407.509.9098	
Area Manager Water	Ben Suleski – Cell 775 .537.8372	
Area Manager Wastewater	Brian Magana – Cell 775.764.0321	
HSE Manager	Mary Rollins 704.319.0519	
Building Security/Management	Bill Coates 775.990.4838 cell 407.509.9098	
V.P. Communications and Public Relations	Karen Cotton 708.413.8007	
Government Contacts		
Workplace Health & Safety- OSHA	702.486.9020	
Workers Compensation	702.486.9000	
Environment- NDEP	702.486.2850 – Spill Reporting 888.331.6337	
Transportation of Dangerous Goods	702.486.4368	
Other: REGIONAL EPA	415.947.8000	
Other Contacts		
Power Company	Valley Electric Assn. 775.727.5312	

Telephone Company	AT&T 775.537.0100
Gas Company	AmeriGas 775.727.5116
Water Company	Pahrump Utilities 775.727.1629
Other:	

STAFF ASSIGNMENTS

Emergency Coordinator and Alternates

Emergency Coordinator – is usually the manager/supervisor who has overall responsibility for the plan.

	Name	Location	Telephone	Email
1	Bill Coates	Office	407.509.9098	Bill.Coates@greatbasinwaterco.com
2	Ben Suleski	Office	775.537.8372	Ben.Suleski@greatbasinwaterco.com
3	Mark Windholz	Office	775.209.4908	Mark.Windholz@greatbasinwaterco.com
4	Deborah Woodland	Office	775.764.7586	Deborah.Woodland@greatbasinwaterco.com
5	Sean Ashcraft	Office	775.537.8207	Sean.Ashcraft@greatbasinwaterco.com

Department Monitors and Alternates

Department Monitor – is responsible for coordinating and immediately reporting any potential or actual emergency conditions, evacuation, and accounting for employees.

	Name	Location	Telephone	Email
1	Deborah Woodland	Office	775.764.7586	Deborah.woodland@greatbasinwaterco.com
2	Sean Ashcraft	Office	775.537.8207	Sean.Ashcraft@greatbasinwaterco.com
3	Ben Suleski	Office	775.537.8372	Ben.Suleski@greatbasinwaterco.com
4	Mark Windholz	Office	775.209.4908	Mark.Windholz@greatbasinwaterco.com

Key Staff Assignments

Assign employees specific duties to complete during and immediately following an emergency. Identify employees with special expertise or training, who could offer assistance when necessary. Assign employees as “buddies” to assist disabled employees and/or visitors during an emergency.

	Name	Location	Assignment
1	Mark Windholz	Office	Search and assist any lingering persons.
2	Sean Ashcraft	Office	Search and assist any lingering persons.
3	Ben Suleski	Office	Search and assist any lingering persons.

EMPLOYEE ROSTER

Name	Work Location	Contact Number	Alternate Number
Ramona Lupu	Office	775.727.5941	872.327.8244
Crystal Behrends	Office	775.990.4854	775.537.5334
Deborah Woodland	Office	775.990.4793	775.764.7586
Bill Coates	Office/MT.FALLS WWTP	775.990.4838	407.509.9098
Mark Windholz	Office	775.990.4866	775.209.4908
Fred Nero	MT.FALLS WWTP	775.990.4846	775.764.7335
Ben Suleski	Office	775.537.8372	
Christopher Cruz	Office	775.537.8927	
Frank Gaza	Office	775.990.9882	
Luis Banuelos	Office	775.764.8700	
Larry Ortiz	Office	775.209.5098	
Joe Graziano	Office	775.764.0591	
Darrell Beighley	WWTP #3	775.537.7642	
George Veliz	Office/ WWTP#3	775.513.5830	
Travis Englebright	WWTP#3	775.537.7219	
Brian Magana	Office/ WWTP#3	775.764.0321	
Sean Ashcraft	Office	775.537.8207	
Elias Gomez	Office	775.537.8787	
Charles Marshall	WWTP #3	775.537.7961	

CRITICAL OPERATIONS

During some emergency situations, it will be necessary for certain assigned employees to remain at the work area(s) to perform critical operations.

	Critical Operation	Work Area	Assigned Employee	Alternate Employee	Description of Operation
1	Sewer Operations	WWTP	Brian Magana	George Veliz	Sewer Operations
2	Water Operations	Wells-Potable Water	Ben Suleski	Larry Ortiz	Potable Water
3					

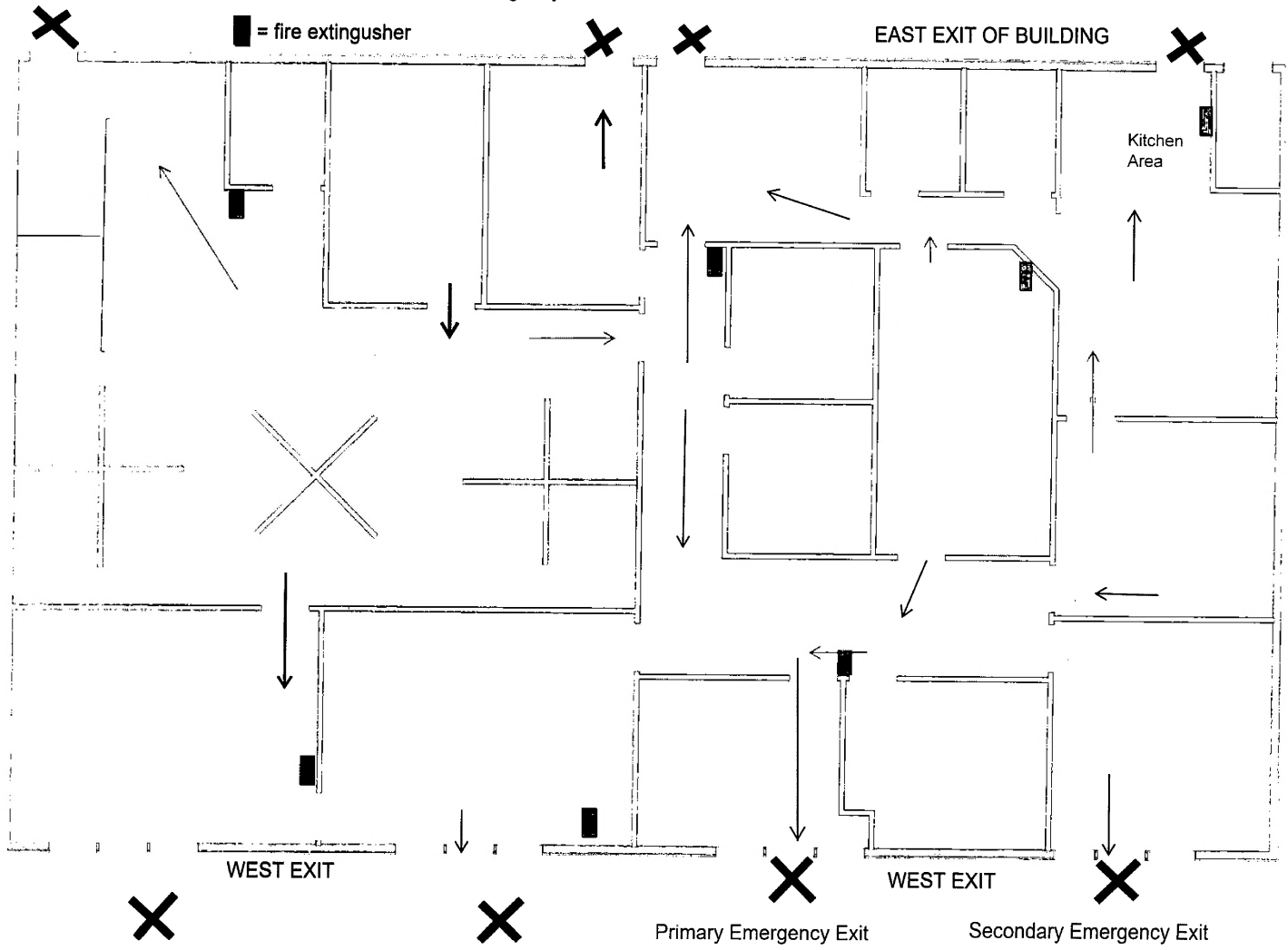
Personnel involved in critical operations may remain on the site upon the permission of the site designated official or emergency coordinator.

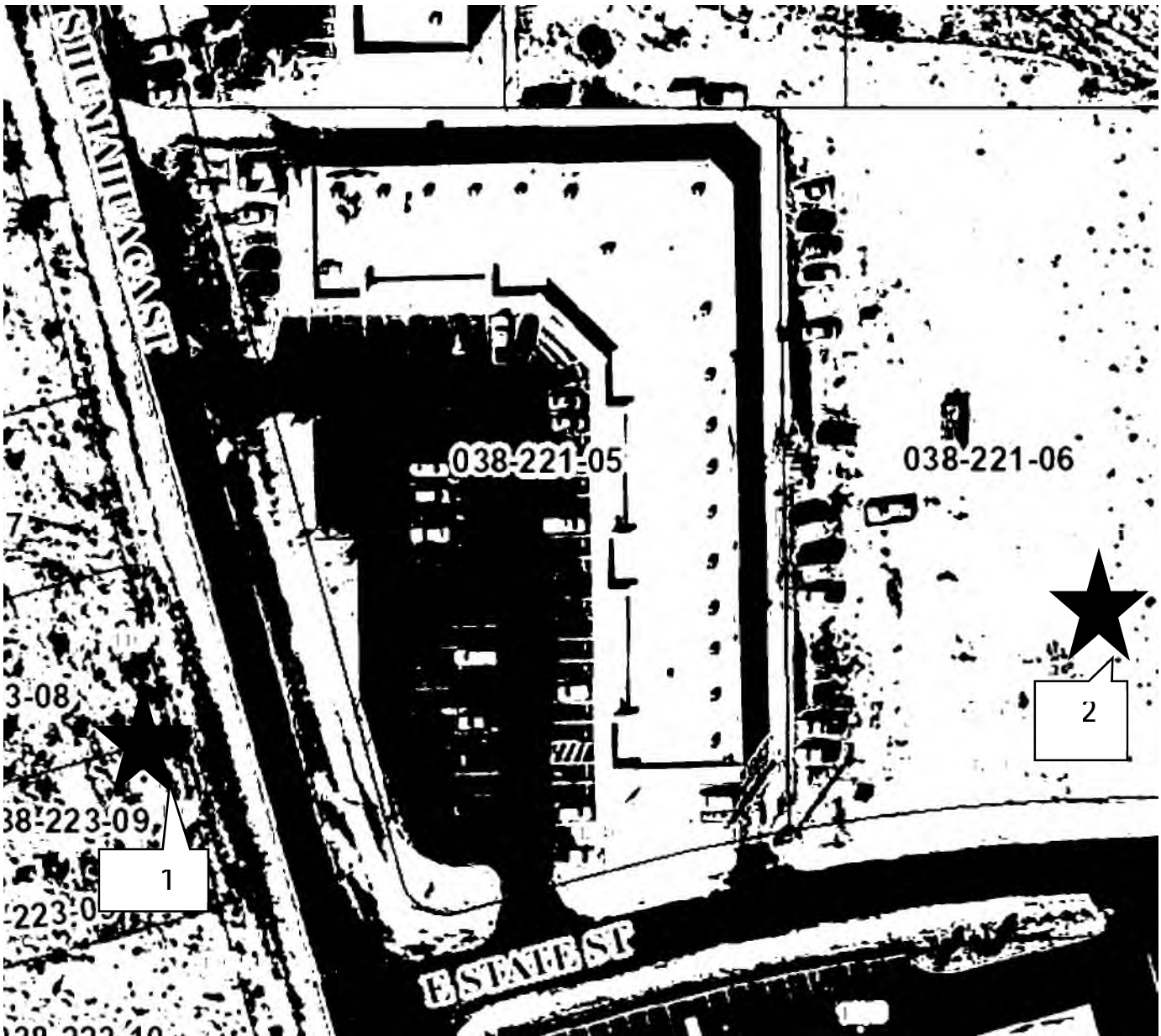
In the case that the emergency situation will not permit any personnel to remain at the facility, the designated official or other assigned personnel shall notify the appropriate offices to initiate backups.

The following offices should be contacted:

	Location	Phone Number
1	Bermuda Water Company-Steven Taylor	928.200.9582
2	GBWC- CS SS SC-James Eason	775.432.3184
3	GBWC- CS SS SC- Marc Rohus	775.397.8371
4	GBWC- CS SS- Darrin Lewis	775.291.1027
5	GBWC- SC – Eric Chittim	775.304.6620

Emergency Evacuation Plan





Emergency Evacuation Muster Point Areas

1. West side of building- across the street
2. East side of building

Great Basin Water Co. - Pahrump Division
1240 E. State Street, Ste. 115
Pahrump, NV. 89048

Great Basin Water Company – Spring Creek Division (Volume III)

Emergency Action Plan



Group of Companies

Emergency Response Plan

Great Basin Water Co. Spring Creek Division

November 6, 2023

Facility Identification Number	PWS NV0000036 & PWS NV0005027
Street Address/GPS Coordinates	14891 Lamoille Hwy
City, State Zip Code	Spring Creek, NV 89815
Phone number	775.753.4437
Population Served	PWS- NV0000036 - 9,215 PWS- NV0005027 - 3,637
County	Elko

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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.

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>Oran Paul Senior Vice President</i>	Ultimately responsible for region as well as for providing direction on key items. Communicates status and updates with the Corix Executives.
<i>James Eason Director of State Operations</i>	The Director of State 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>Marc Rohus Regional 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>Eric Chittim 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>Aaron Freeman Lead Operator/ System Operators</i>	Assists the Area Manager as needed to assess the emergency to include initial inspections, assessing facilities, and sampling.

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>

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				
Director of State Operations	James Eason	775.337.1001	775.432.3184	James.Eason@greatbasinwaterco.com
Regional Manager	Marc Rohus	775.753.4437	775.397.8371	Marc.Rohus@greatbasinwaterco.com
Area Manager	Eric Chittim	775.753.4437	775.304.6620	Eric.Chittim@greatbasinwaterco.com
Lead Operator	Aaron Freeman	N/A	775.299.2212	Aaron.Freeman@greatbasinwaterco.com
Maintenance	N/A	N/A	N/A	N/A
On-Call	Operations	775.764.0170	N/A	N/A
Back-Up Operations Support	Jeremy Millim	N/A	775.340.7844	Jeremy.Millim@greatbasinwaterco.com
First Responders of an Emergency				
Fire Department	Spring Creek Fire Dept.	775.753.6411	911	https://www.springcreekvfd.org/
Medical Service	Aspen Quick Care	775.738.3000	911	bettercare@aspenquickcare.com
Sheriff's Deptment	Elko County Sheriff's Office	775.738.3421 775.777.7300 non emergency	911	http://www.elkosherriff.com/
Poison Control	Nevada Poison Center	1.800.222.1222	911	https://www.nvpoisoncenter.org
Government Agencies				
Regional EPA	EPA Region 9	213.244.1800	800.300.2193	r9.info@epa.gov
CDC	CDC	800.232.4636	911	https://wwwn.cdc.gov/DCS
DEP District	NDEP	775.687.4670	Andrea Seifert Bureau Chief 775.687.9526	https://ndep.nv.gov/
DEP Drinking Water Program	Bureau of Safe Drinking Water	775.687.9517 Lauren Desrosiers	N/A	ldesrosiers@ndep.nv.gov
DEP Drinking Water Program	Bureau of Safe Drinking Water	775.687.9515 Alex Lanza	N/A	alanza@ndep.nv.gov
DEP 24 hour number	EPA Hotlines	800.424.8802	N/A	https://www.epa.gov/aboutepe/epa-hotlines
FBI Field Office	FBI- Elko	775.738.1880	N/A	https://www.countyoffice.org/elko-nevada-fbi-office-elko-nv-01c/

	Name	Phone Number	Cell Number	Email
Health Department	Elko County Board of Health	775.748.0383	N/A	healthofficer@elkocountynv.net
Homeland Security	NV Div of Emergency Management/ Homeland Security	775.687.0300	775.687.0498 Emergency	https://dem.nv.gov/Homeland_Security/
Priority Contacts				
Utility Owner for contract system	N/A	N/A	N/A	N/A
Corix Contacts				
Customer Experience	Nacy Gendron	844.694.4404	250.470.7235	Nacy.Gendron@corix.com
HSE	Mary Rollins	704.319.0519	N/A	HSE.Department@corix.com
Compliance Manager	William Coates	407.509.9098	407.509-9098	Bill.Coates@greatbasinwaterco.com
Environmental Compliance Manager	James Caslin	907.455.0140	907.347.9454	James.Caslin@akwater.com
Human Resources	Nate Meyers	847.897.6443	N/A	Nate.Meyers@corix.com
People & Culture (HR)	Joi Watts	847.897.6522	N/A	Joi.Watts@corix.com
Insurance	Jennifer Toledo	604.697.6735	604.992.1453	Jennifer.Toledo@corix.com
Internet Provider	White Cloud	208.736.2960	N/A	Whitecloudnetwork.com
IT – Technical Support	Tom Ostler	847.897.6435 x3318	N/A	Tom.Ostler@corix.com
IT Emergency After Hours	Tom Smutny	877.232.2053	877.232.2053	Tom.Smutny@corix.com
Senior Vice President	Oran Paul	907.455.0143		Oran.Paul@akwater.com
Director of State Operations	James Eason	775.337.1001	775.432.3184	James.Eason@greatbasinwaterco.com
Service / Repair / Contractors Contacts				
Bottled Water Supplier	Ruby Mountain Natural Spring Water	775.744.4315	N/A	order.rms@frontier.com
Bottled Water Supplier	Khoury's Market	775.738.9248	N/A	N/A
Bulk Water Supplier	N/A	N/A	N/A	N/A
Cable	N/A	N/A	N/A	N/A
Chemical Supplier	Thatcher Chemical	801.972.4587	NA	https://tchem.com/
Alternate Chemical Supplier	Alliance- Laurie Diaz	512.365.6838	512.365.6838	www.alliancechemical.com

	Name	Phone Number	Cell Number	Email
Contractor	Creico	775.738.6277	775.397.1164	http://creicoent.com/
Contractor	Shay Const.	775.934.9646	775.934.9646	N/A
Contractor	FRC	775.738.7463	775.397.6035	Frc_rand@frontiernet.net
Contractor for sewer spills	Creico	775.738.6277	775.397.1164	http://creicoent.com/
Contractor for chemical or other spills	Reddi Services	775.738.6744	775.385.9678	asmith@rediusa.com
Contract Operator	N/A	N/A	N/A	N/A
Contract Operator (Back-Up)	N/A	N/A	N/A	N/A
'Dig Safe' or 'One Call'	USA North 811	811	N/A	https://usanorth811.org/
Electric Util. Co.	NV Energy	775.623.3667	N/A	nevadateam@nvenergy.com
Electrician	I&E Electric	775.738.3058	N/A	smoore@ieelectric.us
Engineer	Mike Hardy Lumos & Associates	775.827.6111	N/A	mhardy@LumosInc.com
Equip Repair Tractor	Northern Nevada Equipment	775.777.3092	N/A	sales@northernnevadaequipment.com
Equip Supplier Water	Western Nevada Supply	775.738.9811	N/A	bcassinelli@goblueteam.com
Excavator	Creico	775.738.6277	775.397.1164	http://creicoent.com/
Fuel - Diesel	796 Flyers Energy	800.899.2376	N/C	https://www.flyersenergy.com/
Fuel - Gasoline	N/A	N/A	N/A	N/A
Fuel - Natural Gas	N/A	N/A	N/A	N/A
Gas/ Propane Supplier/ Utility	Western States Propane	888.984.1384	N/A	N/A
Laboratory-Water Testing	WETlab	775.777.9933	N/A	https://www.wetlaboratory.com/
Laboratory-Water Testing	Silver State	775.778.9828		Jose.nava@sgs.com
MOU Organizations	N/A	N/A	N/A	N/A
Mutual Aids	CORIX Group of Companies	N/A	N/A	N/A
Pipe/Fittings	Western Nevada Supply	775.738.9811	N/A	bcassinelli@goblueteam.com
Plumber	Creico	775.738.6277	N/A	http://creicoent.com/

	Name	Phone Number	Cell Number	Email
Pump Repair	Stonehouse Drilling	775.432.2900	Louie 775.304.1067	louie@shdrilling.com
Radio/SCADA Repair	I&E Electric	775.738.3058	N/A	smoore@ieelectric.us
Rental Equip Supplier	Cashman	775.738.9871	800.937.2326	https://www.cashmanequipment.com/
Sewer System (Interconnected)	NA	NA	NA	NA
Sewer System (Neighboring-not connected)	NA	NA	NA	NA
Sewer Util. Co.	NA	NA	NA	NA
Telephone	N/A	N/A	N/A	N/A
Tree Removal	Creico	775.738.6277	N/A	http://creicoent.com/
Water Hauler (Pump Truck)	Boss Tanks	775.738.2677	N/A	info@bosstanks.com bob@bosstanks.com
WARN	N/A	N/A	N/A	N/A
Water System (Interconnected)	N/A	N/A	N/A	N/A
Water System (Neighboring-not connected)	City of Elko	775.777.7135	775.777.7212 Dale Johnson	elkewater@elkocitynv.gov v
Welding & Metal Fabricating	Creico	775.738.6277	N/A	http://creicoent.com/
Well Drilling Co.	Stonehouse Drilling	775.432.2900	Louie 775.304.1067	louie@shdrilling.com
Media				
V.P. Communications and Public Relations	Karen Cotton	708.413.8007	N/A	Karen.Cotton@corix.com
Newspaper	Elko Daily Free Press	775.738.3118	N/A	https://elkodaily.com/
Radio Station	KBGZ 103.9 FM	888.683.5507	N/A	https://rubyradio.fm/
Television Station	KENV New 10	775.777.8500	N/A	http://www.kenvtv.com
Local Law Enf	Elko County Sheriff's Office	775.738.3421	775.777.7300 non emergency 911	http://www.elkosherrif.com/
Local Highway Patrol	Nevada Highway Patrol	775.753.1111	911	https://nhp.nv.gov/
Local Fire Dept	Spring Creek Fire Dept.	775.753.6411	911	https://www.springcreekvfd.org/

	Name	Phone Number	Cell Number	Email
County Emergency Mgt Dept	Elko County Emergency Management	775.748.0600	FAX 775.753.8535	lcabaniss@elkocountynv.net
Emergency Medical Serv (EMS)	Elko County Ambulance EMS	775.738.7406	775.738.7406	https://www.elkocountye.ms.net/
Hazmat Hotline	Hazmat Reporting System	775.684.7524	911	https://nevada.hazconnect.com/Account/Login.aspx
Local Hazmat	Spring Creek Volunteer Fire Department	775.753.6411	911	https://www.springcreekfd.org/
Local Leader (city mgr, mayor, etc)	Elko City Council Mayor Reece Keener	775.777.7101	N/A	Mayor@elkocitynv.gov
Spring Creek Association	Jessie Bahr President General Manager	775.753.6295	N/A	FrontDesk@springcreeknv.org jessiebahr@springcreeknv.org
National Spill Reponse Ctr.	State of NV Emergency Response Commission	775.684.7511	911	https://serc.nv.gov/Resources/report-a-s
RWA, Water Circuit Rider	NDEP	775.687.4670	N/A	https://ndep.nv.gov/water/water-pollution-control/resources/circuit-rider-program
State Emergency Preparedness Office	NV Division of Emergency Management	775.687.0300	775.687.0498	https://dem.nv.gov/
NDEP Spill Hotline	NDEP	888.331.6337	N/A	https://ndep.nv.gov/
Hospitals	Northeastern NV Regional Hospital	775.738.5151	N/A	https://www.nnrhospital.com/
Emergency Shelters (schools/churches)	Elko County Social Services	775.738.4375	Fax 775.738.5984	https://www.elkocountynv.net/departments/social_services/
Critical Customers* (Include Title)				
Hospitals	N/A	N/A	N/A	N/A
Emergency Shelters (schools/churches)	N/A	N/A	N/A	N/A
Kidney Dialysis	N/A	N/A	N/A	N/A
Law Enforcement Offices	N/A	N/A	N/A	N/A
Drinking Water	N/A	N/A	N/A	N/A
Waste Disposal	N/A	N/A	N/A	N/A

	Name	Phone Number	Cell Number	Email
Others	N/A	N/A	N/A	N/A

*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 <i>(source National Weather Service, Government of Canada)</i>	high
Chemical Spill	All	moderate
Droughts	Arizona, California, Colorado, Nevada, New Mexico, Oklahoma, Texas, Alabama, Georgia, South Carolina, high plains, Rockies, and to the Pacific <i>(source drought.gov)</i>	moderate
Earthquakes	California, Alaska, Hawaii, and Puerto Rico, Pacific Northwest Earthquake Zone and New Madrid Earthquake Zone <i>(source Marsh insurance broker)</i>	high
Extreme Cold or Heat Waves (Severe Weather & Natural Disasters)	All	moderate
Fire	All	high
Floods	All <i>(source NOAA)</i>	moderate
General Threat & Bomb Threat	All	moderate
Hurricanes	Texas to North Carolina, Hawaii, Puerto Rico and U.S. Virgin Islands, Virginia to Maine, Florida <i>(source Marsh insurance broker)</i>	low risk
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>	moderate

Emergency Event:	Affected Areas:	Ranking:
Power Outages (Electrical Lines Down, Generator Use)	All	moderate
Security Breach	All	moderate
Tornadoes	Texas, Iowa, Oklahoma, Kansas, Nebraska, South Dakota, Colorado, New Mexico, Alberta, Ontario <i>(source NOAA, Government of Canada)</i>	low risk
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>	high risk
Winter Storms	Central United States, Great Lakes, east coast of the U.S. and Canada, and northern Canada <i>(source NOAA)</i>	moderate

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
GETS	Marc Rohus	On Person	1.710.627.4387 Pin 9517 3982 9230
GETS	Eric Chittim	Office	1.710.627.4387 Pin 5016 3978 3175
GETS	Aaron Freeman	Office	1.710.627.4387 Pin 3473 5927 4398
GETS	Jeremy Millim	On Person	1.710.627.4387 Pin 5258 0320 1772

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
Great Basin Water Co. 14891 Lamoille Hwy Spring Creek, NV 89815	NV0005027 NV0000036	3,637 9,215	1,455 3,686	Spring Creek water system has twelve groundwater wells.

			Nine wells pump through chlorination injection facilities, then into the distribution system. Three wells treat for Arsenic. Ten welded steel water storage tanks on grade, and 138 miles of distribution system piping.
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Critical system components must be evaluated no less than annually with plans for improvements and upgrades as applicable.

5.1.2 Pump Information

Well # / Booster Station # / Surface Water Intake	Facility Address	Well Depth	Pump Depth	Normal Well / Booster Pump / Raw Water Pump GPM	Wellhead / Booster Pump Operating Pressure	Motor HP	Phase/ Voltage
Well #1-MH	Spring Creek Operations Office 14891 Lamoille Hwy	480 feet	N/A	500 gpm	N/A	75	3/480
Well #3-MH	Valdez Drive 200 Tract	440 feet	N/A	960 gpm	N/A	150	3/480
Well #11-MH	Berrycreek Drive 200 Tract	460 feet	N/A	1000 gpm	N/A	150	3/480
Well #4	Oakshire Drive 100 Tract	449 feet	N/A	670 gpm	N/A	125	3/480
Well #5	Spring Creek Parkway 100 Tract	485 feet	N/A	1000 gpm	N/A	200	3/480
Well #7	Springfield Parkway 300 Tract	460 feet	N/A	400 gpm	N/A	100	3/480
Well #8	Palace Parkway and Pleasant Valley Road 400 Tract	460 feet	N/A	600 gpm	N/A	125	3/480

Well # / Booster Station # / Surface Water Intake	Facility Address	Well Depth	Pump Depth	Normal Well / Booster Pump / Raw Water Pump GPM	Wellhead / Booster Pump Operating Pressure	Motor HP	Phase/ Voltage
Well #9	Willington Drive 400 Tract	475 feet	N/A	800 gpm	N/A	150	3/480
Well #10	Flora Ct 100 Tract	465 feet	N/A	580 gpm	N/A	100	3/480
Well #12	Bronco Drive 400 Tract	480 feet	N/A	800 gpm	N/A	150	3/480
Well #14	Silver State Drive (Industrial Park)	440 feet	N/A	250 gpm	N/A	50	3/480
Well #101	Charlwood Drive 100 Tract	432 feet	N/A	1050 gpm	N/A	200	3/480
Tank #103 BST	392 Blakeland Drive	N/A	N/A	2 pumps	Inlet - 5 psi Discharge 90 psi	30	3/480
Tank #8 BST	999 Palace Pkwy	N/A	N/A	2 pumps	Inlet – 5 psi Discharge 95 psi	30	3/480
Tank #106 BST	Holyoaks Drive	N/A	N/A	2 pumps	Inlet – 10 psi Discharge 93 psi	30	3/480
Twin Tanks BST	615 Engle Drive	N/A	N/A	3 pumps	Inlet – 10 psi Discharge NA	1-50 1-60 1-75	3/480

5.1.3 Treatment Information

Well #/ Surface Water Intake/ Facility	Chemicals Used	Quantity of Chemical Stored (Tank Size)	Type of Chemical Feed/Pump	Location of Disinfection System	Location of Bulk Chemical Storage	Onsite Lab Location Y/N

All Wells	Sodium Hypochlorite	60 gallon day tanks	Positive Displacement, peristaltic injector pumps	At each well site	Well #1- Twenty 55 gallon poly drums. Total 1100 gallons	N
Well # 1, 3, & 11	Ferric Chloride	60 gallon day tanks	Positive displacement pumps	At each well site	Well #1- Twenty 55 gallon poly drums. Total 1100 gallons	N
Well # 1, 3, & 11	Polymer	25 gallon day tanks	Positive displacement pumps	At each well site	Well #1- Four 55 gallon poly drums. Total 220 gallons	N

5.1.4 Finished Water Storage

Applicable Well / Surface Water Intake / Facility	Location/ Address	Name of Storage Facility	Storage Type	Capacity (gals)
200 Tract Tank-MH	Karval Avenue/Bufside 200 Tract	200 Tract Tank	Ground Storage	1,000,000
Twin Tank A-MH	Gilia Drive 200 Tract	Twin Tank A	Ground Storage	220,000 (Out Of Service)
Twin Tank B-MH	Gilia Drive 200 Tract	Twin Tank B	Ground Storage	550,000
High Tank-MH	Holiday Drive 200 Tract	High Tank	Ground Storage	500,000
Tank 103 A	Blakeland Drive 100 Tract	Tank 103 A	Ground Storage	220,000
Tank 103 B	Blakeland Drive 100 Tract	Tank 103 B	Ground Storage	500,000
Tank 106	Holyoke Drive 100 Tract	Tank 106	Ground Storage	266,619

Tank 9	Pleasant Valley Road (Sarman)	Tank 9	Ground Storage	550,000
Tank 8 A	Pleasant Valley Road Palace Parkway	Tank 8 A	Ground Storage	220,000
Tank 8 B	Pleasant Valley Road Palace Parkway	Tank 8 B	Ground Storage	1,200,000

5.1.5 **Power**

Facility	Primary Power	Acct#	Backup Power (stationary, portable, or both)	Auto or Manual transfer switch available	KW/Phase	Volts	Rotation	Genset Quick Connect	Fuel Type
Diesel Gensets at 16 locations	NV Energy	N/A	S	Auto	N/A	480	N/A	N/A	Diesel
Office	NV Energy	N/A	S	Auto	Two 22 kw 1-ph	240	N/A	N/A	Propane 2-100-lb tanks
Well #1	NV Energy	NA	S	Auto	150/3	480	N/A	N/A	Diesel 298 gal
Well #3	NV Energy	NA	S	Auto	200/3	480	N/A	N/A	Diesel 400 gal
Well #11	NV Energy	NA	S	Auto	200/3	480	N/A	N/A	Diesel 400 gal
Well #4	NV Energy	NA	S	Auto	180/3	480	N/A	N/A	Diesel 425 gal
Well #5	NV Energy	NA	S	Auto	180/3	480	N/A	N/A	Diesel 425 gal
Well #7	NV Energy	NA	S	Auto	125/3	480	N/A	N/A	Diesel 298 gal
Well#8 BST	NV Energy	NA	S	Auto	150/3	480	N/A	N/A	Diesel 336 gal

Well #9	NV Energy	NA	S	Auto	150/3	480	N/A	N/A	Diesel 298 gal
Well #10	NV Energy	NA	S	Auto	150/3	480	N/A	N/A	Diesel 336 gal
Well #12	NV Energy	NA	S	Auto	150/3	480	N/A	N/A	Diesel 336 gal
Well #14	NV Energy	NA	S	Auto	50/3	480	N/A	N/A	Diesel 100 gal
Well #101	NV Energy	NA	S	Auto	230/3	480	N/A	N/A	Diesel 472 gal
Tank #103 BST	NV Energy	NA	S	Auto	80/3	480	N/A	N/A	Diesel 209 gal
Tank #106 BST	NV Energy	NA	S	Auto	60/3	480	N/A	N/A	Diesel 148 gal
Twin Tanks BST	NV Energy	NA	S	Auto	250/3	480	N/A	N/A	Diesel 500 gal

5.1.6 Portable-Stationary Generators

Facility	Address	KW	Fuel Type
Well #1 Storage	14891 Lamoille Hwy.	50-3 phase	Portable Diesel 100 gallon

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
Well #1	If well out of service, service area may drop water pressure and possibly lose tank storage.	14891 Lamoille Hwy.

Well #3	If well out of service, service area may drop water pressure and possibly lose tank storage.	Valdez Drive 200 Tract
Well #11	If well out of service, service area may drop water pressure and possibly lose tank storage.	Berrycreek Drive 200 Tract
Well #4	If well out of service, service area may drop water pressure and possibly lose tank storage.	Oakshire Drive 100 Tract
Well #5	If well out of service, service area may drop water pressure and possibly lose tank storage.	Spring Creek Parkway 100 Tract
Well #7	If well out of service, service area may drop water pressure and possibly lose tank storage.	Springfield Parkway 300 Tract
Well #8	If well out of service, service area may drop water pressure and possibly lose tank storage.	Palace Parkway and Pleasant Valley Road 400 Tract
Well #9	If well out of service, service area may drop water pressure and possibly lose tank storage.	Willington Drive 400 Tract
Well #10	If well out of service, service area may drop water pressure and possibly lose tank storage.	Flora Ct 100 Tract
Well #12	If well out of service, service area may drop water pressure and possibly lose tank storage.	Bronco Drive 400 Tract
Well #14	If well out of service, service area may drop water pressure and possibly lose tank storage.	Silverstate Drive (Industrial Park)
Well #101	If well out of service, service area may drop water pressure and possibly lose tank storage.	Charlwood Drive 100 Tract
Tank #103 BST	If well out of service, service area may drop water pressure.	Blakeland Drive

Tank #8 BST	If well out of service, possibly lose tank storage to tank #9	Willington Drive
Tank #106 BST	If well out of service, service area may drop water pressure.	Holyoak Drive
Twin Tanks BST	If well out of service, possibly lose tank storage to high tank and 200 tract tank.	Engle Drive

5.1.8 Interconnections including Emergency

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

5.1.9 Alternative Water Source Options

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

Type	Location	Comments
<i>Bottled Water</i>	Ruby Mountain Natural Spring Water HC 30-340, Spring Creek, NV, 89815	775.744.4315
<i>Licensed Water Hauler</i>	N/A	N/A

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

Booster chlorinators	Pressure Booster Stations	Control Systems	Sump Pumps	Spare Equipment
N/A	N/A	SCADA/Manual	N/A	N/A

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 Table 3.5 IRP (2023)	Maximum Daily Demand Table 3.5 IRP (2023)	System Storage Capacity/All Wells Pumping 24 hours	Peak Hourly Demand Table 3.5 IRP (2023)
PWS NV 0036 1.88 mgd	2.76 MGD	Storage 2.957 MG Wells 8.856 MGD	6,777 GPH

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PWS-NV 5027 .590 MGD	2.27 MGD	Storage 2.05 MG Wells 3.542 MGD	1,670 GPH
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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)	Office
Facility Addresses	Office & MS Teams
Pressure Boundary Map	Office
Process Flow Diagram	Office
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	Office & Pumping schematics at well houses.
Operation and Maintenance (O & M) Manuals	Office
Start-up and Shutdown Procedures (SOP)	Office
Other relevant documents: _____	N/A

5.2 WASTEWATER SYSTEM(S)

5.2.1 Basic System Information

Main Facility Address	NPDES Number	Population Served	Number of Service Connections	Basic description
WWTP #1) Adjacent to 255 Spring Creek Parkway	NS2002511	325 Residential	192 at build out. Current connections 130	Marwood Concrete Extended Air/Nitrogen removal

5.2.2 Pump Information

Lift Station #	Facility Address	Total Dynamic Head	Motor HP	Phase/ Voltage
WWTP	N/A	N/A	NA	3/208
LS #1	441 Spring Creek Pkwy	N/A	3	3/230

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	N/A	N/A	N/A	N/A	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
WWTP #1	NV Energy	N/A	Stationary	Manual	50/3	208	N/A	N/A
Lift Station #1	NV Energy	N/A	Stationary	Auto	22/3 Phase	240	N/A	N/A

5.2.5 Portable Generators

Facility	Address	KW-Voltage	Fuel Type
Well #1 Storage	14891 Lamoille Hwy	50/480	Diesel – 100 gallons

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
WWTP #1	Prevention of sewer backup into residential and commercial facilities	Adjacent to 255 Spring Creek Parkway
Lift Station #1	Prevention of sewer backup into residential and commercial facilities	Spring Creek Parkway

5.2.7 Interconnections including Emergency

Name of System Interconnection	System Interconnect Location
N/A	N/A

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

Air Release Valve	Control Systems	Sump Pumps	Spare Equipment
Total 38	SCADA	N/A	N/A

5.2.9 Location of Pertinent Information (As Applicable)

Item	Document Location
Collection System Map	Office
Facility Addresses	Office, OMS, MS Teams folder
Process Flow Diagram	Office, OMS, MS Teams folder
<u>Site Specific Schematics</u> (As Applicable): Pumping and Storage Facilities Treatment Facilities Chemical Storage Locations	Office, OMS, MS Teams folder

Item	Document Location
Pump Stations	
Operation and Maintenance (O & M) Manuals	Office
Start-up and Shutdown Procedures (SOP)	Office
Other relevant documents: _____	N/A

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	CORIX GROUP OF COMPANIES
Summary of Understanding	Resources from other business units can be utilized as needed for any emergencies. These business units are geographically located in 20 U.S states.

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	N/A

5.3.3 Memoranda of Understanding

Organization	N/A
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Summary of Understanding	N/A
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5.3.4 **Contracts**

List any additional contracts in place:

Contracts	Company Name	Pertinent Information
Contract Operators	N/A	N/A
Chemical Suppliers	N/A	N/A
Bottled Water	N/A	N/A
Water Hauler	N/A	N/A
Other	N/A	N/A

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
N/C	N/C	N/C	N/C

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 V.P. Communications and Public Relations at (708) 413.8007. If this is not possible or practicable, inquiries should be referred to the Director of State Operations.

7.2 PUBLIC NOTIFICATION

Provide location of public notice templates. Office

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.

Event	Description	People / Organizations Involved	Date
Rehearsals	Conduct actual emergency drill.	Utility system staff.	Annually

<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>
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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).

Approved By: James Eason	Approved: 11/30/2023	
Reviewed By: Bill Coates	Reviewed: 11/16/2023	
Reviewed By: Eric Chittim	Reviewed: 11/29/2023	
Reviewed By: Marc Rohus	Reviewed: 11/29/2023	
Reviewed By: Debby Woodland	Reviewed: 11/29/2023	

8.1 - Emergency Response Procedure

Flooding

1 PURPOSE

- 1.1 The purpose of this ERP is to outline, in detail, the actions required in the event that there is Flooding.

2 PREPARATION WORK

- 2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, if applicable, and the mandatory contacts identified for the emergency.

For Water and Wastewater facilities, knowledge of the instructions for Water Re-sampling and Rush Laboratory Analysis as well as the Water Supply Shutdown Procedure are necessary. These procedures will be included in the Operations Program.

3 PRECAUTIONS

- 3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

- 4.1 If safe and practical, remain on-site to monitor the facility.

4.1.1 For Water Treatment Plants, immediately re-sample the water and send to the lab for Rush analysis.

4.1.2 For Wastewater Treatment Plants, contact the septic hauler and arrange to have a truck on-site for standby.

- 4.2 If un-safe to remain on-site, return all equipment indoors and lock all buildings if it is safe to do so.

- 4.3 If there is a potential of contamination, notify all users.

- 4.4 Immediately notify the following contacts (found in the Operations Program Manual) of the situation. **Section 2 Contacts List.**

4.4.1 Regulatory Body

4.4.2 Certified Environmental Operator

4.4.3 Great Basin Water Co. / Corix Group of Companies

- 4.4.4 Local Public Health Inspector
- 4.4.5 Owner
- 4.5 If necessary, arrange for an alternate source of water. (It is not practical to boil for 2 minutes or disinfect with chlorine).
- 4.6 If necessary, initiate the Water Supply Shutdown Procedure.
- 4.7 Once it is safe to do so, check all buildings and equipment, assess damage. Begin to perform the corrective action as instructed by persons at the Regulatory Body which regulates the facility.

5 REPORTING

- 5.1 The following are mandatory contacts in the event of this emergency.

Section 2 Contacts List.

- 5.1.1 Regulatory Body
- 5.1.2 Certified Environmental Operator
- 5.1.3 Great Basin Water Co. / Corix Group of Companies
- 5.1.4 Local Public Health Inspector

6 REFERENCES

- 6.1 If applicable, the Standard Operating Procedure for Water Supply Shutdown as developed for the facility in question.
- 6.2 If applicable, the Standard Operating Procedure for Water Sampling and Re-Sampling as developed for the facility in question.
- 6.3 The Operations Program as developed for the facility in question.
- 6.4 A current contact list for all necessary contacts that must be informed of the situation.

8.2 - Sudden or Gradual Release of Substances

1 PURPOSE

1.1 The purpose of this document is to instruct the Operator of a Water Treatment, Wastewater Treatment, or Water Distribution System on how to perform corrective action in the event that there is a sudden or gradual release of substances to the environment.

2 PREPARATION WORK

2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency.

Knowledge of the instructions for Water Re-sampling and Rush Laboratory Analysis as well as the Water Supply Shutdown Procedure are necessary. These procedures will be included in the Operations Program.

3 PRECAUTIONS

3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 Water System

4.1.1 If there is a potential of contamination, notify all users.

4.1.2 If necessary, arrange for an alternate source of water. (It is not practical to boil for 2 minutes or disinfect with chlorine).

4.1.2 Immediately re-sample the water and send to the lab for Rush analysis.

4.1.3 Begin to perform the corrective action as instructed by persons at the Regulatory Body which regulates the facility.

4.1.4 If necessary, initiate the Water Supply Shutdown Procedure.

4.1.5 Immediately notify the following contacts (found in the Operations Program Manual) of the situation. **Section 2 Contacts List.**

- Regulatory Body
- Certified Environmental Operator
- Great Basin Water Co. / Corix Group of Companies

- Local Public Health Inspector
- Owner

4.2 Wastewater System

4.2.1 Contain the spill to minimize impact on residents and the environment.

4.2.2 Notify Contacts: **Section 2 Contacts List.**

Certified Environmental Operator

Great Basin Water Co. / Corix Group of Companies

Regulatory Body

Local Public Health Inspector

Owner

4.2.3 Undertake corrective action established by the Regulatory Body and the approval or permit.

4.2.4 Monitor total volume discharged into the environment.

4.2.5 If necessary, contact the septic hauler to assist with cleanup.

5 REPORTING

4.3 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

Certified Environmental Operator

Great Basin Water Co. / Corix Group of Companies

Regulatory Body

Local Public Health Inspector

Owner

6 REFERENCES

6.1 The Standard Operating Procedure for the Water Supply Shutdown as developed for the facility in question.

6.2 The Standard Operating Procedure for Water Sampling and Re-Sampling as developed for the facility in question.

6.3 The Operations Program as developed for the facility in question.

6.4 A current contact list for all necessary contacts that must be informed of the situation.

- 6.5 The Operations Program as developed for the facility in question.
- 6.6 A current contact list for all necessary contacts that must be informed of the situation.

8.3 - Power Failure

1 PURPOSE

- 1.1 The purpose of this document is to instruct the Operator on how to perform corrective action in the event that there is a Power Failure.

2 PREPARATION WORK

- 2.1 The person who will most likely be involved in this work is the Operator of the facility.
- 2.2 Resources Required
 - Mandatory contacts identified for the emergency.

3 PRECAUTIONS

- 3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 Water and Wastewater Systems

4.1.1 On power failure, the complete Water / Wastewater Treatment Plant will be operated via a standby diesel generator. Remain on-site and ensure proper transference from utility power to the generator source, and that it transfers back to the utility power as well. In the unlikely event of both a power failure and generator failure, notify all users of interruption in Supply.

4.1.2 Arrange an alternate water source if necessary.

4.1.3 Notify the contacts below and upon re-start, ensure water quality is satisfactory.

Section 2 Contacts List.

1. Certified Environmental Operator
2. Great Basin Water Co. / Corix Group of Companies
3. Power Provider
4. Regulatory Body
5. Local Public Health Inspector
6. Owner

4.1.4 If necessary, contact the septage hauler to have a truck on standby.

4.1.5 If there is an overflow of the Equalization Tank, monitor the total volume; this will likely have to be estimated.

4.2 In the event of an extended power loss to a facility, certain precautionary measures should be taken depending on the geographical location and environment of the facility.

4.2.1 Individuals should turn off equipment that was operating prior to the power failure until power has been restored. This will help to reduce the initial load on the power distribution system when the main power returns.

4.2.2 The heating and ventilation system will not operate during a power outage and building space temperatures will begin to increase or decrease depending on the season, until main electric power is re-connected.

4.2.3 Facilities with freezing temperatures should turn off and drain the following lines in the event of a long-term power loss.

Fire Sprinkler System

Instrumentation Lines

Standpipes

Potable Water Lines

Toilets

4.2.4 Equipment that contains fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.

4.2.5 Spring Creek will attempt to determine the cause of the power failure by checking building systems, surveying the surrounding area, and contacting the power utility provider.

4.2.6 If it can be determined that the power failure will be for an extended period of time, Spring Creek will inform all employees through the best means possible at the time. Telephones may not operate during a power failure, and computer e-mail would not be available.

4.2.7 Evacuation of the building may become necessary if the power failure will be for an extended period of time, or if the power loss is found to be the effect of another more serious incident.

4.2.8 Employees should remain in the facility until either the power is restored, or further notice is given. All persons should avoid unnecessary movement throughout the building and anyone who chooses to leave the building may be refused re-admittance until power is restored.

4.2.9 Visitors may be admitted but must wait in reception until power is restored, regardless of whether the person they are visiting is available.

4.2.10 Supervisors should organize a check for persons in a lone working situation, for example in a boiler house, where it is suspected that lone work may be being undertaken.

- 4.2.11 If evacuation of the building is determined to be necessary, the General Evacuation Procedures should be followed. The Manager / Supervisor will spread the notice of the evacuation; unless other conditions exist that require the immediate evacuation of all building occupants. In such a case, the fire alarm system will be used to alert the evacuation.
- 4.2.12 During an extended power loss, the electronic access control system may exceed its battery backup power duration and all secure points will unlock. In that event, tenants should utilize key locks on suite doors, and building personnel may need to chain building doors to lock down the building.
- 4.2.13 The Manager / Supervisor will attempt to ascertain the cause of the power failure. If this is a supply fault, the supplier will be contacted and asked for an estimated time to restore power.
- 4.2.14 Where it becomes apparent that power might not be restored for some time the Key Staff will make a recommendation to an appropriate member of the Executive Group that the building(s) be closed and all non-essential personnel leave the premises.
- 4.2.15 If a building is closed as the result of a power failure, selected employees will be asked to check each room of the building and inform the occupants that they are to leave by the main exit(s).

4.3 Upon Restoration of Power

- 4.3.1 Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensate from forming on circuitry.
- 4.3.2 Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility and water turned back on.

5 REPORTING

5.2 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

- 5.2.1 Certified Environmental Operator
- 5.2.2 Great Basin Water Co./ Corix Group of Companies
- 5.2.3 Power Provider
- 5.2.4 Regulatory Body
- 5.2.5 Local Public Health Inspector
- 5.2.6 Owner

6 REFERENCES

6.1 The Standard Operating Procedure for Water Supply Shutdown as developed for the facility in question.

Great Basin Water Co. - Spring Creek
Ver: 2023

6.2 The Standard Operating Procedure for Water Sampling and Re-Sampling as developed for the facility in question.

6.3 The Operations Program as developed for the facility in question.

6.4 A current contact list for all necessary contacts that must be informed of the situation.

8.4 - Treatment Plant Failure

1 PURPOSE

1.1 The purpose of this document is to instruct the Operator of a Water Treatment, Wastewater Treatment, or Water Distribution System on how to perform corrective action in the event that there is a Treatment Plant Failure.

2 PREPARATION WORK

2.1 The person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency.

Knowledge of the instructions for Water Re-sampling and Rush Laboratory Analysis as well as the Water Supply Shutdown Procedure are necessary. These procedures will be included in the Operations Program.

3 PRECAUTIONS

3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 Water Systems

4.1.1 If necessary, arrange an alternate source of water (not practical to boil for 2 minutes) or disinfect with Chlorine.

4.1.2 Immediately resample and send to the lab for Rush analysis.

4.1.3 Immediately notify the following contacts (found in the Operations Program) of the situation. **Section 2 Contacts List.**

4.1.3.1 Regulatory Body

4.1.3.2 Certified Environmental Operator

4.1.3.3 Great Basin Water Co. / Corix Group of Companies

4.1.3.4 Local Public Health Inspector

4.1.3.5 Owner

4.1.4 Begin to perform the corrective action as instructed by persons at the Regulatory Body which regulates the facility.

4.1.5 If necessary, initiate the Water Supply Shutdown Procedure.

4.2 Wastewater Systems

4.2.1 If sewage is still able to flow into the equalization building, allow it to do so.

4.2.2 If sewage is NOT able to flow into the equalization building, establish major locations through the collection system to have vacuum trucks on-site for hauling as required.

4.2.3 Notify Contacts: **Section 2 Contacts List.**

4.2.3.1 Regulatory Body

4.2.3.2 Certified Environmental Operator

4.2.3.3 Great Basin Water Co. / Corix Group of Companies

4.2.3.4 Local Public Health Inspector

4.2.3.5 Owner

4.2.4 Undertake corrective action established by the Regulatory Body and the approval or permit.

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency **Section 2 Contacts List.**

5.1.1 Regulatory Body

5.1.2 Certified Environmental Operator

5.1.3 Great Basin Water Co. / Corix Group of Companies

5.1.4 Local Public Health Inspector

6 REFERENCES

6.1 The Standard Operating Procedure for Water Supply Shutdown as developed for the facility in question.

- 6.3 The Standard Operating Procedure for Water Sampling and Re-Sampling as developed for the facility in question.
- 6.3 The Operations Program as developed for the facility in question.
- 6.4 A current contact list for all necessary contacts that must be informed of the situation.

8.5 - Raw Water Shortage or Unexpected Increase in Demand

1 PURPOSE

- 1.1 The purpose of this document is to instruct the Operator of a Water Treatment or Water Distribution System on how to perform corrective action in the event that there is a Raw Water shortage or unexpected increase in demand on the system.

2 PREPARATION WORK

- 2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.
- 2.2 Resources Required
 - Contact information for laboratory testing, and the mandatory contacts identified for the emergency.
 - Knowledge of the instructions for the Water Supply Shutdown Procedure is necessary. This procedure will be included in the Operations Program.

3 PRECAUTIONS

- 3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

- 4.1 If necessary, arrange an alternate source of water, as it is not practical to boil for 2 minutes or disinfect with Chlorine.
- 4.3 Initiate the Water Supply Shutdown Procedure.
- 4.4 Arrange for notification to end users to limit water usage.
- 4.5 Immediately notify the following contacts (found in the Operations Program Manual) of the situation. **Section 2 Contacts List.**

- 4.5.1 Regulatory Body
- 4.5.2 Certified Environmental Operator
- 4.5.3 Great Basin Water Co. / Corix Group of Companies

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

- 5.5.1 Regulatory Body
- 5.5.2 Certified Environmental Operator
- 5.5.3 Great Basin Water Co. / Corix Group of Companies
- 5.5.4 Local Public Health Inspector

6 REFERENCES

- 6.1 The Standard Operating Procedure for Water Supply Shutdown as developed for the facility in question.
- 6.2 The Operations Program as developed for the facility in question.
- 6.3 A current contact list for all necessary contacts that must be informed of situation.

8.6 - Chemical Overfeed

1 PURPOSE

- 1.1 The purpose of this document is to instruct the Operator of a Water Treatment, Water Distribution or Wastewater Treatment System on how to perform corrective action in the event that there is a Chemical Overfeed.

2 PREPARATION WORK

2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency.

Knowledge of the instructions for Water Sampling and Sending for Rush Laboratory Analysis and the Water Supply Shutdown Procedure are necessary. These procedures will be included in the Operations Program.

3 PRECAUTIONS

3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 Immediately resample and send to the lab for Rush analysis.

4.2 Immediately notify the following contacts (found in the Operations Program) of the situation.

Section 2 Contacts List.

- 4.2.1 Regulatory Body
- 4.2.2 Certified Environmental Operator
- 4.2.3 Great Basin Water Co. / Corix Group of Companies
- 4.2.4 Local Public Health Inspector
- 4.2.5 Owner

4.3 Begin the corrective action established with the Regulatory Body.

4.4 If necessary, initiate the Water Supply Shutdown Procedure immediately.

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

- 5.1.1 Regulatory Body
- 5.1.2 Certified Environmental Operator
- 5.1.3 Great Basin Water Co. / Corix Group of Companies
- 5.1.4 Local Public Health Inspector
- 5.1.5 Owner

6 REFERENCES

6.1 The Standard Operating Procedure for Sampling and Sending for Rush Laboratory Analysis as developed for the facility in question.

6.2 The Standard Operating Procedure for Water Supply Shutdown as developed for the facility in question.

6.3 The Operations Program as developed for the facility in question.

6.4 A current contact list for all necessary contacts that must be informed of situation.

8.7 - Low or No Chlorine Residual in the Distribution System

1 PURPOSE

1.1 The purpose of this document is to instruct the Operator of a Water Treatment or Water Distribution System on how to perform corrective action in the event that there is low or no Chlorine residual.

2 PREPARATION WORK

2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency.

Knowledge of the instructions for how to Flush the Distribution Line in the Sample Vicinity and Sampling and Analyzing Chlorine Residuals (SOPs) will be required to carry out the duties if deemed necessary. These procedures will be included in the Operations Program.

3 PRECAUTIONS

3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 Immediately flush the distribution line in the vicinity of the sample.

4.2 Resample and analyze the Chlorine residual at the same location.

4.3 Resample and analyze the Chlorine residual from:

4.3.1 A minimum distance of one (1) service connection upstream.

4.3.2 A minimum distance of one (1) service connection downstream.

4.3.3 Where each location is no closer than 100m and no further than 500m from the location of the first sample.

4.4 In the event that any of the resample results are less than the limit value specified in Schedule 3 of the Approval report, continue to take corrective action.

4.5 Immediately notify the following contacts (found in the Operations Program Manual) of the situation. **Section 2 Contacts List.**

4.5.1 Regulatory Body

4.5.2 Certified Environmental Operator

4.5.3 Great Basin Water Co. / Corix Group of Companies

4.5.4 Local Public Health Inspector

4.6 Begin to perform the corrective action as instructed by persons at the Regulatory Body which regulates the facility.

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

5.1.1 Regulatory Body

5.1.2 Certified Environmental Operator

5.1.3 Great Basin Water Co. / Corix Group of Companies

5.1.4 Local Public Health Inspector

6 REFERENCES

6.1 The Standard Operating Procedure for Flushing the Distribution Line in the Sample Vicinity as developed for the facility in question.

6.2 The Standard Operating Procedure for Sampling and Analyzing Chlorine Residuals as developed for the facility in question.

6.3 The Operations Program as developed for the facility in question.

6.4 A current contact list for all necessary contacts that must be informed of the situation.

8.8 - Bacteriological Results Exceeding the Prescribed Limit

1 PURPOSE

- 1.1 The purpose of this document is to instruct the Operator of a Water Treatment, Water Distribution or Wastewater Treatment System on how to perform corrective action in the event that the bacteriological results are exceeding the prescribed limit.

2 PREPARATION WORK

- 2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency.

Knowledge of the instructions for Water Sampling and the Water Supply Shutdown Procedure if deemed necessary. These procedures will be included in the contents of the Operations Program.

3 PRECAUTIONS

- 3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

- 4.1 Immediately resample the water and send it via RUSH delivery to the designated laboratory facility identified in the Contacts List section of the Operations Program for the facility.

- 4.2 Immediately notify the following contacts (found in the Operations Program Manual) of the situation. **Section 2 Contacts List.**

- 4.2.1 Regulatory Body
- 4.2.2 Certified Environmental Operator
- 4.2.3 Great Basin Water Co. / Corix Group of Companies
- 4.2.4 Local Public Health Inspector
- 4.2.5 Owner

- 4.3 Begin to perform the corrective action as instructed by persons at the Regulatory Body which regulates the facility.

- 4.4 If necessary, initiate the Water Supply Shutdown Procedure as found under SOPs in the Operations Program.

5 REPORTING

- 5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contact List.**

- 5.1.1 Regulatory Body
- 5.1.2 Certified Environmental Operator
- 5.1.3 Great Basin Water Co. / Corix Group of Companies

5.1.4 Local Public Health Inspector

5.1.5 Owner

6 REFERENCES

6.1 The Standard Operating Procedure for Water Sampling and Re-sampling as developed for the facility in question.

6.2 The Standard Operating Procedure for Water Supply Shutdown as developed for the facility in question.

6.3 The Operations Program as developed for the facility in question.

6.4 A current contact list for all necessary contacts that must be informed of the situation.

Section 9. Alternative Water Sources

Interconnection to adjacent water supply system

Water systems within one-quarter mile of system	Feasibility of connecting
Lamoille Water Company	Used only for emergencies would be feasible once agreement is reached between both Utilities.
Elko County School District	Used only for emergencies would be feasible once agreement is reached between both Utilities.

Alternate source(s) of water

Alternative sources	Names	Phone	Availability	Is the water safe for drinking?

Section 10. Water Use Restrictions

Water use restriction measures	Actions

<p>Restrict outside water usage including watering lawns, washing cars, etc.</p> <p>Request restriction of inside usage.</p>	<p>Upon the Director of State Operations making the decision that restrictions are needed:</p> <p>Draft door hanger with restriction measures.</p> <p>Post signs on roadway.</p> <p>Utilize My Utility Account (MUA) to all affected customers or hang door tag notifications. Continue message as long as restriction measures are warranted.</p>
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Section 11. Returning to normal operations

Procedures for returning to normal operation should be included in each disaster-specific procedure.

Action	Description and actions
Inspect, flush, and disinfect the system,	Area Manager and support staff inspect all system facilities, ensure all water quality tests have been done and the system has been flushed and disinfected if necessary. AM makes a report to the Director of State Operations, who makes decision on current condition of system.
Verification of water quality	Area Manager verifies water quality sampling results.
Coordinate with DEP/DOH/FPSC	Area Manager coordinates with DEP/DOH/FPSC on system condition and water quality results.
Notify customers	Area Manager meets with Great Basin Water Co. Customer Service to utilize My Utility Account (MUA) to all affected customers or hang door tag notifications.

Section 12. Training and Rehearsals

12.1 Training Needs & Expectations

Position	Training needs and expectations
Director of State Operations	Emergency response communications, emergency response planning, issuing health advisories. Incident Command System roles and responsibilities.
Project Manager	Assists with any emergency situation. Assists with coordinating support agencies and acts as liaison to the Director of State Operations.
Area Manager	Emergency response communications, emergency response planning, suspicious activities training. Incident Command System roles and responsibilities.
Field Staff	Emergency response communications, suspicious activity training.
Office Administrator	Emergency response communications, emergency response planning.

12.2 Emergency Responders

12.2.1 Primary Emergency Responder Training

First responders may be required to enter a work environment that is potentially dangerous due to the absence of normal safeguards and protocols. They must be aware of the environment they will be entering and the increased safety efforts and procedures that will limit or eliminate exposure to real and potential hazards.

Primary Responders shall receive increased training in subjects and procedures related to emergency response. This training will include at minimum:

1. Electrical Safety Awareness, including proper volt testing techniques, downed power line safety.
2. Lock Out / Tag Out, including the dangers of electrical back feed.
3. Generator Operation, including towing, panel hook-up, fueling, basic maintenance.
4. Chemical- Haz-Com, including PPE & recognizing chemicals in an uncontrolled manner.

12.2.2 Support Emergency Responder Training

If required to relieve primary responders and continue with generator hook-up and operations, the Support Responder will be trained in:

1. Electrical Safety Awareness, including proper volt testing techniques, downed power line safety.

2. Lock Out / Tag Out, including the dangers of electrical back feed.
3. Generator Operation, including towing, panel hook-up, fueling, basic maintenance.

12.3 Emergency rehearsals

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

Event	Description	People and organizations involved	Date
Rehearsals	Conduct actual emergency drill	Water system staff	Annually
On-site training drills	Conduct specific drills, i.e., communications, water line breaks, and sampling.	Water system staff	Annually

Section 13. Plan Approval

13.1 Plan Evaluation & Mitigation

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

13.2 Plan Review & Update

The Plan template will be reviewed annually by the HSE team. Any modifications will be incorporated into the Great Basin Water Co. ERP document.

Great Basin
Water Co.

Great Basin Water Co.
Spring Creek Division

Office / 14891 Lamoille Hwy.
Spring Creek, NV 89815

Date – 11/7/2023 Developed
Date – 11/13/2023 Reviewed

The procedures in this document are meant as guidelines to ensure your safety and should only be adhered to. Roles and Responsibilities

Director of State Operations

Acts as a liaison between the company and the appropriate Emergency Support "Contacts" refer to Emergency Contact List. Communicates or directs communication with media representatives to distribute appropriate information in the event of a spill or disaster.

Emergency Coordinator/Back-Up

Responsible for maintaining a written Emergency Action Plan and notifying proper rescue and law enforcement authorities and building owner in the event of an emergency, will take security measures to protect employees, conduct drills with employees, train designated employees in emergency response, maintain records, ensure facility meets local fire codes and regulations and coordinate with public safety and other emergency personnel. For evacuation, the Emergency Coordinator/Back-Up verifies with the department monitor a head count of employees and will also inform the appropriate management personnel on-site of head counts and any other pertinent information.

Department Monitor

Responsible for coordinating and immediately reporting any potential or actual emergency conditions, evacuation, and accounting for employees. Responsible for emergency operations in designated department; being familiar with building emergency action plan, exit locations, contact phone numbers, and methods of reporting emergencies; instructing occupants in area of notification procedures, location of emergency exits, safe evacuation procedures, location of muster points, and providing medical information of individuals (if authorized to be provided by individual) to emergency responders; keep lists of individuals who may need assistance, be prepared to take a head count and provide status reports to emergency personnel during emergency.

Key Staff Assignment

Specific duties assigned to employees during and immediately following an emergency. The function of these employees is to aid in situations which require special expertise or training at the time of an emergency.

Health, Safety & Environment (HSE)

Provide assistance in the development of facility emergency management plans, assist management in evaluating the effectiveness of plans through audits and drill evaluations as well as conduct/assist in emergency response training for management and employees. Reviews, revises and updates plan and coordinates testing of the plan after the occurrence of emergency situations, as necessary.

All Employees

Must consider any threat and each evacuation as a potential emergency situation and evacuate immediately upon being notified, prioritize the safety of yourself and others, and will follow the guidelines listed within the emergency action plan if the actions will keep yourself and others safe.

Visitors

Will sign in and sign out at the reception area upon entering the office. The visitor sign in/sign out sheet will be used during any evacuation. At any time an employee has a visitor in the office, the employee will accompany the visitor during their time spent within the office. If the visitor will be unaccompanied in the office for any period of time (including restroom breaks), a review of the emergency exits and muster points will be conducted with the visitor. Special considerations must be made to assist a visitor with special needs and/or handicaps.

1.1 GENERAL EVACUATION PROCEDURES

Different emergencies call for different alarms to indicate what actions employees should take. **When an employee hears an emergency announcement on the telephone paging system, or detects a condition requiring an emergency notification, the employee will alert other employees by voice communication or by activating an alarm.**

Method of Alarm: Voice Communication and Air Horn

After an alarm is sounded to evacuate, employees should take the following steps:

Evacuate the building in an orderly fashion using the safest and closest exit route. In winter or inclement weather, get your jacket if safe to do so.

Do not use the elevator. (N/A)

Only if within reach and if safe to do so, take personal belongings (keys, purse, wallets, etc.).

DO NOT carry large items, such as computers or laptops.

Follow instructions from the department monitors and emergency services personnel.

Close the doors behind you if you are the last one to exit an office. Keep doors unlocked.

If safe to do so, secure any hazardous materials or equipment before leaving.

Assist others who may be in need of assistance.

Proceed to the designated evacuation assembly area (muster point) and report to your department monitor.

Once evacuated, employees are to head toward their muster point, where a head count will be performed and further instructions given. Maps are located at end of this document.

Muster Point This is where the department monitors will take a head count and report to muster point #1 if safe to do so. Muster point #2 will be used if the primary meeting location is not safe or if directed to do so. A special muster point will be used if safe to do so in situations of a bomb threat or active shooter or if any other emergency requires the muster point to be at a distance from the building.

Muster Point #1- Northeast of building in parking lot.

Muster Point #2- Southwest of building in vacant lot.

Do not re-enter the building until instructed to do so by emergency services personnel or the department monitor(s).

1.1.1 Accounting for Employees

Department monitors will assist in the safe and orderly evacuation for all types of emergencies that require evacuation. While evacuating the building, department monitors will check rooms and other enclosed spaces in the workplace for employees who may be trapped or otherwise unable to evacuate the area. Once evacuation is complete, they conduct head counts. Department monitors may use the Employee Roster List, which is a list of personnel in the facility/site, to aid in accounting for employees.

Once each evacuated group of employees has reached their evacuation destination, the department monitor will:

- Take a roll call for his/her group.

- Make sure all persons are accounted for.

- Report to emergency personnel (fire/rescue, police, etc.), if required.

- Give head count results to the Area Manager, Eric Chittim, and to the emergency personnel (fire/rescue, police, etc.), if requested.

No employees are to return to the building(s) until advised by emergency personnel.

1.1.2 Communication with Media

In the event that a representative from the media, such as a newspaper, has arrived at the facility/site, under no circumstance is an employee to provide any information other than to direct all questions to James Eason, Director of State Operations , 775.432.3184, James.Eason@greatbasinwaterco.com or Corix V.P. Communications and Public Relations Karen Cotton 708.413.8007 Karen.Cotton@corix.com

Your civil alert emergency radio will need to be tuned into KKOH-AM 780 which is “primary relay station number one” for Northern Nevada.

1.2 EXTENDED POWER LOSS

In the event of extended power loss to a facility, certain precautionary measures should be taken depending on the geographical location and environment of the facility:

Individuals should turn off equipment that was operating prior to the power failure until power has been restored. This will help to reduce the initial load on the power distribution system when the main power returns.

Equipment that contains fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.

If it can be determined that the power failure will be for an extended period of time, building staff will inform employees through the best means possible at the time. Telephones may not operate during a power failure, and computer e-mail would not be available. Building staff may need to inform employees of the situation status by door-to-door visits.

Evacuation of the building may become necessary if the power failure will be for an extended period of time, or if the power loss is found to be the effect of another more serious incident.

Employees should remain in the facility until either the power is restored or further notice is given, if it is safe to do so. All persons should avoid unnecessary movement throughout the building. Visitors may be admitted but must wait in reception until power is restored, regardless of whether the person they are visiting is available.

Managers/supervisors should organize a check for persons in a lone working situation, for example, in a boiler house where it is suspected that lone work may be being undertaken.

1.2.1 Building Closure – Long Duration Power Loss

If evacuation of the building is determined to be necessary, the **General Evacuation Procedures** should be followed. Building personnel will spread the notice of the evacuation, unless other conditions exist that require the immediate evacuation of all building occupants. In such a case, the fire alarm system will be used to alert employees about the evacuation.

The building supervisor/manager will attempt to ascertain the cause of the power failure. If this is a supply fault, the supplier will be contacted and asked for an estimated time to restore power. Where it becomes apparent that power might not be restored for some time, the building supervisor/manager may make a recommendation to an appropriate member of the building management/executive to have the site closed, and all non-essential personnel leave the premises.

If a building is closed as the result of a power failure, selected employees will be asked to check each room of the building and inform the occupants that they are to leave by the main exit(s).

1.2.2 Restoration of Power – Long Duration Power Loss

Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensate from forming on circuitry.

Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility, and water turned back on.

1.3 CHEMICAL SPILL

An Emergency Response Plan must be documented in the event of a chemical spill if this is applicable to your area. Chemicals stored or used onsite that could possibly meet one of these conditions are included:

Chemicals that enter a storm drain in any amount,

Chemicals that volatilize in an amount that exceeds the reportable quantity,

Chemicals that are spilled on an impervious surface in an amount that exceeds the reportable quantity,

Public exposure/evacuation is required following a spill,

And/or a spill of oil to navigable waters or adjoining shorelines has occurred.

1.4 FIRE

1.4.1 When Fire is Discovered

1. Activate the nearest fire alarm – voice and air horn.
2. If the fire alarm is not available, notify site personnel about the fire emergency by the following means (check applicable):

Voice Communication	<input checked="" type="checkbox"/>	Radio	<input type="checkbox"/>
Phone Paging	<input type="checkbox"/>	Other	<input type="checkbox"/>
Air Horn	<input checked="" type="checkbox"/>		

3. Notify the local fire department by calling 911.
4. Only if the fire is small and contained AND your evacuation route is not blocked, you may decide whether you can put the fire out. If you are not sure, do not attempt to.

1.4.2 Fighting the Fire

ONLY attempt to fight the fire if:

You have been trained to use a fire extinguisher.

The fire department has been notified.

The fire is small and is not spreading to other areas.

Escaping the area is possible by backing up to the nearest exit.

If you are not sure of any of the above, do not attempt to fight the fire.

1.4.3 Evacuating the Building

When you hear the air horn blast.

1. Proceed to your muster point; leave the building using the designated escape routes.
2. Move at a quick walk, do not run.
3. Alert any other employees encountered on the way out, without putting yourself at risk.
4. If you have to move through a closed door that you cannot see through:
 - a. Feel the door to see if it is hot.
 - b. Look for smoke coming under the door.
 - c. Open the door slowly and look around it to see if there is a fire behind it.
 - d. If there is no fire on the other side, proceed through and close the door behind you to limit the spread of the fire.
5. Assemble at your designated muster point. Leave walkways and roads open for fire and emergency responders.
6. Report to your department monitor that you/your group are there and if you know of anyone trapped in the building.
7. Remain at the muster point until you are informed that you may leave by either the department monitor or a member of emergency services.

No employees are allowed to return to the buildings until given the "all clear" from the Emergency Coordinator or emergency personnel.

1.4.4 Emergency Coordinator or Supervisor

Coordinate an orderly evacuation of personnel.

Provide fire department personnel with the necessary information about the facility.

1.4.5 Department Monitors

Ensure that all employees have evacuated the area/floor.

Perform an accurate head count of personnel reported to the designated muster point.

Report any problems to the emergency coordinator at the assembly area.

1.4.6 Mobility Impaired People

If you encounter a person with some form of physical disability that restricts their mobility, you may be required to assist them in evacuating the building. If you are unable to remove them from the building, someone should wait with them until retrieved by emergency personnel if it is safe to do so. It is important to inform the emergency personnel or department monitor of their location so they can be helped to safety as soon as possible.

1.4.7 If You Become Trapped

Every situation is unique and you must use your best judgement for escaping the situation.

If you are on the ground floor, exit through a window.

If you are not on the ground floor:

1. Close the door.
2. Go to the window.
3. If there is smoke in the room open the window (if possible) a little so you can breathe fresh air.
4. Attract people's attention to you. This can be achieved by writing on a piece of paper and sticking it to the window or by calling out the window. If you open the window, remember to close it again as this can be an entry point for fire. Do not open the window up fully. Bang on the window if no one can hear you calling out or see you.
5. If the room is filling with smoke, stay close to the ground where the air is cooler and oxygen is more plentiful.
6. Wait for the fire and rescue service to rescue you.

REMEMBER

Fire spreads rapidly.

Fire produces thick black smoke that is difficult to see through and causes suffocation.

The freshest air will always be near the floor.

Move quickly. Do not run.

Be decisive; make a decision and follow that decision.

1.5 EARTHQUAKE

1.5.1 Before an Earthquake

Assess your own work area. Look for:

Windows/Glass – if your work station is near windows or a glass partition, decide where you will take cover to avoid being injured.

Heavy Objects – if your work station is near a temporary wall or partition, make sure they are securely anchored.

Loose Objects – if you have materials stored on top of cabinets or shelves, determine if these items could be secured or moved.

1.5.2 During an Earthquake

IMMEDIATELY move away from windows, tall file cabinets, book shelves, and light fixtures.

DO NOT ATTEMPT TO RUN OUT OF THE BUILDING.

Find shelter under a sturdy desk or table, if possible. Kneel down in a hunched position. Place hands over the head for added protection. Remain there until after the shaking stops. Remember: DUCK, COVER and HOLD.

Do not be surprised if the electricity goes off or if the fire sprinklers go on.

Do not light a match. Carefully extinguish smoking material in case of gas leaks.

Be prepared for aftershocks!

If you are outside when the quake occurs, stay there. Move away from structures, power poles, lamp posts, or retaining walls that could fall during the quake, and avoid fallen electrical lines. If possible, move to an open area.

1.5.3 After the Shaking has Subsided

1. Assemble department monitors to begin a careful and systematic check for injured persons, fire and hazardous areas, and building damage.
2. Check for disruption of utilities such as gas leakage, water leakage, and electrical shorts. Use caution when opening doors and watch for fallen objects.
3. Institute communication with managers/supervisors. Include information about injuries, deaths, building damage, and potential hazards.
4. Institute emergency communication with the property manager, if applicable. Give a status report and/or assistance required.
5. If a fire has started, dial 911, to call the fire department. Immediately begin a quick, safe extinguishment **only if properly trained**.

6. Determine the necessity for evacuation. **All exit routes must be inspected for safety of use.** If out-of-building refuge sites are to be utilized, ensure that proper protection is afforded evacuees. Generally, it is safer to remain inside the building.
7. Alert building occupants to EXPECT AFTERSHOCKS!
8. Keep building occupants away from windows. Keep occupants quiet and calm.
9. Replace telephone receivers so the telephone system will work properly. Use telephones for emergency calls only.
10. Discourage occupants from leaving until authorized to do so.
11. Listen to the radio for emergency reports. Keep occupants informed to discourage rumors.
12. Cooperate with public safety officials and other emergency personnel.

1.5.4 Field Personnel

At the first chance reasonably possible, communicate with supervisors in order to stay informed of road conditions, advisories, and directions of how to safely return.

1.5.5 If Evacuation is Ordered

DO NOT EVACUATE unless told to do so or if danger is imminent.

Department monitors lead occupants to a muster point outside and away from the building.

Department monitors assist in assembling occupants, taking a head count, and keeping occupants quiet and calm.

Department monitors will then report to President/Emergency Coordinator and/or emergency personnel.

Cooperate with public safety officials and other emergency personnel.

Follow instructions given by the department monitor and emergency personnel.

Walk – DO NOT run – keeping noise to a minimum.

Do not push or crowd.

Move to your safe refuge area unless otherwise directed.

Check doors for heat before opening.

Assist non-ambulatory, visually impaired, and hearing-impaired persons if they are present.

If you have relocated away from the building, DO NOT return until you are instructed to do so.

1.5.6 Going Home After an Earthquake

It is in your best interest in the event of an earthquake to remain at work. It may be too dangerous to attempt to go home right away. Listen to radio reports for areas and roads you need to get home to ensure they are undamaged and traffic is moving.

While you are waiting, make yourself available to help fellow employees recover from the incident as quickly as possible.

1.6 SEVERE WEATHER ALERT

In the event of severe weather or natural disasters, employees are to follow the procedures below should these weather events occur.

1.6.1 Tornado

The National Weather Service has developed a method of identifying storm conditions that foster the development of tornadoes. The classification and definitions of storm conditions are:

Tornado watch

Tornado warning

A "tornado watch" status indicates that weather conditions are favorable for the development of tornadoes. The "watch areas" are usually large geographic areas, covering many counties or even states that could be affected by severe weather conditions including tornadoes.

A "tornado warning" is an alert issued by the National Weather Service after a tornado has been detected by radar or sighted by weather watchers or by the public. The National Weather Service provides the approximate time of detection, the location of the storm and the direction of movement. A tornado can move from 25 to 40 miles per hour so prompt emergency action must be taken.

Outdoor warning siren network that is used to signal imminent danger from tornadoes. It is a familiar sound as the system is tested the first Wednesday of every month, unless there is a threat of severe weather in the area or when temperatures are substantially below freezing.

A steady siren for three to five minutes means **IMMINENT DANGER**. Take shelter immediately in the nearest suitable protective area. Once the sirens sound, it is too late to seek protection at a remote location.

An "all clear" signal will NOT be given via the siren system. It is urged that reliance be placed on the broadcast media for this and other status and forecast information.

Sheltering In Place

Upon hearing a tornado siren or verbal employee alarm system, employees should:

1. Immediately cease work.
2. Alert other coworkers in the vicinity, without putting themselves at risk.

Note: Department Monitors must contact all field employees, and alert them immediately if a tornado warning has been given to ensure they are aware and seeking shelter.

3. Proceed to the designated shelter (as listed above).
4. Never go outside and avoid windows.
5. Make contact with their designated Department Monitor, or Alternate, after they have safely reached the designated shelter.

Department monitors must perform a head count and communicate that to the Emergency Coordinator. Wait for further instructions from the Emergency Coordinator – no employees are allowed to return to the buildings until given the “all clear”.

Note: Nothing in these procedures precludes the Emergency Coordinator’s authority in determining whether employees should remain inside or evacuate.

Sheltering Outside / Caught in the Open

If you are caught outside in a tornado or severe weather:

1. Move at right angles to the tornado.
2. Attempt to reach a protective area, such as a building with a basement.
3. If there is not time to escape or find a suitable protective area, lie flat in a ditch or depression but avoid areas that are subject to rapid water accumulation or flooding in heavy rains.

1.6.2 Weather Advisories and All-Clear Signals

The National Weather Service broadcasts continuous weather status and forecast information; this information is updated hourly. In addition, the NWS will broadcast special alert tones and messages for tornado warnings, flash flood warnings and similar impending weather emergencies.

Persons in protective areas should not rely on visual observations of local conditions as a reliable indicator of the true status of the weather, since hail and tornadoes have been known to occur under apparent clear-sky conditions.

Radio stations which may carry local weather advisories (and forward all-clear information) include:

KLKR 89.3 FM

KBGZ 100.5 FM

1.6.3 Thunderstorms

More people are killed in the U.S. by lightning each year than by tornadoes and hurricanes. If thunderstorms or other severe weather include lightning, employees should immediately:

Postpone outdoor activities if thunderstorms are imminent.

Move indoors and do not take shelter in small sheds, under isolated trees, or in convertible automobiles. Stay away from tall objects such as towers, fences, telephone poles, and power lines.

If lightning is occurring and you cannot make it indoors, get inside a hard top automobile and keep the windows up. Avoid touching any metal.

If you're caught outdoors, and no shelter is nearby, find a low spot away from trees, fences, and poles. Make sure the place you pick is not subject to flooding. If you are in a wooded area, take shelter under the shorter trees.

Utility lines and metal pipes can conduct electricity. Avoid using the telephone or any electrical appliances. Use these only in an emergency since power surges from lightning can cause serious damage.

1.6.4 Flood

During a flood, water levels and the rate the water is flowing can quickly change. Remain aware and monitor local radio and television outlets.

If indoors:

Be ready to evacuate as directed by the department monitor and/or designated official.

Follow the recommended primary or secondary evacuation routes.

If outdoors:

Get to higher ground and get out of areas subject to flooding.

Be ready to evacuate as directed by the Emergency Coordinator.

If time permits, move vital materials and equipment to higher ground.

Don't go into a basement, or any room, if water covers the electrical outlets or if cords are submerged. If you see sparks or hear buzzing, crackling, snapping or popping noises – get out immediately. Stay out of water that may have live electrical in it.

Do not walk through flood waters. It only takes six inches of moving water to knock you off your feet.

If you are trapped by moving water, move to the highest possible point and call 911 for help.

Do not drive into flooded roadways or around a barricade, water may be deeper than it appears and can hide many hazards (i.e. sharp objects, washed out road surfaces, electrical wires, chemicals, etc.).

If you are in a vehicle and it stalls, abandon it immediately and climb to higher ground. A vehicle caught in swiftly moving water can be swept away in a matter of seconds. Twelve inches of water can float a car or small SUV and 18 inches of water can carry away large vehicles.

1.6.5 Hurricane

The nature of a hurricane provides for more warning than other natural and weather disasters. A **hurricane watch** is issued when a hurricane becomes a threat to a coastal area. A **hurricane warning** is issued when

hurricane winds of 74mph (120km/hr) or higher, or a combination of dangerously high water and rough seas, are expected in the area within 24 hours.

Once a hurricane watch has been issued:

1. Stay calm and await instructions from the department monitor or the designated official.
2. Moor any boats securely, or move them to a safe place if time allows.
3. Continue to monitor local TV and radio stations for instructions.
4. Move out of low-lying areas or away from the coast, at the request of officials.
5. If you are on high ground away from the coast and plan to stay, secure the building, moving all loose items indoors and boarding up windows and openings.
6. Collect drinking water in appropriate containers.

Once a hurricane warning has been issued:

Be ready to evacuate as directed by the emergency coordinator, department monitors and/or the designated official.

Leave areas that might be affected by storm tide or stream flooding.

During a hurricane, **remain indoors and seek out the following spaces:**

Small interior rooms on the lowest floor and without windows.

Hallways on the lowest floor away from doors and windows.

Rooms constructed with reinforced concrete, brick, or block with no windows.

1.6.6 Blizzard or Other Snow Event

If indoors:

1. Stay calm and await instructions from the emergency coordinator or the designated official.
2. Stay indoors!
3. If there is no heat:
 - a. Close off unneeded rooms or areas.
 - b. Stuff towels or rags in cracks under doors.
 - c. Cover windows at night.
 - d. Eat and drink. Food provides the body with energy and heat and fluids prevent dehydration.
 - e. Wear layers of loose-fitting, light-weight, warm clothing, if available.

If outdoors:

1. Find a dry shelter. Cover all exposed parts of your body.
2. If shelter is not available:
 - a. Prepare a lean-to, wind break, or snow cave for protection from the wind.
 - b. Build a fire for heat and to attract attention. Place rocks around the fire to absorb and reflect heat.
 - c. Do not eat snow, it will lower your body temperature. Melt it first.

If stranded in a car or truck:

1. Stay in the vehicle!
2. Run the motor for about 10 minutes each hour. Open the windows a little for fresh air to avoid carbon monoxide poisoning. Make sure the exhaust pipe is not blocked.
3. Make yourself visible to rescuers.
4. Turn on the dome light at night when running the engine.
5. Tie a colored cloth to your antenna or door.
6. Raise the hood after the snow stops falling.
7. Exercise to keep blood circulating and to keep warm.

1.7 THREAT OF VIOLENCE

1.7.1 Suspicious Individual

It is imperative that any suspicious activity or persons are reported. A suspicious person is an individual (known or unknown) who exhibits unusual behavior such as nervousness, nervous glancing, making strange or sudden movements or is in an area or doing something that is not normal, such as taking photographs. If there is a suspicious looking individual inside company facilities or on company grounds:

1. Do not approach any unknown individuals, they could be armed.
2. Contact the police non-emergency number as quickly as possible while monitoring the location of the person if able.
3. Be ready to supply a physical description of the individual including age, weight, hair color and length, clothing, facial hair, and any other distinguishing features.
4. If the individual is in a vehicle, attempt to get the vehicle make, model and color, as well as the license plate number.
5. If you suspect the person is armed or see that they have a weapon, contact 911 immediately to report the situation.

1.7.2 Disruptive Individual

If an individual makes threats of physical harm to you, others, or themselves, if they appear to be intoxicated or under the influence of a controlled substance, or if they exhibit any other unstable or bizarre behavior, employees should:

1. Contact the police using 911 or the non-emergency number depending on the severity of the situation.
2. Give your name and location with a brief explanation of the situation. Take note of the individual's age, personal appearance, clothing, vehicle, or any other information that would help identify the individual. Use the Threat of Violence Report in this manual to document as much information as possible about the individual and the threat (Reference section 1.8.5).
3. Until police or other responders arrive, try to keep the individual calm. Get their attention by using their name (if you know it) and politely ask them to sit down. Acknowledge their feelings and let them know you are listening. Ask what you can do to help them and offer assistance if appropriate. However, if the person appears that they may become violent, retreat from the scene and observe from a safe distance.
4. Express your authority with non-verbal cues by sitting/standing tall, smiling and making eye contact, and speaking clearly and distinctly, but not too loudly.
5. Avoid slouching, glaring, or sighing, and be aware of the individual's personal space – do not stand too close or touch them.
6. Advise coworkers of the potential problem if possible without further upsetting the individual.
7. Direct the individual to leave.

1.7.3 Active Shooter

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearm(s) and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

More so than other emergency situations, the following procedures are meant as guidelines to ensure your safety and should only be adhered to if taking those actions is what you feel would make you safe. The decision to follow the guidelines must be made in the moment, and the safety of yourself and others is the main concern.

Note: A special muster point is designated at a distance away from the building for active shooter situations. In case you must flee, do not go to the normal muster point for your building. If it is unsafe to meet at the special muster point, get as far away from the shooting scene as possible, then contact authorities.

In an active shooter situation, the following are some actions that can be taken:

Alert others of the situation.

Flee the area safely and avoid danger.

Call 911 when it is safe to do so.

Department monitors will take a head count if safe to do so.

If fleeing is not possible, the following are some actions that can be taken:

If you are in an office, stay there and secure the door. Get down on the floor or under a desk and remain silent.

If you are in a hallway, get into a room and secure the door.

As a last resort, attempt to take the active shooter down.

Call 911 when it is safe to do so.

If you witness any armed individual(s) around the exterior of the building or parking lot at any time, use your best judgment for the situation; if safe to do so, the following are some actions that can be taken:

Take note of the two nearest exits in any facility you visit.

Secure the exterior door(s) to the building or main office if able to safely do so.

Alert others of the situation.

Flee the area safely and avoid danger.

Call 911 when it is safe to do so.

If it is not possible to flee, move to a core area of the building that can be secured and remain there until an "all clear" instruction is given by an authorized known voice. If possible, split up to avoid creating a single target.

Encourage others to get on the floor or hidden behind objects, and out of the line of fire.

1.8 BOMB THREAT

1.8.1 Before a Bomb Threat

Be familiar with your area in case evacuation is needed. Be vigilant and report any unusual device, vehicle, or package. If a suspicious object is found, clear the area and begin evacuation. Do not touch a suspicious object. Notify the supervisor/manager immediately.

1.8.2 Upon Notification of a Bomb Threat

1. Use the Threat of Violence Report in this manual to document as much information as possible about the individual and the threat. Reference section 1.8.5.
2. Notify the supervisor/manager/property manager if applicable.
3. The individual that received the bomb threat will call the police at 911.
4. Give the exact location and all known facts.
5. Note the exact location and description of the object.

6. Ensure the threat conversation is documented as accurately as possible, and as soon as practical. To assist the police and as an aid to completing reports, use the Threat of Violence Report contained in this manual for guidance.
7. BE GUIDED BY THE INSTRUCTIONS OF THE POLICE.
8. Be prepared to advise authorities of the current situation when they arrive on the scene, then direct them to the location of the object.

1.8.3 Suspicious Packages

All employees should be aware of the possible indicators of a suspicious package. The presence of one or more of the following features should be cause for concern:

Unexpected mail with foreign postmarks, airmail, or uncharacteristic or abnormal delivery markings.

Postage irregularities; including excessive postage, no postage, or unusual stamps.

Return address irregularities such as no return address, a return address that does not match the postmark, or a return address that is not familiar to the person to whom the package is addressed.

No postmark (may indicate hand delivery).

Delivery address irregularities such as a title without a name, an incorrect title with a name, a generic title that is not used at the company.

Badly typed, misspelled, or poorly written addresses and markings.

Restrictive markings or special handling instructions, such as "Personal," "Confidential," "Special Delivery," or "Open by Addressee only".

Visual distractions on the package such as drawings, statements, or handmade postage.

Rigid or bulky envelope.

Oddly shaped, unevenly-weighted, lopsided, or lumpy package.

An odor emitted from the package.

Stains or discoloration on the package.

Protruding wires, tinfoil, or other conductive materials.

Over-wrapping with excessive paper, tape, and/or string.

A package left by an unknown person.

If you discover or receive a suspicious package the following procedures are to be followed:

Do not attempt to open the package.

Do not handle, shake, or move the package.

Do not assume it is the only device in the area.

Do not change the environment.

If the package is stained, discolored, or emits an odor do not attempt to identify the substance. If you come in contact with a leaking substance, wash hands and exposed skin vigorously with soap and flowing water for at least 15 minutes.

Calmly notify others in the immediate area, relocate to another room, and close the door behind you.

Contact individuals on the Emergency Contact List, Emergency Coordinator, and call 911.

1.8.4 Evacuation Procedure

1. Begin evacuation of the building. The department monitors will announce the required evacuation or relocation of staff. REMEMBER: Notification should be made in a low-key manner to avoid panic.
 - a. Direct occupants to visually be aware of anything unusual or out of place in their immediate areas.
 - b. Do not touch anything unusual or out of place.
 - c. If a suspicious object is found, notify the supervisor/manager immediately.
2. When evacuating in response to a bomb threat or the discovery of a bomb/device, consider the safeness of primary and secondary evacuation routes before using them.
3. No one should enter the area where the object is located until the authorities arrive.
4. Building occupants should evacuate at a safe refuge area outside and away from the building. The specially designated muster point located at a distance away from the building should be used.
5. Keep occupants quiet and calm. Take a head count.
6. AWAIT FURTHER INSTRUCTIONS FROM THE POLICE.

1.8.5 Threat of Violence Report

Most but not all threats are received by phone. All threats are to be treated seriously. Act quickly, but remain calm and obtain information with the checklist below.

Follow these steps in case of a threat made by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the checklist to the right immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions. Be Calm. Be Courteous. Listen.

If a threat is received by handwritten note or email:

1. Handle the note as minimally as possible.
2. If received by e-mail, do not delete the message.

Signs of a Suspicious Package:

- | | |
|---------------------|--------------------|
| No return address | Poorly handwritten |
| Excessive postage | Misspelled words |
| Stains | Incorrect titles |
| Strange odor | Foreign postage |
| Strange sounds | Restrictive notes |
| Unexpected delivery | |

Date: _____ Time Threat Received: _____
 Individual Receiving Threat: _____
 Time Hung Up / Left Premises: _____
 Phone # Where Call Received: _____

Ask Individual:
 Where is the bomb located? (building, floor, room, etc.)

 When will it go off? _____
 What does it look like? _____
 What kind of bomb is it? _____
 What will make it explode? _____
 Did you place the bomb? [Yes] [No] Why? _____

 What is your name? _____
 What is your address? _____

Exact Words of Threat: _____

Information About the Individual
 Where is the caller located? (background/noise level)

 Estimated Age: _____ Is the voice familiar?
 If so, who does it sound like? _____

Background Sounds Threat Language

<input type="checkbox"/> Female	<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Incoherent	
<input type="checkbox"/> Male	<input type="checkbox"/> House Noises	<input type="checkbox"/> Message Read	
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen Noises	<input type="checkbox"/> Taped Message	
<input type="checkbox"/> Angry	<input type="checkbox"/> Street Noises	<input type="checkbox"/> Irrational	
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane	
<input type="checkbox"/> Coughing	<input type="checkbox"/> PA System	<input type="checkbox"/> Well-spoken	
<input type="checkbox"/> Clearing Throat	<input type="checkbox"/> Conversation		
<input type="checkbox"/> Cracking Voice	<input type="checkbox"/> Music	<input type="checkbox"/> Local	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	<input type="checkbox"/> Long Distance	
<input type="checkbox"/> Deep	<input type="checkbox"/> Static	<input type="checkbox"/> Office Machinery	
<input type="checkbox"/> Deep Breathing	<input type="checkbox"/> Clear	<input type="checkbox"/> Factory Machinery	
<input type="checkbox"/> Disguised			
<input type="checkbox"/> Distinct	<input type="checkbox"/> Nasal	<input type="checkbox"/> Slow	Height: _____
<input type="checkbox"/> Excited	<input type="checkbox"/> Normal	<input type="checkbox"/> Slurred	Weight: _____
<input type="checkbox"/> Laughter	<input type="checkbox"/> Ragged	<input type="checkbox"/> Soft	Hair Colour/Length: _____
<input type="checkbox"/> Lisp	<input type="checkbox"/> Rapid	<input type="checkbox"/> Stutter	_____
<input type="checkbox"/> Loud	<input type="checkbox"/> Raspy		

Other Information: _____

DO NOT use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
DO NOT touch or move a suspicious package.

1.9 MEDICAL EMERGENCY

1.9.1 Upon Notification of a Medical Emergency

1. Immediately summon local qualified assistance (CPR or First Aid, as required) to provide the required assistance prior to the arrival of professional medical help.
2. Call 911 and be prepared to give the following information:
 - a. Exact location of the victim – building address, nearest cross street.
 - b. Nature of the emergency.
 - c. Victim's name, general condition, and location.
 - d. Your name and a "call back" number.

IMPORTANT

1. Do not hang up until the emergency operator does so first.
2. Notify the supervisor/manager and give the same information as above.
3. Station a person at the entrance to provide guidance for emergency personnel to the victim's location.
4. Find out what medical facility the employee will be transported to.

CAUTION

If you are not qualified in proper CPR or First Aid procedures, **DO NOT** attempt to move the patient or victim unless it is **absolutely** necessary.

In the case of rendering assistance to personnel exposed to hazardous materials, consult the Safety Data Sheet (SDS) and wear the appropriate personal protective equipment. Attempt first aid **ONLY** if trained and qualified.

1.10 OTHER EMERGENCY PROCEDURES

List other emergencies with their procedures below.

1.11 OTHER EMERGENCY PROCEDURES

List other emergencies with their procedures below.

1.11 COVID-19 OUTBREAK – OFFICE LOCATION

When an employee is presumed positive or is confirmed to have COVID-19, they will contact Vice President of Human Resources Nate.Meyers@corix.com, +1(847) 897-6443 x 3353. The following procedure will be followed.

If an employee suspects they may have contracted COVID-19, they will contact HR to be in line with company policy.

Presumed Positive is one in which an “individual with at least one respiratory specimen ... test[s] positive for the virus that causes COVID-19 at a state or local laboratory.”¹

1.11.1

Be Informed and Stay up to date

Know relevant information regarding any potential outbreaks that may occur in your area.

During times of large-scale infectious disease outbreak, the company will send out regular correspondence to keep employees aware of the situation. We encourage the use of other resources such as The U.S. Centers for Disease Control and Prevention (CDC), Public Health Agency of Canada (PHAC) and the World Health Organization (WHO).

Continue to implement precautionary measures during a known outbreak. These can include, but not limited to the following:

Regularly wash your hands with soap and water; minimum of 20 seconds

Use alcohol based (at least 60%) hand sanitizer if soap and water is not available.

Clean workspaces regularly with EPA endorsed disinfectants.

1.11.2 Preparedness

COVID-19 Communication sent to Contractor

Review Emergency Preparedness & Business Continuity Plans

1.11.3 Response Procedure

Employee will stay home and follow return to work procedures or be sent home immediately if they suspect they may have COVID-19. If necessary, employee should self-isolate per the CDC recommendations.

- o If employee comes to work and starts to suspect they may have an COVID-19, they will immediately limit contact with any other person and avoid touching surfaces, where possible.

¹ <https://www.cdc.gov/coronavirus/2019-ncov/php/reporting-pui.html>

- o Supervisors, upon notification that an employee is positive (or presumed) for the disease, the employee will be sent home immediately. They will remind the employee to avoid contact with others and avoid touching surfaces, if possible.

Human Resources will make notifications that a presumed positive or confirmed COVID-19 has been reported to:

- o Incident Command (IC)
- o IC is responsible for notifying:
 - Executive Management Team
 - Business Unit leadership
 - Office Facilities management
 - Any third-party vendors / contractors that individual is known to have come in contact with recently

IC sends an office-wide communication that COVID-19 has been detected and the affected office will be closed to perform a deep clean and disinfecting.

- o The office will activate the Business Continuity Plan, if necessary.

Office Facilities Management will arrange for a deep clean and disinfection per CDC recommendations.

Once the disinfection has been completed, Facility Management will send communication to affected office employees informing them when they can return to work.

Employees may be asked to stay home for 14 days if they came in contact with the infected employee.

The office will be made ready to open on the earliest possible day.

Where an employee in the Corix Office self-reported that they encountered another person who has been confirmed positive for COVID-19:

The employee contacts the HR department and makes them aware that they had contact with someone who has been confirmed with COVID-19.

Employee will stay home for 14 days while they self-monitor their health.

If the employee is presumptive positive or is confirmed with COVID-19, the procedure above will be followed.

Office with First Aid Attendants – Applicable Canada Locations

Office management will establish a process to inform First Aid Attendant(s) if individuals coming to work exceed threshold that requires First Aid Attendant presence.

1.11.4 Contacts:

Employee Contact List – See Page 27 of EAP

Disinfectant Contractor

- o Operations Support-Pahrump 775.727.5941

1.12 TRAINING

1.12.1 General Training

All employees shall receive training on this document and the evacuation routes in Appendix A both upon hire and annually thereafter. Training must be documented using the form in Appendix D.

1.12.2 Drills

Fire and evacuation drills must be completed annually and documented using Appendices B and C.

1.12.3 Additional Retraining

Employees must be retrained if there is a change in evacuation procedures or other significant change to the EAP, or if they show lack of understanding of any element of the EAP. Employees must also be retrained if: they are assigned to a new job or different facility; if new equipment, materials, or processes are added; or, if the layout or design of the facility changes.

All documents within this Appendix are to be completed and filed within the EAP.

Ensure that the following documents are also posted in prominent locations throughout the facility.

Emergency Responder Contact Information

Evacuation Route Map(s)

EMERGENCY CONTACT LIST

IN CASE OF EVACUATION THE FOLLOWING SIGNAL WILL BE SOUNDED:		
Horn and Voice		
ALL EMPLOYEES WILL REPORT TO THE MUSTER AREAS LOCATED:		
Muster # 1. Northeast of building in parking lot. Muster #2 Southwest of building in vacant lot.		
CLOSEST MEDICAL FACILITY:		
Name of Facility: Northeastern Nevada Regional Hospital	Address: 2001 Errecart Blvd., Elko, NV.	Phone Number: 775.738.5151
Emergency Response Contacts		
Fire, Police & Ambulance	911 or 775.326.6000	
Police (non-emergency)	775.328.3001	
Fire (non-emergency)	775.326.6000	
Disaster Services	911 - 211	
Poison Control	911	
Company Contacts		
Director of State Operations	James Eason 775.337.1001 cell 775.432.3184	
Compliance Manager	Bill Coates 775.990.4838 cell 407.509.9098	
Area Manager	Eric Chittim 775.304.6620	
Lead Operator	Aaron Freeman 775.299.2212	
HSE Manager	Mary Rollins 704.319.0519	
Building Security/Management	Eric Chittim 775.304.6620	
V.P. Communications and Public Relations	Karen Cotton 708.413.8007	
Government Contacts		
Workplace Health & Safety-OSHA	775.688.3700	
Workers Compensation	775.684.7270	
Environment- NDEP	775.687.4670 – Spill Reporting 888.331.6337	
Transportation of Dangerous Goods	775.684.4368	
Other: REGIONAL EPA	415.947.8000	
Other Contacts		
Power Company	NV Energy 775.834.4444	

Telephone Company	ITNetwork@corix.com
Gas Company	Wells Propane Inc. 775.753.6788
Water Company	Truckee Meadows Water Authority- 775.834.8090
Other:	

STAFF ASSIGNMENTS

Emergency Coordinator and Alternates

Emergency Coordinator – is usually the manager/supervisor who has overall responsibility for the plan.

	Name	Location	Telephone	Email
1	Eric Chittim	Office	775.304.6620	Eric.Chittim@greatbasinwaterco.com
2	Kathy Longyear	Office	775.753.4437	Kathy.Longyear@greatbasinwaterco.com
3	Roger Borda	Office	775.397.7212	Roger.Borda@greatbasinwaterco.com
4	Aaron Freeman	Office	775.299.2212	Aaron.Freeman@greatbasinwaterco.com

Department Monitors and Alternates

Department Monitor – is responsible for coordinating and immediately reporting any potential or actual emergency conditions, evacuation, and accounting for employees.

	Name	Location	Telephone	Email
1	Eric Chittim	Office	775.304.6620	Eric.Chittim@greatbasinwaterco.com
2	Kathy Longyear	Office	775.753.4437	Kathy.Longyear@greatbasinwaterco.com
3	Aaron Freeman	Office	775.299.2212	Aaron.Freeman@greatbasinwaterco.com

Key Staff Assignments

Assign employees specific duties to complete during and immediately following an emergency. Identify employees with special expertise or training, who could offer assistance when necessary. Assign employees as “buddies” to assist disabled employees and/or visitors during an emergency.

	Name	Location	Assignment
1	Eric Chittim	Office	Search and assist any lingering persons.
2	Kathy Longyear	Office	Search and assist any lingering persons.
3	Aaron Freeman	Office	Search and assist any lingering persons.

EMPLOYEE ROSTER

Name	Work Location	Contact Number	Alternate Number
Eric Chittim	Office	775.753.4437	775.304.6620
Kathy Longyear	Office	775.753.4437	775.388.7865
Roger Borda	Office	775.753.4437	775.397.7212
Aaron Freeman	Office	775.753.4437	775.299.2212
Gary Utter	Office	775.753.4437	775.213.3929
Shane Bradshaw	Office	775.753.4437	775.401.1864
Cecil Coplan	Office	775-753.4437	775.340.5714
Russell Brown	Office	775-753.4437	775.340.7191

CRITICAL OPERATIONS

During some emergency situations, it will be necessary for certain assigned employees to remain at the work area(s) to perform critical operations.

	Critical Operation	Work Area	Assigned Employee	Alternate Employee	Description of Operation
1	Sewer Operations	WWTP	Eric Chittim	Aaron Freeman	Sewer Operations
2	Water Operations	Wells-Potable Water	Eric Chittim	Aaron Freeman	Potable Water
3					

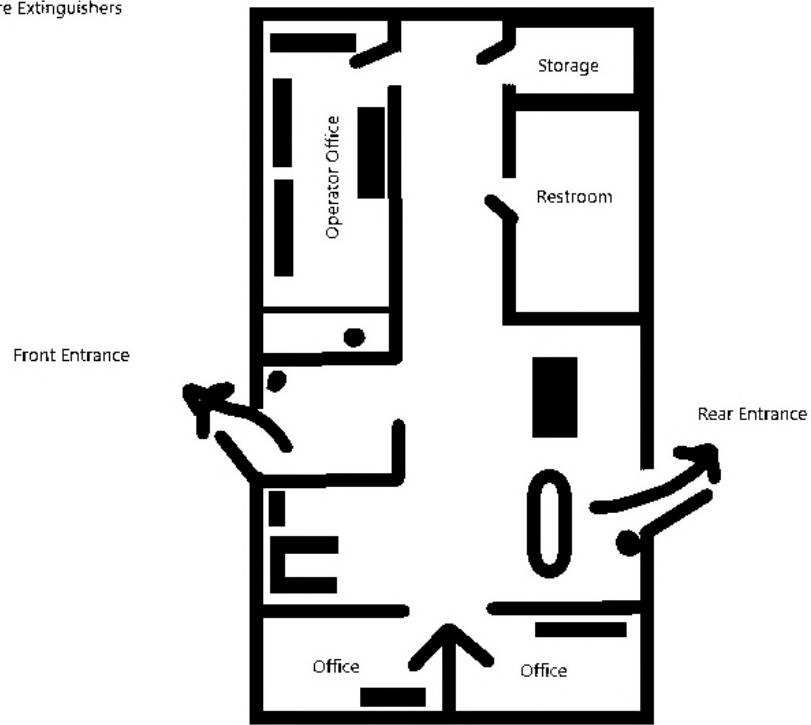
Personnel involved in critical operations may remain on the site upon the permission of the site designated official or emergency coordinator.

In the case that the emergency situation will not permit any personnel to remain at the facility, the designated official or other assigned personnel shall notify the appropriate offices to initiate backups.

The following offices should be contacted:

	Location	Phone Number
1	Bermuda Water Company-Steven Taylor	928.200.9582
2	GBWC- CS SS SC-James Eason	775.432.3184
3	GBWC- CS SS SC- Marc Rohus	775.397.8371
4	GBWC- CS SS- Darrin Lewis	775.291.1027
5	GBWC- P – Ben Suleski	775.537.8372
6	GBWC- P- Bill Coates	407.509.9098

● Fire Extinguishers





Emergency Evacuation Muster Point Areas

1. Northeast of building in parking lot.
2. Southwest of building in vacant lot.

Great Basin Water Co. – Spring Creek Division
14891 Lamoille Hwy
Spring Creek, NV 89815

Great Basin Water Company – Cold Springs Division (Volume IV)

Emergency Action Plan



Group of Companies

Emergency Response Plan

Great Basin Water Co. Cold Springs Division

November 6, 2023

Facility Identification Number	NV0000207
Street Address/GPS Coordinates	1005 Terminal Way, Ste. 294
City, State Zip Code	Reno, NV 89502
Phone number	775.337.1001
Population Served	9767
County	Washoe County

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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.

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>Oran Paul Senior Vice President</i>	Ultimately responsible for region as well as for providing direction on key items. Communicates status and updates with the Corix Executives.
<i>James Eason Director of Operations</i>	The Director 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>Marc Rohus Regional 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>Darrin Lewis 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>Andrew Williams Lead Operator</i>	Assists the Area Manager as needed to assess the emergency to include initial inspections, assessing facilities, and sampling.

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>

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				
Director of State Operations	James Eason	775.337.1001	775.432.3184	James.Eason@greatbasinwaterco.com
Regional Manager	Marc Rohus	775.337.1001	775.397.8371	Marc.Rohus@greatbasinwaterco.com
Area Manager	Darrin Lewis	775.337.1001	775.291.1027	Darrin.Lewis@greatbasinwaterco.com
Lead Operator	Andrew Williams	775.337.1001	775.432.5037	Andrew.Williams@greatbasinwaterco.com
Maintenance	N/A	N/A	N/A	N/A
On-Call	N/A	775.842.7900	N/A	N/A
Back-Up Operations Support	Jeremy Millim	N/A	775.340.7844	Jeremy.Millim@greatbasinwaterco.com
First Responders of an Emergency				
Fire Department	Truckee Meadows Fire Protection District	911	Charles Moore Fire Chief 775.326.6000	cmoore@tmfpd.us
Medical Service	Regional Emergency Medical Services Authority "REMSA"	911	775.858.5700	N/A
Sheriff	Washoe County Sheriff	911	Darin Balaam 775.328.3001	sheriffweb@washoecounty.us
Police	City of Reno Police Dept. Dispatch	911 or 775.334.2175	Chief Kathryn Nance	askrpd@reno.gov
Poison Control	Nevada Poison Center	800.222.1222	911	https://www.nvpoisoncenter.org
Government Agencies				
Regional EPA	EPA Region 9	213.244.1800	800.300.2193	r9.info@epa.gov
CDC	CDC	800.232.4636	911	https://wwwn.cdc.gov/DCS
DEP District	NDEP	775.687.4670	Andrea Seifert Bureau Chief 775.687.9526	https://ndep.nv.gov/water
DEP Drinking Water Program	NDEP Drinking Water	775.687.9515	Alex Lanza	alanza@ndep.nv.gov

	Name	Phone Number	Cell Number	Email
NDEP 24 hour number	EPA Hotlines NDEP Hotline	800.424.8802 888.331.6337	N/A	https://www.epa.gov/aboutepa/epa-hotlines https://ndep.nv.gov/
FBI Field Office	FBI	702.385.1281	N/A	https://www.fbi.gov/contact-us/field-offices/lasvegas
Health Department	Washoe County Health Department	775.328.2434	775.328.6176	https://www.washoecounty.gov/health/
Health Department	Washoe County Health Department	775.328.2689	775.379.7957	llord@washoecounty.gov
Health Department	Washoe County Health Department	775.328.2434	775.900.7233	epatton@washoecounty.gov
Health Department	Nevada 211	N/A	N/A	https://www.nevada211.org/
Homeland Security	Washoe County, Homeland Security	775.328.2003	311	https://www.washoecounty.gov/em/homelandsecurity.php
Homeland Security	NV Div of Emergency Management/ Homeland Security	775.687.0300	775.687.0498 Emergency	https://dem.nv.gov/Homeland_Security/
Priority Contacts				
Utility Owner for contract system	N/A	N/A	N/A	N/A
Corix Contacts				
Customer Experience Supervisor	Nancy Gendron	250.470.7235	321.972.0378	Nancy.Gendron@corix.com
HSE Manager	Mary Rollins	704.319.0519	N/A	HSE.Department@corix.com
HSE West Compliance Manager	William H. Coates	407.509.9098	407.509.9098	Bill.Coates@greatbasinwaterco.com
Environmental Compliance Manager	James Caslin	907.455.0140	907.347.9454	James.Caslin@akwater.com
Human Resources	Nate Meyers	847.897.6443	N/A	Nate.Meyers@corix.com
People & Culture (HR)	Joi Watts	847.897.6522		Joi.Watts@corix.com
Insurance	Jennifer Toledo	604.697.6735	604.992.1453	Jennifer.Toledo@corix.com
IT – Technical Support	Tom Ostler	847.897.6435 x3318	N/A	Tom.Ostler@corix.com
Senior Vice President	Oran Paul	907.455.0143	N/A	Oran.Paul@akwater.com
Director of State Operations	James Eason	775.337.1001	775.432.3184	James.Eason@greatbasinwaterco.com

	Name	Phone Number	Cell Number	Email
Service / Repair / Contractors Contacts				
Bottled Water Supplier	Alhambra	800.201.6218	800.728.5508	N/A
Bulk Water Supplier	H2o4u Potable Water Services	775.233.7949	775.287.5163	h2o4u.cl@gmail.com
Cable	N/A	N/A	N/A	N/A
Chemical Supplier	Thatcher Group	800.424.9300	800.348.0034	https://tchem.com/home/industrial-chemical-solutions-nalco-univar/water-treatment-solutions-chemicals/
Contractor	Pioneer General Engineering	775.722.2171	N/A	N/A
Contractor	Facilities Management, Inc.	775.691.1238	N/A	mike@fmicompany.com
Contractor- emergency	Shank Construction	775.771.7781	N/A	N/A
Contractor for sewer spills	N/A	N/A	N/A	N/A
Contractor for chemical or other spills	Facilities Management, Inc.	775.691.1238	N/A	mike@fmicompany.com
Contract Operator	N/A	N/A	N/A	N/A
Contract Operator (Back-Up)	N/A	N/A	N/A	N/A
'Dig Safe' or 'One Call'	USA North 811	811	N/A	https://usanorth811.org/
Electric Util. Co.	NV Energy	775.834.4444	N/A	nevadateam@nvenergy.com
Electrician	Action Electric	775.322.6633	775.690.7965	larry@actionelectricnv.com
Engineer	Mike Hardy Lumos & Associates	775.827.6111	N/A	mhardy@LumosInc.com
Equip Repair Tractor	Featherlite of Reno	775.329.2688	N/A	sales@featherlitereno.com
Equip Repair Water System	Stonehouse Drilling	775.432.2900	775.720.0931	N/A
Equip Supplier	Western Nevada Supply	775.359.5800	775.359.0226	jaramini@gobluteam.com
Excavator	Pioneer General Engineering	775.722.2171	N/A	N/A
Fuel - Diesel	Reno Fuel Company	775.323.5141	N/A	renofuelcompany@gmail.com
Fuel - Gasoline	N/A	N/A	N/A	N/A

	Name	Phone Number	Cell Number	Email
Fuel - Natural Gas	N/A	N/A	N/A	N/A
Gas/ Propane Supplier/ Utility	N/A	N/A	N/A	N/A
Laboratory-Water Testing	Silver State Lab	775.857.2400	N/A	Jose.nava@sgs.com
Laboratory- Water Testing	Wetlabs	775.355.0202	N/A	www.WETLaboratory.com
MOU Organizations	N/A	N/A	N/A	N/A
Mutual Aids	CORIX Group of Companies	N/A	N/A	N/A
Pipe/Fittings	Western Nevada Supply	775.359.5800	775.359.0226	jaramini@goblueteam.com
Pipe/Fittings	Home Depot	775.787.9690	N/A	N/A
Plumber	River City Plumbing/Harris Landscaping	775.786.8222	N/A	mike@rcpreno.com
Pump Repair	Stonehouse Drilling	775.432.2900	775.720.0931	http://www.shdrilling.com/
Radio/SCADA Repair	Sierra Controls	775.883.0443	N/A	N/A
Rental Equip Supplier	United Rentals	775.359.6660	N/A	https://www.unitedrentals.com/
Sewer System (Interconnected)	N/A	N/A	N/A	N/A
Sewer System (Neighboring-not connected)	N/A	N/A	N/A	N/A
Sewer Util. Co.	N/A	N/A	N/A	N/A
Telephone	N/A	N/A	N/A	N/A
Tree Removal	N/A	N/A	N/A	N/A
Water Hauler (Pump Truck)	H2o4u Potable Water Services	775.233.7949	775.287.5163	h2o4u.cl@gmail.com
WARN	N/A	N/A	N/A	N/A
Water System (Interconnected)	N/A	N/A	N/A	N/A
Water System (Neighboring-not connected)	N/A	N/A	N/A	N/A
Welding & Metal Fabricating	Stonehouse Drilling	775.432.2900	775.720.0931	http://www.shdrilling.com/
Well Drilling Co.	Stonehouse Drilling	775.432.2900	775.720.0931	http://www.shdrilling.com/

	Name	Phone Number	Cell Number	Email
Media				
Corix V.P. Communications and Public Relations	Karen Cotton	708.413.8007	N/A	Karen.Cotton@corix.com
Newspaper	Reno Gazette Journal	800.970.7366	N/A	www.rgi.com
Radio Station	KBZZ 96.1 FM	775.829.1964	775.823.1920 Studio	N/A
Television Station	Kolo 8 News Now	775.858.8888	N/A	N/A
Local Law Enf	Washoe County Sheriff	911 or 775.328.3001	Darin Balaam 775.328.3001	sheriffweb@washoecounty.us
Local Highway Patrol	Nevada State Police	775.687.5300	911	NHPOC@dps.state.nv.us
Local Fire Dept	Truckee Meadows Fire Protection District	911 or 775.326.6000	Charles Moore Fire Chief 775.326.6000	cmoore@tmfpd.us
County Emergency Mgt Dept	Washoe County Emergency Management	311	775.328.2003	https://www.washoecounty.gov/em/
Emergency Medical Serv (EMS)	Washoe County EMS	775.326.6042	911	EMSProgram@washoecounty.us
Hazmat Hotline	Hazmat Reporting System	775.684.7524	911	https://nevada.hazconnect.com/Account/Login.aspx
Local Hazmat	Washoe County	775.328.2003	311	https://www.washoecounty.gov/
Local Leader (city mgr, mayor, etc)	City of Reno Mayor Hillary Schieve	775.334.2001	N/A	mayor@reno.gov
National Spill Reponse Ctr.	State of NV Emergency Response Commission	800.424.8802	911	https://serc.nv.gov/Resources/report-a-s
Cold Springs HOA	Amy Tupper	775.828.3664	N/A	amytupper@ebmc.com
RWA, Water Circuit Rider	NDEP	775.687.4670	N/A	https://ndep.nv.gov/water/water-pollution-control/resources/circuit-rider-program
State Emergency Preparedness Office	NV Division of Emergency Management	775.687.0300	775.687.0498	https://dem.nv.gov/
State Warning Point	N/A	N/A	N/A	N/A

	Name	Phone Number	Cell Number	Email
Hospitals	Renown Health Urgent Care	775.982.5000	775.982.4100	N/A
Emergency Shelters (schools/churches)	Nevada 211	1.866.535.5654	N/A	www.nevada211.org
Critical Customers* (Include Title)				
Kidney Dialysis	N/A	N/A	N/A	N/A
Law Enforcement Offices	N/A	N/A	N/A	N/A
Drinking Water	N/A	N/A	N/A	N/A
Waste Disposal	N/A	N/A	N/A	N/A
Others	N/A	N/A	N/A	N/A

*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 <i>(source National Weather Service, Government of Canada)</i>	high
Chemical Spill	All	moderate
Droughts	Arizona, California, Colorado, Nevada, New Mexico, Oklahoma, Texas, Alabama, Georgia, South Carolina, high plains, Rockies, and to the Pacific <i>(source drought.gov)</i>	low risk
Earthquakes	California, Alaska, Hawaii, and Puerto Rico, Pacific Northwest Earthquake Zone and New Madrid Earthquake Zone <i>(source Marsh insurance broker)</i>	high
Extreme Cold or Heat Waves (Severe Weather & Natural Disasters)	All	moderate
Fire	All	high
Floods	All <i>(source NOAA)</i>	moderate

Emergency Event:	Affected Areas:	Ranking:
General Threat & Bomb Threat	All	moderate
Hurricanes	Texas to North Carolina, Hawaii, Puerto Rico and U.S. Virgin Islands, Virginia to Maine, Florida <i>(source Marsh insurance broker)</i>	low risk
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>	moderate
Power Outages (Electrical Lines Down, Generator Use)	All	moderate
Security Breach	All	moderate
Tornadoes	Texas, Iowa, Oklahoma, Kansas, Nebraska, South Dakota, Colorado, New Mexico, Alberta, Ontario <i>(source NOAA, Government of Canada)</i>	low risk
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>	high risk
Winter Storms	Central United States, Great Lakes, east coast of the U.S. and Canada, and northern Canada <i>(source NOAA)</i>	moderate

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
GETS	Marc Rohus	On Person	1.710.627.4387 Pin 9517 3982 9230
GETS	Darrin Lewis	On Person	1.710.627.4387 Pin 7098 1366 4283
GETS	Jeremy Millim	On Person	1.710.627.4387 Pin 5258 0320 1772

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
1005 Terminal Way Suite #294 Reno, NV 89502	PWS #NV0000207	9767	3907	Great Basin Water Co. – Cold Springs water system has six groundwater wells. The water produced is chlorinated prior to entry into the distribution system. The finished potable water is stored in four ground level tanks

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

5.1.2 Pump Information

Well # / Booster Station # / Surface Water Intake	Facility Address	Well Depth	Pump Depth	Normal Well / Booster Pump / Raw Water Pump GPM	Wellhead / Booster Pump Operating Pressure	Motor HP	Phase/ Voltage
Well #1	3375 White Lake Parkway	429 feet	N/A	530 gpm	N/A	50	3 480
Well #2	3985 Goldfinch	242 feet	N/A	Disconnected	N/A	5	1 230
Well #6 Electric Power Conditioners	19995 Reno Park Blvd.	605 feet	N/A	380 gpm	N/A	75	3 480

Well # / Booster Station # / Surface Water Intake	Facility Address	Well Depth	Pump Depth	Normal Well / Booster Pump / Raw Water Pump GPM	Wellhead / Booster Pump Operating Pressure	Motor HP	Phase/ Voltage
Well #7 Electric Power Conditioners	20995 Reno Park Blvd.	663 feet	N/A	360 gpm	N/A	100	3 480
Well #8	5100 Silver Knolls Blvd.	355 feet	N/A	840 gpm	N/A	150	3 480
VanDyke Well	3450 White Lake Parkway	432 feet	N/A	980 gpm	N/A	100	3 480
Touraco BST feeds zone #3 and tank #3	Touraco St. 17200	N/A	N/A	2 pumps-125 gpm each	Inlet-42 psi Discharge 102 psi	10	3 208
Tank-4 BST feeds only tank #3	APN 556-560- 02	N/A	N/A	2 pumps- 350 gpm each	Inlet-13 psi Discharge 22 psi	7.5	3 480

5.1.3 Treatment Information

Well #/ Surface Water Intake/ Facility	Chemicals Used	Quantity of Chemical Stored (Tank Size)	Type of Chemical Feed/Pump	Location of Disinfection System	Location of Bulk Chemical Storage	Onsite Lab Location Y/N
All Wells- 65 gallon day tanks	Sodium Hypochlorite	(150 gallons) 10-15 gallon containers- Well#8	Chem-tek	At each well site	Well #8 (Swegar)	N

5.1.4 Finished Water Storage

Applicable Well / Surface Water Intake / Facility	Location/ Address	Name of Storage Facility	Storage Type	Capacity (gals)

Tank #1	APN 081-121-31	Tank #1	Ground Storage	420,000 gal.
Tank #2	BLM Easement	Tank #2	Ground Storage	420,000 gal.
Tank #3	APN 087-430-22	Tank #3	Ground Storage	420,000 gal.
Tank #4	APN 556-560-02	Tank #4	Ground Storage	1,000,000 gal.

5.1.5 Power

Facility	Primary Power	Acct#	Backup Power (stationary, portable, or both)	Auto-Manual transfer switch available	KW/Phase	Volts	Rotation	Quick Connect	Fuel Type
Well #1	NV Energy	N/A	S	Auto	125/3	480	N/A	N/A	Diesel 320 Gal.
Well #6	NV Energy	100001 636170 255055 6	S	Auto	100/3	480	N/A	N/A	Diesel 210 Gal.
Well #7	NV Energy	N/A	S	Auto	150/3	480	N/A	N/A	Diesel 409 Gal.
Well #8	NV Energy	100001 636170 140633 9	S	Auto	200/3	480	N/A	N/A	Diesel 409 Gal.
Van Dyke Well	NV Energy	100028 669500 765939 5	S	Auto	280/3	480	N/A	N/A	Diesel 470 Gal.
Tank-4 BST	NV Energy	N/A	S	Auto	50/3	480	N/A	N/A	Diesel 140 Gal.

Touraco BST	NV Energy	N/A	P	Manual	30/3	208	N/A	Yes	NA
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5.1.6 Portable-Stationary Generators

Facility	Address	KW	Fuel Type
All Facilities w/Stand by Power	N/A	N/A	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
Well #1	If well out of service, service area may drop water pressure and possibly lose tank storage.	3375 White Lake Pkwy.
Well #6	If well out of service, service area may drop water pressure and possibly lose tank storage.	19995 Reno Park Blvd.
Well #7	If well out of service, service area may drop water pressure and possibly lose tank storage.	20995 Reno Park Blvd.
Well #8	If well out of service, service area may drop water pressure and possibly lose tank storage.	5100 Silver Lake Blvd.
VanDyke Well	If well out of service, service area may drop water pressure and possibly lose tank storage.	3450 White Lake Pkwy.
Tank #4 BST	Tank 4 Booster feeds Tank #3 only.	APN 556-560-02
Touraco BST	The booster pumps feed Tank #3 only.	Touraco St. 17200

5.1.8 Interconnections including Emergency

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

N/A	N/A	N/A	N/A
-----	-----	-----	-----

5.1.9 Alternative Water Source Options

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

Type	Location	Comments
<i>Bottled Water</i>	Blue Dot Water- 1296 E Plumb Lane Suite G, Reno, NV 89502	775.870.9727
<i>Licensed Water Hauler</i>	Sierra Rental & Transport non potable. 1305 Kleppe Ln, Sparks, NV 89431	775.358.7344

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

Booster chlorinators	Pressure Booster Stations	Control Systems	Sump Pumps	Spare Equipment
N/A	N/A	SCADA/Manual	N/A	N/A

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 Table 3.03 IRP (2023)	Maximum Daily Demand Table 3.03 IRP (2023)	Storage System Capacity/All Wells Pumping 24 Hours	Peak Hourly Demand Table 3.03 IRP (2023)
1.25 MGD	2.25 MGD	Storage 2.26 MG Wells 4.449 MG	3,495 GPH

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)	Office and each truck, & OMS
Facility Addresses	Office
Pressure Boundary Map	Office and Teams folder
Process Flow Diagram	MS Teams Folder
Site Specific Schematics (As Applicable): Pumping and Storage Facilities Reservoir Facilities	Office-OMS, maps and in trucks

Water Treatment Facilities Chemical Storage Locations Booster Pump Stations Pressure-regulating valve (PRV) Sites	
Operation and Maintenance (O & M) Manuals	Office and at the VanDyke well.
Start-up and Shutdown Procedures (SOP)	Computers & MS Teams
Other relevant documents: _____	N/A

5.2 WASTEWATER SYSTEM(S)

5.2.1 Basic System Information

Main Facility Address	NPDES Number	Population Served	Number of Service Connections	Basic description
N/A	N/A	N/A	N/A	N/A

5.2.2 Pump Information

Lift Station #	Facility Address	Total Dynamic Head	Motor HP	Phase/ Voltage
N/A	N/A	N/A	N/A	N/A

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	N/A	N/A	N/A	N/A	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
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

5.2.5 Portable Generators

Facility	Address	KW	Fuel Type
N/A	N/A	N/A	N/A

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

N/A	N/A	N/A
-----	-----	-----

5.2.7 Interconnections including Emergency

Name of System Interconnection	System Interconnect Location
N/A	N/A

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

Air Release Valve	Control Systems	Sump Pumps	Spare Equipment
51	1	1 Touraco BST	N/A

5.2.9 Location of Pertinent Information (As Applicable)

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

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	CORIX GROUP OF COMPANIES
Summary of Understanding	Resources from other business units can be utilized as needed for any emergencies. These

	business units are geographically located in 20 U.S states.
--	---

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	N/A

5.3.3 Memoranda of Understanding

Organization	N/A
Summary of Understanding	N/A

5.3.4 Contracts

List any additional contracts in place:

Contracts	Company Name	Pertinent Information
Contract Operators	N/A	N/A
Chemical Suppliers	N/A	N/A
Bottled Water	N/A	N/A
Water Hauler	N/A	N/A
Other	N/A	N/A

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
N/A	N/A	N/A	N/A

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 V.P. Communications and Public Relations at (708) 413.8007. If this is not possible or practicable, inquiries should be referred to the Director of Operations (775) 432-3184.

7.2 PUBLIC NOTIFICATION

Provide location of public notice templates. Office.

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.

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>
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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).

Reviewed By: Deborah Woodland

Reviewed: 11/29/2023

James Eason

Approved By: James Eason

Approved: 11/30/2023

Reviewed By: Bill Coates

Reviewed: 11/13/2023

Reviewed By: Marc Rohus

Reviewed: 11/29/2023

Reviewed By: Darrin Lewis

Reviewed: 11/29/2023

Emergency Response Procedure

For

Bacteriological Results Exceeding The Prescribed Limit

November 2023

Version # 2023

Cold Springs Operations



1 PURPOSE

1.1 The purpose of this document is to instruct the Operator of Cold Springs Water Treatment and Water Distribution Systems on how to perform corrective action in the event that the bacteriological results are exceeding the prescribed limit.

2 PREPARATION WORK

2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency. Knowledge of the instructions for Water Sampling and the Water Supply Shutdown Procedure if deemed necessary. These procedures will be included in the contents of the Operations Program.

3 PRECAUTIONS

3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 Immediately resample the water and send it via RUSH delivery to the designated laboratory facility:

Silver State Analytical Laboratories, 1135 Financial Blvd., Reno, NV 89502 Phone: (775) 857-2400

4.2 Immediately notify the following contacts of the situation.

4.2.1 Nevada Public Utilities Commission, Cindy Turiczek, 1150 E. William St., Carson City, NV 89701
Phone: (775) 684-6146

4.2.2 Certified Operator in Responsible Charge: Marc Rohus, 1005 Terminal Way #294., Reno, NV 89502
Phone: (775) 337-1001 OR (775) 397-8371

4.2.3 Cold Springs Project Manager(s): Mark Windholz, & Sean Ashcraft, 1240 E. State St. Suite #115,
Pahrump, NV 89048 Phone: (775) 209-4908 OR (775) 537-8207

4.2.4 Washoe County District Health Dept.: Ellen Messinger-Patton, 1001 E. Ninth St., Reno, NV 89520
Phone: (775) 328-2687

4.2.5 Bureau of Safe Drinking Water: Lauren Desrosiers (775) 687-9517

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

5.1.1 Public Utilities Commission of Nevada

5.1.2 Certified Operator in Responsible Charge

5.1.3 Cold Springs Director of State Operations

5.1.4 Washoe County District Health Department

5.1.5 Bureau of Safe Drinking Water

5.1.6 GBWC Compliance Manager

6 REFERENCES

6.1 The Standard Operating Procedure for Water Sampling and Re-sampling as developed for Cold Springs.

6.2 The Standard Operating Procedure for Water Supply Shutdown as developed for Cold Springs.

6.3 The Operations Program as developed for Cold Springs.

6.4 A current contact list for all necessary contacts that must be informed of the situation.

Emergency Response Procedure

For

Low or No Chlorine Residual In the Distribution System

November 2023

Version # 2023

Cold Springs Operations



1 PURPOSE

1.1 The purpose of this document is to instruct the Operator of Cold Springs on how to perform corrective action in the event that there is low or no Chlorine residual.

2 PREPARATION WORK

2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency. Knowledge of the instructions for how to Flush the Distribution Line in the Sample Vicinity and Sampling and Analyzing Chlorine Residuals (SOPs) will be required to carry out the duties if deemed necessary. These procedures will be included in the Operations Program.

3 PRECAUTIONS

3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 Immediately flush the distribution line in the vicinity of the sample.

4.2 Resample and analyze the Chlorine residual at the same location.

4.3 Resample and analyze the Chlorine residual from:

4.3.1 A minimum distance of one (1) service connection upstream.

4.3.2 A minimum distance of one (1) service connection downstream.

4.3.3 Where each location is no closer than 100 ft. and no further than 500 ft. from the location of the first sample.

4.4 In the event that any of the resample results are less than the limit value specified by Washoe County District Health Department, continue to take corrective action.

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency: **Section 2 Contacts List.**

5.1.1 Public Utilities Commission of Nevada

5.1.2 Certified Operator in Responsible Charge

5.1.3 Cold Springs Director of State Operations

5.1.4 Washoe County District Health Department

5.1.5. Bureau of Safe Drinking Water

5.1.6. GBWC Compliance Manager

6 REFERENCES

6.1 The Standard Operating Procedure for Water Sampling and Re-sampling as developed for Cold Springs.

6.2 The Standard Operating Procedure for Water Supply Shutdown as developed for Cold Springs.

6.3 The Operations Program as developed for Cold Springs.

6.4 A current contact list for all necessary contacts that must be informed of the situation.

Emergency Response Procedure

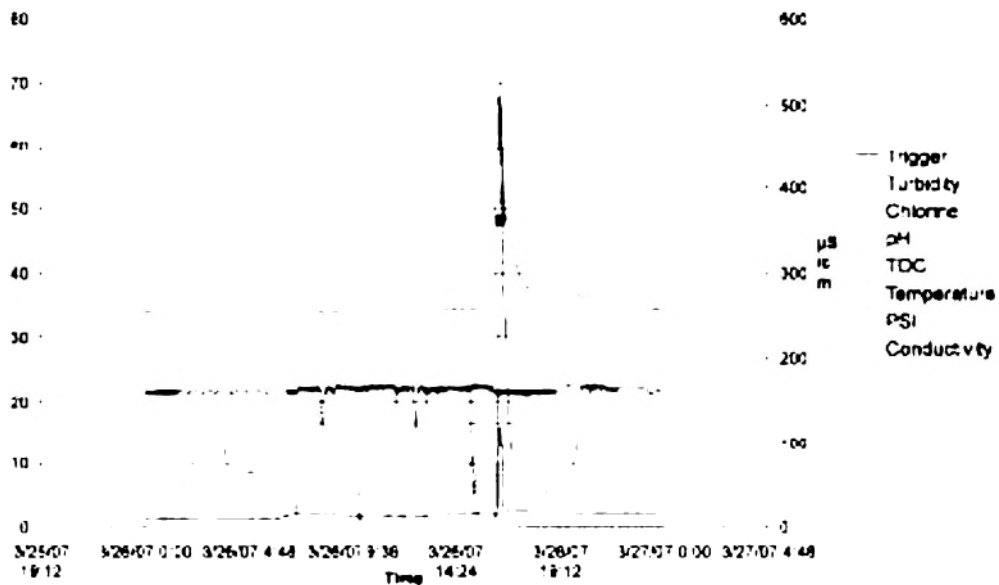
For

Chemical Overfeed

November 2023

Version # 2023

Cold Springs Operations



1 PURPOSE

1.1 The purpose of this document is to instruct the Operator of Cold Springs Water Treatment and Water Distribution Systems on how to perform corrective action in the event that there is low or no Chlorine residual.

2 PREPARATION WORK

2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency. Knowledge of the instructions for how to Flush the Distribution Line in the Sample Vicinity and Sampling and Analyzing Chlorine Residuals (SOPs) will be required to carry out the duties if deemed necessary. These procedures will be included in the Operations Program.

3 PRECAUTIONS

3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 Immediately resample and send to the lab for Rush analysis.

4.2 Immediately notify the following contacts of the situation.

4.2.1 Nevada Public Utilities Commission, Cindy Turiczek, 1150 E. William St., Carson City, NV 89701
Phone: (775) 684-6146

4.2.2 Certified Operator in Responsible Charge: Marc Rohus, 1005 Terminal Way #294., Reno, NV 89502
Phone: (775) 337-1001 OR (775) 397-8371

4.2.3 Cold Springs Project Manager(s): Mark Windholz, & Sean Ashcraft, 1240 E. State St. Suite #115,
Pahrump, NV 89048 Phone: (775) 209-4908 OR (775) 537-8207

4.2.4 Washoe County District Health Dept.: Ellen Messinger-Patton, 1001 E. Ninth St., Reno, NV 89520
Phone: (775) 328-2687

4.2.5. Bureau of Safe Drinking Water: Lauren Desrosiers (775) 687-9517

4.3 Begin the corrective action established with the Regulatory Body.

4.4 If necessary, initiate the Water Supply Shutdown Procedure immediately.

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

5.1.1 Public Utilities Commission of Nevada

5.1.2 Certified Operator in Responsible Charge

5.1.3 Cold Springs Director of State Operations

5.1.4 Washoe County District Health Department

5.1.5. Bureau of Safe Drinking Water

5.1.6. GBWC Compliance Manager

6 REFERENCES

6.1 The Standard Operating Procedure for Sampling and Sending for Rush Laboratory Analysis as developed for Cold Springs.

6.2 The Standard Operating Procedure for Water Supply Shutdown as developed for Cold Springs.

6.3 The Operations Program as developed for Cold Springs.

6.4 A current contact list for all
must be informed of situation.

necessary contacts that

Emergency Response Procedure

For

Raw Water Shortage or Unexpected Increase in Demand

November 2023
Version # 2023

Cold Springs Operations



1 PURPOSE

1.1 The purpose of this document is to instruct the Operator of Cold Springs Water Treatment and Water Distribution Systems on how to perform corrective action in the event that the bacteriological results are exceeding the prescribed limit.

2 PREPARATION WORK

2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency. Knowledge of the instructions for Water Sampling and the Water Supply Shutdown Procedure if deemed necessary. These procedures will be included in the contents of the Operations Program.

3 PRECAUTIONS

3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 If possible, arrange an alternate source of additional water.

4.2 Arrange for notification to Cold Springs customers to limit water usage.

4.3 Immediately notify the following contacts (found in the Operations Program Manual) of the situation.

4.3.1 Nevada Public Utilities Commission, Cindy Turiczek, 1150 E. William St., Carson City, NV 89701
Phone: (775) 684-6146

4.3.2 Certified Operator in Responsible Charge: Marc Rohus, 1005 Terminal Way #294., Reno, NV 89502
Phone: (775) 337-1001 OR (775) 397-8371

4.3.3 Cold Springs Project Manager(s): Mark Windholz, & Sean Ashcraft, 1240 E. State St. Suite #115,
Pahrump, NV 89048 Phone: (775) 209-4908 OR (775) 537-8207

4.3.4 Washoe County District Health Dept.: Ellen Messinger-Patton, 1001 E. Ninth St., Reno, NV 89520
Phone: (775) 328-2687

4.3.5. Bureau of Safe Drinking Water: Lauren Desrosiers (775) 687-9517

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

5.1.1 Public Utilities Commission of Nevada

5.1.2 Certified Operator in Responsible Charge

5.1.3 Cold Springs Director of State Operations

5.1.4 Washoe County District Health Department

5.1.5. Bureau of Safe Drinking Water

5.1.6. GBWC Compliance Manager

6 REFERENCES

6.1 The Operations Program as developed for Cold Springs.

6.2 A current contact list for all necessary contacts that must be informed of the situation.

Emergency Response Procedure

For

Treatment Plant Failure

November 2023

Version # 2023

Cold Springs Operations



1 PURPOSE

1.1 The purpose of this document is to instruct the Operator of Cold Springs Water Treatment and Water Distribution Systems on how to perform corrective action in the event that the bacteriological results are exceeding the prescribed limit.

2 PREPARATION WORK

2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency. Knowledge of the instructions for Water Sampling and the Water Supply Shutdown Procedure if deemed necessary. These procedures will be included in the contents of the Operations Program.

3 PRECAUTIONS

3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 Arrange an alternate source of water or disinfect with Chlorine.

4.2 Immediately resample and send to the lab for Rush analysis.

4.3 Immediately notify the following contacts (found in the Operations Program) of the situation.

4.3.1 Nevada Public Utilities Commission, Cindy Turiczek, 1150 E. William St., Carson City, NV 89701
Phone: (775) 684-6146

4.3.2 Certified Operator in Responsible Charge: Marc Rohus, 1005 Terminal Way #294., Reno, NV 89502
Phone: (775) 337-1001 OR (775) 397-8371

4.3.3 Cold Springs Project Manager(s): Mark Windholz, & Sean Ashcraft, 1240 E. State St. Suite #115,
Pahrump, NV 89048 Phone: (775) 209-4908 OR (775) 537-8207

4.3.4 Washoe County District Health Dept.: Ellen Messinger-Patton, 1001 E. Ninth St., Reno, NV 89520
Phone: (775) 328-2687

4.3.5. Bureau of Safe Drinking Water: Lauren Desrosiers (775) 687-9517

4.4 Begin to perform the corrective action as instructed by the Certified Operator in Responsible Charge and the Director of State Operations.

4.5 If necessary, initiate the Water Supply Shutdown Procedure.

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

5.1.1 Public Utilities Commission of Nevada

5.1.2 Certified Operator in Responsible Charge

5.1.3 Cold Springs Director of State Operations

5.1.4 Washoe County District Health Department

5.1.5. Bureau of Safe Drinking Water

5.1.6. GBWC Compliance Manager

6 REFERENCES

6.1 The Operations Program as developed for Cold Springs.

6.2 A current contact list for all necessary contacts that must be informed of the situation.

Emergency Response Procedure

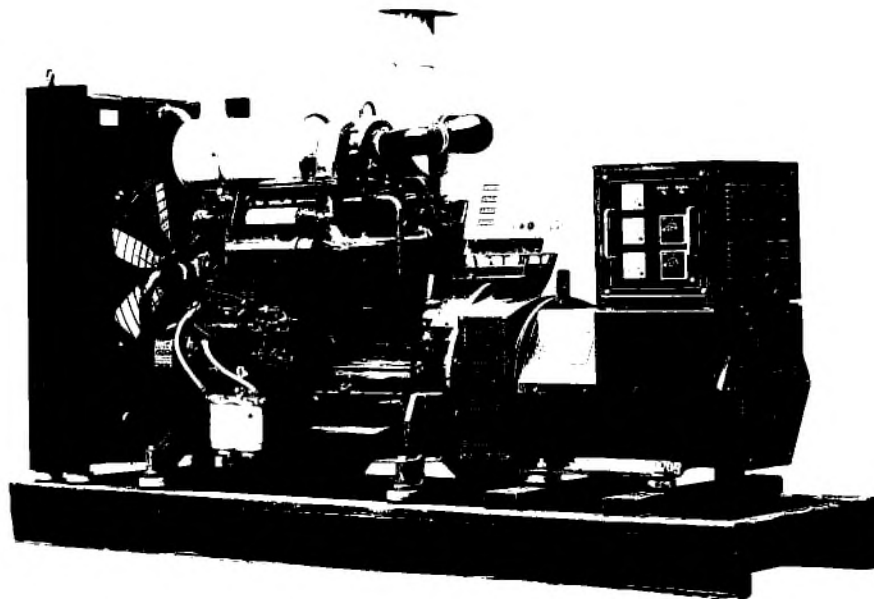
For

Power Failure

November 2023

Version # 2023

Cold Springs Operations



1 PURPOSE

1.1 The purpose of this document is to instruct the Operator of Cold Springs Water Treatment and Water Distribution Systems on how to perform corrective action in the event that the bacteriological results are exceeding the prescribed limit.

2 PREPARATION WORK

2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency. Knowledge of the instructions for Water Sampling and the Water Supply Shutdown Procedure if deemed necessary. These procedures will be included in the contents of the Operations Program.

3 PRECAUTIONS

3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 On power failure, the complete Water Treatment Plant will be operated via a standby diesel generator. Remain on-site and ensure proper transference from utility power to the generator source, and that it transfers back to the utility power as well. In the unlikely event of both a power failure and generator failure, notify all users of interruption in Supply.

4.2 Arrange an alternate water source if necessary.

4.3 Notify the contacts below and upon re-start, ensure water quality is satisfactory.

4.3.1 Certified Operator in Responsible Charge: Marc Rohus, 1005 Terminal Way #294., Reno, NV 89502
Phone: (775) 337-1001 OR (775) 397-8371

4.3.2 Cold Springs Project Manager(s): Mark Windholz, & Sean Ashcraft, 1240 E. State St. Suite #115,
Pahrump, NV 89048 Phone: (775) 209-4908 OR (775) 537-8207

4.3.3 NV Energy

4.3.4 Public Utilities Commission of Nevada

4.3.5 Washoe County District Health Department

4.3.6 Bureau of Safe Drinking Water

4.3.7 GBWC Compliance Manager

4.2 In the event of an extended power loss to a facility, certain precautionary measures should be taken depending on the geographical location and environment of the facility.

4.2.1 Individuals should turn off equipment that was operating prior to the power failure until power has been restored. This will help to reduce the initial load on the power distribution system when the main power returns.

4.2.2 The heating and ventilation system will not operate during a power outage and building space temperatures will begin to increase or decrease depending on the season, until main electric power is re-connected.

4.2.3 Facilities with freezing temperatures should turn off and drain the following lines in the event of a long-term power loss.

- a. Fire Sprinkler System
- b. Instrumentation Lines
- c. Standpipes

d. Potable Water Lines

e. Toilets

4.2.4 Equipment that contains fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.

4.2.5 Cold Springs Operations will attempt to determine the cause of the power failure by checking building systems, surveying the surrounding area, and contacting the power utility provider.

4.2.6 If it can be determined that the power failure will be for an extended period of time, Cold Springs Operations will inform all employees through the best means possible at the time. Telephones may not operate during a power failure, and computer e-mail would not be available.

4.2.7 Evacuation of the building may become necessary if the power failure will be for an extended period of time, or if the power loss is found to be the effect of another more serious incident.

4.2.8 Employees should remain in the facility until either the power is restored, or further notice is given. All persons should avoid unnecessary movement throughout the building and anyone who chooses to leave the building may be refused re-admittance until power is restored.

4.2.9 Visitors may be admitted but must wait in reception until power is restored, regardless of whether the person they are visiting is available.

4.2.10 Supervisors should organize a check for persons in a lone working situation, for example in a boiler house, where it is suspected that lone work may be being undertaken.

4.2.11 If evacuation of the building is determined to be necessary, the General Evacuation Procedures should be followed. The Manager / Supervisor will spread the notice of the evacuation; unless other conditions exist that require the immediate evacuation of all building occupants. In such a case, the fire alarm system will be used to alert the evacuation.

4.2.12 During an extended power loss, the electronic access control system may exceed its battery backup power duration and all secure points will unlock. In that event, tenants should utilize key locks on suite doors, and building personnel may need to chain building doors to lock down the building.

4.2.13 The Manager / Supervisor will attempt to ascertain the cause of the power failure. If this is a supply fault, the supplier will be contacted and asked for an estimated time to restore power.

4.2.14 Where it becomes apparent that power might not be restored for some time the Key Staff will make a recommendation to the Director of State Operations that the building(s) be closed and all non-essential personnel leave the premises.

4.2.15 If a building is closed as the result of a power failure, selected employees will be asked to check each room of the building and inform the occupants that they are to leave by the main exit(s).

4.3 Upon Restoration of Power

4.3.1 Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensate from forming on circuitry.

4.3.2 Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility and water turned back on.

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

5.1.1 Public Utilities Commission of Nevada

5.1.2 Certified Operator in Responsible Charge

- 5.1.3 Cold Springs Director of State Operations
- 5.1.4 Washoe County District Health Department
- 5.1.5 Bureau of Safe Drinking Water
- 5.1.6. GBWC Compliance Manager

6 REFERENCES

- 6.1 The Operations Program as developed for Cold Springs.
- 6.2 A current contact list for all necessary contacts that must be informed of the situation.

Emergency Response Procedure

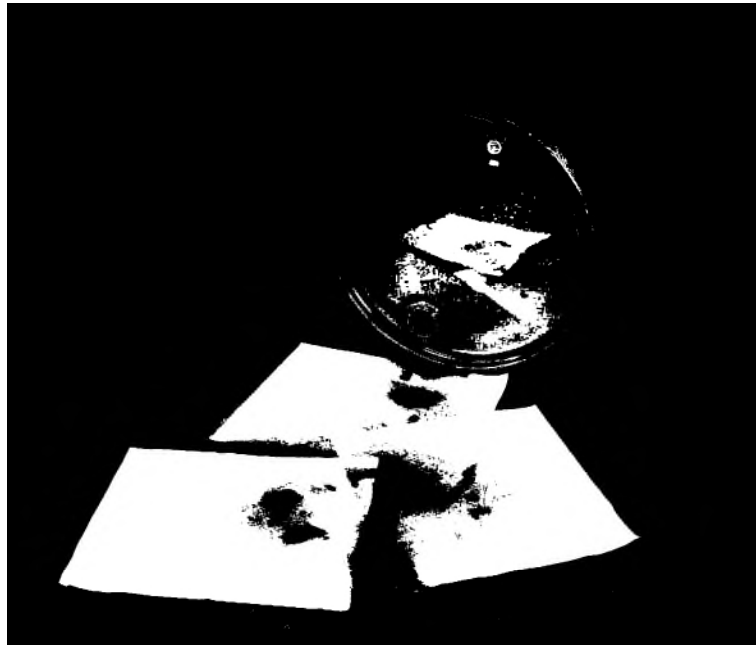
For

Sudden or Gradual Release of Substances To the Environment

November 2023

Version # 2023

Cold Springs Operations



1 PURPOSE

1.1 The purpose of this document is to instruct the Operator of Cold Springs Water Treatment and Water Distribution Systems on how to perform corrective action in the event that the bacteriological results are exceeding the prescribed limit.

2 PREPARATION WORK

2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency. Knowledge of the instructions for Water Sampling and the Water Supply Shutdown Procedure if deemed necessary. These procedures will be included in the contents of the Operations Program.

3 PRECAUTIONS

3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 Water System

4.1.1 If there is a potential of contamination, notify all Cold Springs customers.

4.1.2 If necessary, arrange for an alternate source of water.

4.1.3 Immediately re-sample the water and send to the lab for Rush analysis.

4.1.4 Begin to perform the corrective action as instructed by:

Certified Operator in Responsible Charge: Marc Rohus, 1005 Terminal Way #294., Reno, NV 89502
Phone: (775) 337-1001 OR (775) 397-8371

Cold Springs Project Manager(s): Mark Windholz, & Sean Ashcraft, 1240 E. State St. Suite #115, Pahrump, NV 89048
Phone: (775) 209-4908 OR (775) 537-8207

Nevada Public Utilities Commission: Cindy Turiczek, 1150 E. William St., Carson City, NV 89701
Phone: (775) 684-6146

4.1.5 If necessary, initiate the Water Supply Shutdown Procedure.

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

5.1.1 Public Utilities Commission of Nevada.

5.1.2 Certified Operator in Responsible Charge.

5.1.3 Cold Springs Director of State Operations.

5.1.4 Washoe County District Health Department.

5.1.5 Bureau of Safe Drinking Water.

5.1.6. GBWC Compliance Manager.

6 REFERENCES

6.1 The Operations Program as developed for Cold Springs.

6.2 A current contact list for all necessary contacts that must be informed of the situation.

Section 8.1. Alternative Water Sources

Interconnection to adjacent water supply system

Water systems within one-quarter mile of system	Feasibility of connecting
None	None

Alternate source(s) of water

Alternative sources	Names	Phone	Availability	Is the water safe for drinking?
Bottled water suppliers	Sparkletts	800.394.7431	Up to 1000 gallons in 1 gallon jugs within 24 hours.	Yes

Section 9. Water Use Restrictions

Water use restriction measures	Actions
<p>The Washoe County District Health Department imposes and regulates restrictions.</p> <p>Restrict outside water usage including watering lawns, washing cars, etc.</p> <p>Request restriction of inside usage.</p> <p>*Please Note: Cold Springs is regulated by the Nevada Public Utilities Commission and does not have the authority to enforce water restrictions.</p>	<p>Upon the Utility making the decision that restrictions are needed:</p> <p>Perform “My Utility Account (MUA)” to all affected customers or hang door tag notifications.</p> <p>Continue message as long as restriction measures are warranted.</p>

Section 10. Returning to normal operations

Procedures for returning to normal operation should be included in each disaster-specific procedure.

Action	Description and actions
Inspect, flush, and disinfect the system,	Area Manager and support staff inspect all system facilities, ensure all water quality tests have been done and the system has been flushed and disinfected if necessary. AM makes a report to the VP of Operations, who makes decision on current condition of system.
Verification of water quality	Area Manager verifies water quality sampling results.
Coordinate with WCDHD, BSDW, and NPUC	Area Manager coordinates with WCDHD, BSDW, and NPUC on system condition and water quality results.
Notify customers	Area Manager meets with Great Basin Water Co. Customer Service to utilize My Utility Connect (MUA) to all affected customers or hang door tag notifications.

10.1 Training Needs & Expectations

Position	Training needs and expectations
Director of State Operations	Emergency response communications, emergency response planning, issuing health advisories. Incident Command System roles and responsibilities.
Project Manager(s)	Assists with any emergency situation. Assists with coordinating support agencies and acts as liaison to the Director of State Operations
Area Manager	Emergency response communications, emergency response planning, suspicious activities training. Incident Command System roles and responsibilities.
Field staff	Emergency response communications, suspicious activity training.
Office Administrator	Emergency response communications, emergency response planning.

10.2 Emergency Responders

10.2.1 Primary Emergency Responder Training

First responders may be required to enter a work environment that is potentially dangerous due to the absence of normal safeguards and protocols. They must be aware of the environment they will be entering and the increased safety efforts and procedures that will limit or eliminate exposure to real and potential hazards.

Primary Responders shall receive increased training in subjects and procedures related to emergency response. This training will include at minimum:

1. Electrical Safety Awareness, including proper volt testing techniques, downed power line safety.
2. Lock Out / Tag Out, including the dangers of electrical back feed.
3. Generator Operation, including towing, panel hook-up, fueling, basic maintenance.
4. Chemical- Haz-Com, including PPE & recognizing chemicals in an uncontrolled manner.

10.2.2 Support Emergency Responder Training

If required to relieve primary responders and continue with generator hook-up and operations, the Support Responder will be trained in:

1. Electrical Safety Awareness, including proper volt testing techniques, downed power line safety.
2. Lock Out / Tag Out, including the dangers of electrical back feed.

3. Generator Operation, including towing, panel hook-up, fueling, basic maintenance.

10.3 Emergency rehearsals

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

Event	Description	People and organizations involved	Date
Rehearsals	Conduct actual emergency drill	Water system staff	Annually
On-site training drills	Conduct specific drills, i.e., communications, water line breaks, and sampling.	Water system staff	Annually

Section 11. Plan Approval

11.1 Plan Evaluation & Mitigation

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

11.2 Plan Review & Update

The Plan template will be reviewed annually by the HSE team. Any modifications will be incorporated into the ERP document.

Great Basin
Water Co.

Great Basin Water Co.
Cold Springs Division

Office / 1005 Terminal Way, Ste. 294
Reno, NV 89048

Date – 11/6/2023 Developed
Date – 11/13/2023 Reviewed

The procedures in this document are meant as guidelines to ensure your safety and should only be adhered to. Roles and Responsibilities

Director of State Operations

Acts as a liaison between the company and the appropriate Emergency Support "Contacts" refer to Emergency Contact List. Communicates or directs communication with media representatives to distribute appropriate information in the event of a spill or disaster.

Emergency Coordinator/Back-Up

Responsible for maintaining a written Emergency Action Plan and notifying proper rescue and law enforcement authorities and building owner in the event of an emergency, will take security measures to protect employees, conduct drills with employees, train designated employees in emergency response, maintain records, ensure facility meets local fire codes and regulations and coordinate with public safety and other emergency personnel. For evacuation, the Emergency Coordinator/Back-Up verifies with the department monitor a head count of employees and will also inform the appropriate management personnel on-site of head counts and any other pertinent information.

Department Monitor

Responsible for coordinating and immediately reporting any potential or actual emergency conditions, evacuation, and accounting for employees. Responsible for emergency operations in designated department; being familiar with building emergency action plan, exit locations, contact phone numbers, and methods of reporting emergencies; instructing occupants in area of notification procedures, location of emergency exits, safe evacuation procedures, location of muster points, and providing medical information of individuals (if authorized to be provided by individual) to emergency responders; keep lists of individuals who may need assistance, be prepared to take a head count and provide status reports to emergency personnel during emergency.

Key Staff Assignment

Specific duties assigned to employees during and immediately following an emergency. The function of these employees is to aid in situations which require special expertise or training at the time of an emergency.

Health, Safety & Environment (HSE)

Provide assistance in the development of facility emergency management plans, assist management in evaluating the effectiveness of plans through audits and drill evaluations as well as conduct/assist in emergency response training for management and employees. Reviews, revises and updates plan and coordinates testing of the plan after the occurrence of emergency situations, as necessary.

All Employees

Must consider any threat and each evacuation as a potential emergency situation and evacuate immediately upon being notified, prioritize the safety of yourself and others, and will follow the guidelines listed within the emergency action plan if the actions will keep yourself and others safe.

Visitors

Will sign in and sign out at the reception area upon entering the office. The visitor sign in/sign out sheet will be used during any evacuation. At any time an employee has a visitor in the office, the employee will accompany the visitor during their time spent within the office. If the visitor will be unaccompanied in the office for any period of time (including restroom breaks), a review of the emergency exits and muster points will be conducted with the visitor. Special considerations must be made to assist a visitor with special needs and/or handicaps.

1.1 GENERAL EVACUATION PROCEDURES

Different emergencies call for different alarms to indicate what actions employees should take. **When an employee hears an emergency announcement on the telephone paging system, or detects a condition requiring an emergency notification, the employee will alert other employees by voice communication or by activating an alarm.**

Method of Alarm: Voice Communication and Air Horn

After an alarm is sounded to evacuate, employees should take the following steps:

Evacuate the building in an orderly fashion using the safest and closest exit route. In winter or inclement weather, get your jacket if safe to do so.

Do not use the elevator. (N/A)

Only if within reach and if safe to do so, take personal belongings (keys, purse, wallets, etc.).

DO NOT carry large items, such as computers or laptops.

Follow instructions from the department monitors and emergency services personnel.

Close the doors behind you if you are the last one to exit an office. Keep doors unlocked.

If safe to do so, secure any hazardous materials or equipment before leaving.

Assist others who may be in need of assistance.

Proceed to the designated evacuation assembly area (muster point) and report to your department monitor.

Once evacuated, employees are to head toward their muster point, where a head count will be performed and further instructions given. Maps are located at end of this document.

Muster Point This is where the department monitors will take a head count and report to muster point #1 if safe to do so. Muster point #2 will be used if the primary meeting location is not safe or if directed to do so. A special muster point will be used if safe to do so in situations of a bomb threat or active shooter or if any other emergency requires the muster point to be at a distance from the building.

Muster Point #1- North side of building- edge of parking lot.

Muster Point #2 South side of building- edge of parking lot.

Do not re-enter the building until instructed to do so by emergency services personnel or the department monitor(s).

1.1.1 Accounting for Employees

Department monitors will assist in the safe and orderly evacuation for all types of emergencies that require evacuation. While evacuating the building, department monitors will check rooms and other enclosed spaces in the workplace for employees who may be trapped or otherwise unable to evacuate the area. Once evacuation is complete, they conduct head counts. Department monitors may use the Employee Roster List, which is a list of personnel in the facility/site, to aid in accounting for employees.

Once each evacuated group of employees has reached their evacuation destination, the department monitor will:

Take a roll call for his/her group.

Make sure all persons are accounted for.

Report to emergency personnel (fire/rescue, police, etc.), if required.

Give head count results to the Regional Manager, Marc Rohus, and to the emergency personnel (fire/rescue, police, etc.), if requested.

No employees are to return to the building(s) until advised by emergency personnel.

1.1.2 Communication with Media

In the event that a representative from the media, such as a newspaper, has arrived at the facility/site, under no circumstance is an employee to provide any information other than to direct all questions to James Eason, Director of State Operations, 775.432.3184, James.Eason@greatbasinwaterco.com or Corix V.P. Communications and Public Relations Karen Cotton 708.413.8007. Karen.Cotton@corix.com.

When a crisis occurs, local public safety officials have three methods to alert the public:

1. Media press release written by local government public information officers (PIO) and delivered to local radio, television, newspapers, and government webmasters.
2. The Emergency Alert System (EAS).
3. The Code Red Notification System. This system uses a series of remote computers and telephone lines to relay a recorded message. <https://www.washoecounty.us/em/RegionalAlerts.php>

In the event of an emergency situation in the City of Reno you can sign-up for an emergency news update: <https://www.reno.gov/community/emergency-preparedness>. Washoe County has partnered with the Cities of Reno and Sparks to institute a telephone notification system for use in times of crisis. The system is known as "Code Red."

Your civil alert emergency radio will need to be tuned into KKOH-AM 780 which is "primary relay station number one" for Northern Nevada.

1.2 EXTENDED POWER LOSS

In the event of extended power loss to a facility, certain precautionary measures should be taken depending on the geographical location and environment of the facility:

Individuals should turn off equipment that was operating prior to the power failure until power has been restored. This will help to reduce the initial load on the power distribution system when the main power returns.

Equipment that contains fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.

If it can be determined that the power failure will be for an extended period of time, building staff will inform employees through the best means possible at the time. Telephones may not operate during a power failure, and computer e-mail would not be available. Building staff may need to inform employees of the situation status by door-to-door visits.

Evacuation of the building may become necessary if the power failure will be for an extended period of time, or if the power loss is found to be the effect of another more serious incident.

Employees should remain in the facility until either the power is restored or further notice is given, if it is safe to do so. All persons should avoid unnecessary movement throughout the building. Visitors may be admitted but must wait in reception until power is restored, regardless of whether the person they are visiting is available.

Managers/supervisors should organize a check for persons in a lone working situation, for example, in a boiler house where it is suspected that lone work may be being undertaken.

1.2.1 Building Closure – Long Duration Power Loss

If evacuation of the building is determined to be necessary, the **General Evacuation Procedures** should be followed. Building personnel will spread the notice of the evacuation, unless other conditions exist that require the immediate evacuation of all building occupants. In such a case, the fire alarm system will be used to alert employees about the evacuation.

The building supervisor/manager will attempt to ascertain the cause of the power failure. If this is a supply fault, the supplier will be contacted and asked for an estimated time to restore power. Where it becomes apparent that power might not be restored for some time, the building supervisor/manager may make a recommendation to an appropriate member of the building management/executive to have the site closed, and all non-essential personnel leave the premises.

If a building is closed as the result of a power failure, selected employees will be asked to check each room of the building and inform the occupants that they are to leave by the main exit(s).

1.2.2 Restoration of Power – Long Duration Power Loss

Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensate from forming on circuitry.

Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility, and water turned back on.

1.3 CHEMICAL SPILL

An Emergency Response Plan must be documented in the event of a chemical spill if this is applicable to your area. Chemicals stored or used onsite that could possibly meet one of these conditions are included:

Chemicals that enter a storm drain in any amount,

Chemicals that volatilize in an amount that exceeds the reportable quantity,

Chemicals that are spilled on an impervious surface in an amount that exceeds the reportable quantity,

Public exposure/evacuation is required following a spill,

And/or a spill of oil to navigable waters or adjoining shorelines has occurred.

1.4 FIRE

1.4.1 When Fire is Discovered

1. Activate the nearest fire alarm – voice and air horn.
2. If the fire alarm is not available, notify site personnel about the fire emergency by the following means (check applicable):

Voice Communication	<input checked="" type="checkbox"/>	Radio	<input type="checkbox"/>
Phone Paging	<input type="checkbox"/>	Other	<input type="checkbox"/>
Air Horn	<input checked="" type="checkbox"/>		

3. Notify the local fire department by calling 911.
4. Only if the fire is small and contained AND your evacuation route is not blocked, you may decide whether you can put the fire out. If you are not sure, do not attempt to.

1.4.2 Fighting the Fire

ONLY attempt to fight the fire if:

You have been trained to use a fire extinguisher.

The fire department has been notified.

The fire is small and is not spreading to other areas.

Escaping the area is possible by backing up to the nearest exit.

If you are not sure of any of the above, do not attempt to fight the fire.

1.4.3 Evacuating the Building

When you hear the air horn blast.

1. Proceed to your muster point; leave the building using the designated escape routes.
2. Move at a quick walk, do not run.
3. Alert any other employees encountered on the way out, without putting yourself at risk.
4. If you have to move through a closed door that you cannot see through:
 - a. Feel the door to see if it is hot.
 - b. Look for smoke coming under the door.
 - c. Open the door slowly and look around it to see if there is a fire behind it.
 - d. If there is no fire on the other side, proceed through and close the door behind you to limit the spread of the fire.
5. Assemble at your designated muster point. Leave walkways and roads open for fire and emergency responders.
6. Report to your department monitor that you/your group are there and if you know of anyone trapped in the building.
7. Remain at the muster point until you are informed that you may leave by either the department monitor or a member of emergency services.

No employees are allowed to return to the buildings until given the "all clear" from the Emergency Coordinator or emergency personnel.

1.4.4 Emergency Coordinator or Supervisor

Coordinate an orderly evacuation of personnel.

Provide fire department personnel with the necessary information about the facility.

1.4.5 Department Monitors

Ensure that all employees have evacuated the area/floor.

Perform an accurate head count of personnel reported to the designated muster point.

Report any problems to the emergency coordinator at the assembly area.

1.4.6 Mobility Impaired People

If you encounter a person with some form of physical disability that restricts their mobility, you may be required to assist them in evacuating the building. If you are unable to remove them from the building, someone should wait with them until retrieved by emergency personnel if it is safe to do so. It is important to inform the emergency personnel or department monitor of their location so they can be helped to safety as soon as possible.

1.4.7 If You Become Trapped

Every situation is unique and you must use your best judgement for escaping the situation.

If you are on the ground floor, exit through a window.

If you are not on the ground floor:

1. Close the door.
2. Go to the window.
3. If there is smoke in the room open the window (if possible) a little so you can breathe fresh air.
4. Attract people's attention to you. This can be achieved by writing on a piece of paper and sticking it to the window or by calling out the window. If you open the window, remember to close it again as this can be an entry point for fire. Do not open the window up fully. Bang on the window if no one can hear you calling out or see you.
5. If the room is filling with smoke, stay close to the ground where the air is cooler and oxygen is more plentiful.
6. Wait for the fire and rescue service to rescue you.

REMEMBER

Fire spreads rapidly.

Fire produces thick black smoke that is difficult to see through and causes suffocation.

The freshest air will always be near the floor.

Move quickly. Do not run.

Be decisive; make a decision and follow that decision.

1.5 EARTHQUAKE

1.5.1 Before an Earthquake

Assess your own work area. Look for:

Windows/Glass – if your work station is near windows or a glass partition, decide where you will take cover to avoid being injured.

Heavy Objects – if your work station is near a temporary wall or partition, make sure they are securely anchored.

Loose Objects – if you have materials stored on top of cabinets or shelves, determine if these items could be secured or moved.

1.5.2 During an Earthquake

IMMEDIATELY move away from windows, tall file cabinets, bookshelves, and light fixtures.

DO NOT ATTEMPT TO RUN OUT OF THE BUILDING.

Find shelter under a sturdy desk or table, if possible. Kneel down in a hunched position. Place hands over the head for added protection. Remain there until after the shaking stops. Remember: DUCK, COVER and HOLD.

Do not be surprised if the electricity goes off or if the fire sprinklers go on.

Do not light a match. Carefully extinguish smoking material in case of gas leaks.

Be prepared for aftershocks!

If you are outside when the quake occurs, stay there. Move away from structures, power poles, lamp posts, or retaining walls that could fall during the quake, and avoid fallen electrical lines. If possible, move to an open area.

1.5.3 After the Shaking has Subsided

1. Assemble department monitors to begin a careful and systematic check for injured persons, fire and hazardous areas, and building damage.
2. Check for disruption of utilities such as gas leakage, water leakage, and electrical shorts. Use caution when opening doors and watch for fallen objects.
3. Institute communication with managers/supervisors. Include information about injuries, deaths, building damage, and potential hazards.
4. Institute emergency communication with the property manager, if applicable. Give a status report and/or assistance required.
5. If a fire has started, dial 911, to call the fire department. Immediately begin a quick, safe extinguishment **only if properly trained**.

6. Determine the necessity for evacuation. **All exit routes must be inspected for safety of use.** If out-of-building refuge sites are to be utilized, ensure that proper protection is afforded evacuees. Generally, it is safer to remain inside the building.
7. Alert building occupants to EXPECT AFTERSHOCKS!
8. Keep building occupants away from windows. Keep occupants quiet and calm.
9. Replace telephone receivers so the telephone system will work properly. Use telephones for emergency calls only.
10. Discourage occupants from leaving until authorized to do so.
11. Listen to the radio for emergency reports. Keep occupants informed to discourage rumors.
12. Cooperate with public safety officials and other emergency personnel.

1.5.4 Field Personnel

At the first chance reasonably possible, communicate with supervisors in order to stay informed of road conditions, advisories, and directions of how to safely return.

1.5.5 If Evacuation is Ordered

DO NOT EVACUATE unless told to do so or if danger is imminent.

Department monitors lead occupants to a muster point outside and away from the building.

Department monitors assist in assembling occupants, taking a head count, and keeping occupants quiet and calm.

Department monitors will then report to State Operations Director/Emergency Coordinator and/or emergency personnel.

Cooperate with public safety officials and other emergency personnel.

Follow instructions given by the department monitor and emergency personnel.

Walk – DO NOT run – keeping noise to a minimum.

Do not push or crowd.

Move to your safe refuge area unless otherwise directed.

Check doors for heat before opening.

Assist non-ambulatory, visually impaired, and hearing-impaired persons if they are present.

If you have relocated away from the building, DO NOT return until you are instructed to do so.

1.5.6 Going Home After an Earthquake

It is in your best interest in the event of an earthquake to remain at work. It may be too dangerous to attempt to go home right away. Listen to radio reports for areas and roads you need to get home to ensure they are undamaged and traffic is moving.

While you are waiting, make yourself available to help fellow employees recover from the incident as quickly as possible.

1.6 SEVERE WEATHER ALERT

In the event of severe weather or natural disasters, employees are to follow the procedures below should these weather events occur.

1.6.1 Tornado

The National Weather Service has developed a method of identifying storm conditions that foster the development of tornadoes. The classification and definitions of storm conditions are:

Tornado watch

Tornado warning

A "tornado watch" status indicates that weather conditions are favorable for the development of tornadoes. The "watch areas" are usually large geographic areas, covering many counties or even states that could be affected by severe weather conditions including tornadoes.

A "tornado warning" is an alert issued by the National Weather Service after a tornado has been detected by radar or sighted by weather watchers or by the public. The National Weather Service provides the approximate time of detection, the location of the storm and the direction of movement. A tornado can move from 25 to 40 miles per hour so prompt emergency action must be taken.

Outdoor warning siren network that is used to signal imminent danger from tornadoes. It is a familiar sound as the system is tested the first Wednesday of every month, unless there is a threat of severe weather in the area or when temperatures are substantially below freezing.

A steady siren for three to five minutes means **IMMINENT DANGER**. Take shelter immediately in the nearest suitable protective area. Once the sirens sound, it is too late to seek protection at a remote location.

An "all clear" signal will NOT be given via the siren system. It is urged that reliance be placed on the broadcast media for this and other status and forecast information.

Sheltering In Place

Upon hearing a tornado siren or verbal employee alarm system, employees should:

1. Immediately cease work.
2. Alert other coworkers in the vicinity, without putting themselves at risk.

Note: Department Monitors must contact all field employees, and alert them immediately if a tornado warning has been given to ensure they are aware and seeking shelter.

3. Proceed to the designated shelter (as listed above).
4. Never go outside and avoid windows.
5. Make contact with their designated Department Monitor, or Alternate, after they have safely reached the designated shelter.

Department monitors must perform a head count and communicate that to the Emergency Coordinator. Wait for further instructions from the Emergency Coordinator – no employees are allowed to return to the buildings until given the “all clear”.

Note: Nothing in these procedures precludes the Emergency Coordinator’s authority in determining whether employees should remain inside or evacuate.

Sheltering Outside / Caught in the Open

If you are caught outside in a tornado or severe weather:

1. Move at right angles to the tornado.
2. Attempt to reach a protective area, such as a building with a basement.
3. If there is not time to escape or find a suitable protective area, lie flat in a ditch or depression but avoid areas that are subject to rapid water accumulation or flooding in heavy rains.

1.6.2 Weather Advisories and All-Clear Signals

The National Weather Service broadcasts continuous weather status and forecast information; this information is updated hourly. In addition, the NWS will broadcast special alert tones and messages for tornado warnings, flash flood warnings and similar impending weather emergencies.

Persons in protective areas should not rely on visual observations of local conditions as a reliable indicator of the true status of the weather, since hail and tornadoes have been known to occur under apparent clear-sky conditions.

Radio stations which may carry local weather advisories (and forward all-clear information) include:

KBZZ 96.1 FM

KJZS 92.1 FM

1.6.3 Thunderstorms

More people are killed in the U.S. by lightning each year than by tornadoes and hurricanes. If thunderstorms or other severe weather include lightning, employees should immediately:

Postpone outdoor activities if thunderstorms are imminent.

Move indoors and do not take shelter in small sheds, under isolated trees, or in convertible automobiles. Stay away from tall objects such as towers, fences, telephone poles, and power lines.

If lightning is occurring and you cannot make it indoors, get inside a hard top automobile and keep the windows up. Avoid touching any metal.

If you're caught outdoors, and no shelter is nearby, find a low spot away from trees, fences, and poles. Make sure the place you pick is not subject to flooding. If you are in a wooded area, take shelter under the shorter trees.

Utility lines and metal pipes can conduct electricity. Avoid using the telephone or any electrical appliances. Use these only in an emergency since power surges from lightning can cause serious damage.

1.6.4 Flood

During a flood, water levels and the rate the water is flowing can quickly change. Remain aware and monitor local radio and television outlets.

If indoors:

Be ready to evacuate as directed by the department monitor and/or designated official.

Follow the recommended primary or secondary evacuation routes.

If outdoors:

Get to higher ground and get out of areas subject to flooding.

Be ready to evacuate as directed by the Emergency Coordinator.

If time permits, move vital materials and equipment to higher ground.

Don't go into a basement, or any room, if water covers the electrical outlets or if cords are submerged. If you see sparks or hear buzzing, crackling, snapping or popping noises – get out immediately. Stay out of water that may have live electrical in it.

Do not walk through flood waters. It only takes six inches of moving water to knock you off your feet.

If you are trapped by moving water, move to the highest possible point and call 911 for help.

Do not drive into flooded roadways or around a barricade, water may be deeper than it appears and can hide many hazards (i.e. sharp objects, washed out road surfaces, electrical wires, chemicals, etc.).

If you are in a vehicle and it stalls, abandon it immediately and climb to higher ground. A vehicle caught in swiftly moving water can be swept away in a matter of seconds. Twelve inches of water can float a car or small SUV and 18 inches of water can carry away large vehicles.

1.6.5 Hurricane

The nature of a hurricane provides for more warning than other natural and weather disasters. A **hurricane watch** is issued when a hurricane becomes a threat to a coastal area. A **hurricane warning** is issued when

hurricane winds of 74mph (120km/hr) or higher, or a combination of dangerously high water and rough seas, are expected in the area within 24 hours.

Once a hurricane watch has been issued:

1. Stay calm and await instructions from the department monitor or the designated official.
2. Moor any boats securely, or move them to a safe place if time allows.
3. Continue to monitor local TV and radio stations for instructions.
4. Move out of low-lying areas or away from the coast, at the request of officials.
5. If you are on high ground away from the coast and plan to stay, secure the building, moving all loose items indoors and boarding up windows and openings.
6. Collect drinking water in appropriate containers.

Once a hurricane warning has been issued:

Be ready to evacuate as directed by the emergency coordinator, department monitors and/or the designated official.

Leave areas that might be affected by storm tide or stream flooding.

During a hurricane, **remain indoors and seek out the following spaces:**

Small interior rooms on the lowest floor and without windows.

Hallways on the lowest floor away from doors and windows.

Rooms constructed with reinforced concrete, brick, or block with no windows.

1.6.6 Blizzard or Other Snow Event

If indoors:

1. Stay calm and await instructions from the emergency coordinator or the designated official.
2. Stay indoors!
3. If there is no heat:
 - a. Close off unneeded rooms or areas.
 - b. Stuff towels or rags in cracks under doors.
 - c. Cover windows at night.
 - d. Eat and drink. Food provides the body with energy and heat and fluids prevent dehydration.
 - e. Wear layers of loose-fitting, light-weight, warm clothing, if available.

If outdoors:

1. Find a dry shelter. Cover all exposed parts of your body.
2. If shelter is not available:
 - a. Prepare a lean-to, wind break, or snow cave for protection from the wind.
 - b. Build a fire for heat and to attract attention. Place rocks around the fire to absorb and reflect heat.
 - c. Do not eat snow, it will lower your body temperature. Melt it first.

If stranded in a car or truck:

1. Stay in the vehicle!
2. Run the motor for about 10 minutes each hour. Open the windows a little for fresh air to avoid carbon monoxide poisoning. Make sure the exhaust pipe is not blocked.
3. Make yourself visible to rescuers.
4. Turn on the dome light at night when running the engine.
5. Tie a colored cloth to your antenna or door.
6. Raise the hood after the snow stops falling.
7. Exercise to keep blood circulating and to keep warm.

1.7 THREAT OF VIOLENCE

1.7.1 Suspicious Individual

It is imperative that any suspicious activity or persons are reported. A suspicious person is an individual (known or unknown) who exhibits unusual behavior such as nervousness, nervous glancing, making strange or sudden movements or is in an area or doing something that is not normal, such as taking photographs. If there is a suspicious looking individual inside company facilities or on company grounds:

1. Do not approach any unknown individuals, they could be armed.
2. Contact the police non-emergency number as quickly as possible while monitoring the location of the person if able.
3. Be ready to supply a physical description of the individual including age, weight, hair color and length, clothing, facial hair, and any other distinguishing features.
4. If the individual is in a vehicle, attempt to get the vehicle make, model and color, as well as the license plate number.
5. If you suspect the person is armed or see that they have a weapon, contact 911 immediately to report the situation.

1.7.2 Disruptive Individual

If an individual makes threats of physical harm to you, others, or themselves, if they appear to be intoxicated or under the influence of a controlled substance, or if they exhibit any other unstable or bizarre behavior, employees should:

1. Contact the police using 911 or the non-emergency number depending on the severity of the situation.
2. Give your name and location with a brief explanation of the situation. Take note of the individual's age, personal appearance, clothing, vehicle, or any other information that would help identify the individual. Use the Threat of Violence Report in this manual to document as much information as possible about the individual and the threat (Reference section 1.8.5).
3. Until police or other responders arrive, try to keep the individual calm. Get their attention by using their name (if you know it) and politely ask them to sit down. Acknowledge their feelings and let them know you are listening. Ask what you can do to help them and offer assistance if appropriate. However, if the person appears that they may become violent, retreat from the scene and observe from a safe distance.
4. Express your authority with non-verbal cues by sitting/standing tall, smiling and making eye contact, and speaking clearly and distinctly, but not too loudly.
5. Avoid slouching, glaring, or sighing, and be aware of the individual's personal space – do not stand too close or touch them.
6. Advise coworkers of the potential problem if possible without further upsetting the individual.
7. Direct the individual to leave.

1.7.3 Active Shooter

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearm(s) and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

More so than other emergency situations, the following procedures are meant as guidelines to ensure your safety and should only be adhered to if taking those actions is what you feel would make you safe. The decision to follow the guidelines must be made in the moment, and the safety of yourself and others is the main concern.

Note: A special muster point is designated at a distance away from the building for active shooter situations. In case you must flee, do not go to the normal muster point for your building. If it is unsafe to meet at the special muster point, get as far away from the shooting scene as possible, then contact authorities.

In an active shooter situation, the following are some actions that can be taken:

Alert others of the situation.

Flee the area safely and avoid danger.

Call 911 when it is safe to do so.

Department monitors will take a head count if safe to do so.

If fleeing is not possible, the following are some actions that can be taken:

If you are in an office, stay there and secure the door. Get down on the floor or under a desk and remain silent.

If you are in a hallway, get into a room and secure the door.

As a last resort, attempt to take the active shooter down.

Call 911 when it is safe to do so.

If you witness any armed individual(s) around the exterior of the building or parking lot at any time, use your best judgment for the situation; if safe to do so, the following are some actions that can be taken:

Take note of the two nearest exits in any facility you visit.

Secure the exterior door(s) to the building or main office if able to safely do so.

Alert others of the situation.

Flee the area safely and avoid danger.

Call 911 when it is safe to do so.

If it is not possible to flee, move to a core area of the building that can be secured and remain there until an "all clear" instruction is given by an authorized known voice. If possible, split up to avoid creating a single target.

Encourage others to get on the floor or hidden behind objects, and out of the line of fire.

1.8 BOMB THREAT

1.8.1 Before a Bomb Threat

Be familiar with your area in case evacuation is needed. Be vigilant and report any unusual device, vehicle, or package. If a suspicious object is found, clear the area and begin evacuation. Do not touch a suspicious object. Notify the supervisor/manager immediately.

1.8.2 Upon Notification of a Bomb Threat

1. Use the Threat of Violence Report in this manual to document as much information as possible about the individual and the threat. Reference section 1.8.5.
2. Notify the supervisor/manager/property manager if applicable.
3. The individual that received the bomb threat will call the police at 911.
4. Give the exact location and all known facts.
5. Note the exact location and description of the object.

6. Ensure the threat conversation is documented as accurately as possible, and as soon as practical. To assist the police and as an aid to completing reports, use the Threat of Violence Report contained in this manual for guidance.
7. BE GUIDED BY THE INSTRUCTIONS OF THE POLICE.
8. Be prepared to advise authorities of the current situation when they arrive on the scene, then direct them to the location of the object.

1.8.3 Suspicious Packages

All employees should be aware of the possible indicators of a suspicious package. The presence of one or more of the following features should be cause for concern:

Unexpected mail with foreign postmarks, airmail, or uncharacteristic or abnormal delivery markings.

Postage irregularities; including excessive postage, no postage, or unusual stamps.

Return address irregularities such as no return address, a return address that does not match the postmark, or a return address that is not familiar to the person to whom the package is addressed.

No postmark (may indicate hand delivery).

Delivery address irregularities such as a title without a name, an incorrect title with a name, a generic title that is not used at the company.

Badly typed, misspelled, or poorly written addresses and markings.

Restrictive markings or special handling instructions, such as "Personal," "Confidential," "Special Delivery," or "Open by Addressee only".

Visual distractions on the package such as drawings, statements, or handmade postage.

Rigid or bulky envelope.

Oddly shaped, unevenly-weighted, lopsided, or lumpy package.

An odor emitted from the package.

Stains or discoloration on the package.

Protruding wires, tinfoil, or other conductive materials.

Over-wrapping with excessive paper, tape, and/or string.

A package left by an unknown person.

If you discover or receive a suspicious package the following procedures are to be followed:

Do not attempt to open the package.

Do not handle, shake, or move the package.

Do not assume it is the only device in the area.

Do not change the environment.

If the package is stained, discolored, or emits an odor do not attempt to identify the substance. If you come in contact with a leaking substance, wash hands and exposed skin vigorously with soap and flowing water for at least 15 minutes.

Calmly notify others in the immediate area, relocate to another room, and close the door behind you.

Contact individuals on the Emergency Contact List, Emergency Coordinator, and call 911.

1.8.4 Evacuation Procedure

1. Begin evacuation of the building. The department monitors will announce the required evacuation or relocation of staff. REMEMBER: Notification should be made in a low-key manner to avoid panic.
 - a. Direct occupants to visually be aware of anything unusual or out of place in their immediate areas.
 - b. Do not touch anything unusual or out of place.
 - c. If a suspicious object is found, notify the supervisor/manager immediately.
2. When evacuating in response to a bomb threat or the discovery of a bomb/device, consider the safeness of primary and secondary evacuation routes before using them.
3. No one should enter the area where the object is located until the authorities arrive.
4. Building occupants should evacuate at a safe refuge area outside and away from the building. The specially designated muster point located at a distance away from the building should be used.
5. Keep occupants quiet and calm. Take a head count.
6. AWAIT FURTHER INSTRUCTIONS FROM THE POLICE.

1.8.5 Threat of Violence Report

Most but not all threats are received by phone. All threats are to be treated seriously. Act quickly, but remain calm and obtain information with the checklist below.

Follow these steps in case of a threat made by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the checklist to the right immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions. Be Calm. Be Courteous. Listen.

If a threat is received by handwritten note or email:

1. Handle the note as minimally as possible.
2. If received by e-mail, do not delete the message.

Signs of a Suspicious Package:

- | | |
|---------------------|--------------------|
| No return address | Poorly handwritten |
| Excessive postage | Misspelled words |
| Stains | Incorrect titles |
| Strange odor | Foreign postage |
| Strange sounds | Restrictive notes |
| Unexpected delivery | |

Date: _____ Time Threat Received: _____
 Individual Receiving Threat: _____
 Time Hung Up / Left Premises: _____
 Phone # Where Call Received: _____
Ask Individual:
 Where is the bomb located? (building, floor, room, etc.)

 When will it go off? _____
 What does it look like? _____
 What kind of bomb is it? _____
 What will make it explode? _____
 Did you place the bomb? [Yes] [No] Why? _____

 What is your name? _____
 What is your address? _____
Exact Words of Threat: _____

Information About the Individual
 Where is the caller located? (background/noise level)

 Estimated Age: _____ Is the voice familiar?
 If so, who does it sound like? _____
Background Sounds Threat Language

<input type="checkbox"/> Female	<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Incoherent	
<input type="checkbox"/> Male	<input type="checkbox"/> House Noises	<input type="checkbox"/> Message Read	
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen Noises	<input type="checkbox"/> Taped Message	
<input type="checkbox"/> Angry	<input type="checkbox"/> Street Noises	<input type="checkbox"/> Irrational	
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane	
<input type="checkbox"/> Coughing	<input type="checkbox"/> PA System	<input type="checkbox"/> Well-spoken	
<input type="checkbox"/> Clearing Throat	<input type="checkbox"/> Conversation		
<input type="checkbox"/> Cracking Voice	<input type="checkbox"/> Music	<input type="checkbox"/> Local	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	<input type="checkbox"/> Long Distance	
<input type="checkbox"/> Deep	<input type="checkbox"/> Static	<input type="checkbox"/> Office Machinery	
<input type="checkbox"/> Deep Breathing	<input type="checkbox"/> Clear	<input type="checkbox"/> Factory Machinery	
<input type="checkbox"/> Disguised			
<input type="checkbox"/> Distinct	<input type="checkbox"/> Nasal	<input type="checkbox"/> Slow	Height: _____
<input type="checkbox"/> Excited	<input type="checkbox"/> Normal	<input type="checkbox"/> Slurred	Weight: _____
<input type="checkbox"/> Laughter	<input type="checkbox"/> Ragged	<input type="checkbox"/> Soft	Hair Colour/Length: _____
<input type="checkbox"/> Lisp	<input type="checkbox"/> Rapid	<input type="checkbox"/> Stutter	_____
<input type="checkbox"/> Loud	<input type="checkbox"/> Raspy		

Other Information: _____

DO NOT use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
DO NOT touch or move a suspicious package.

1.9 MEDICAL EMERGENCY

1.9.1 Upon Notification of a Medical Emergency

1. Immediately summon local qualified assistance (CPR or First Aid, as required) to provide the required assistance prior to the arrival of professional medical help.
2. Call 911 and be prepared to give the following information:
 - a. Exact location of the victim – building address, nearest cross street.
 - b. Nature of the emergency.
 - c. Victim's name, general condition, and location.
 - d. Your name and a "call back" number.

IMPORTANT

1. Do not hang up until the emergency operator does so first.
2. Notify the supervisor/manager and give the same information as above.
3. Station a person at the entrance to provide guidance for emergency personnel to the victim's location.
4. Find out what medical facility the employee will be transported to.

CAUTION

If you are not qualified in proper CPR or First Aid procedures, **DO NOT** attempt to move the patient or victim unless it is **absolutely** necessary.

In the case of rendering assistance to personnel exposed to hazardous materials, consult the Safety Data Sheet (SDS) and wear the appropriate personal protective equipment. Attempt first aid **ONLY** if trained and qualified.

1.10 OTHER EMERGENCY PROCEDURES

List other emergencies with their procedures below.

1.11 OTHER EMERGENCY PROCEDURES

List other emergencies with their procedures below.

1.11 COVID-19 OUTBREAK – OFFICE LOCATION

When an employee is presumed positive or is confirmed to have COVID-19, they will contact Vice President of Human Resources Nate.Meyers@corix.com, +1(847)897-6443 x 3353. The following procedure will be followed.

If an employee suspects they may have contracted COVID-19, they will contact HR to be in line with company policy.

Presumed Positive is one in which an “individual with at least one respiratory specimen ... test[s] positive for the virus that causes COVID-19 at a state or local laboratory.”¹

1.11.1

Be Informed and Stay up to date

Know relevant information regarding any potential outbreaks that may occur in your area.

During times of large-scale infectious disease outbreak, the company will send out regular correspondence to keep employees aware of the situation. We encourage the use of other resources such as The U.S. Centers for Disease Control and Prevention (CDC), Public Health Agency of Canada (PHAC) and the World Health Organization (WHO).

Continue to implement precautionary measures during a known outbreak. These can include, but not limited to the following:

Regularly wash your hands with soap and water; minimum of 20 seconds

Use alcohol based (at least 60%) hand sanitizer if soap and water is not available.

Clean workspaces regularly with EPA endorsed disinfectants.

1.11.2 Preparedness

COVID-19 Communication sent to Contractor

Review Emergency Preparedness & Business Continuity Plans

1.11.3 Response Procedure

Employee will stay home and follow return to work procedures or be sent home immediately if they suspect they may have COVID-19. If necessary, employee should self-isolate per the CDC recommendations.

- o If employee comes to work and starts to suspect they may have an COVID-19, they will immediately limit contact with any other person and avoid touching surfaces, where possible.

¹ <https://www.cdc.gov/coronavirus/2019-ncov/php/reporting-pui.html>

- o Supervisors, upon notification that an employee is positive (or presumed) for the disease, the employee will be sent home immediately. They will remind the employee to avoid contact with others and avoid touching surfaces, if possible.

Human Resources will make notifications that a presumed positive or confirmed COVID-19 has been reported to:

- o Incident Command (IC)
- o IC is responsible for notifying:
 - Executive Management Team
 - Business Unit leadership
 - Office Facilities management
 - Any third-party vendors / contractors that individual is known to have come in contact with recently

IC sends an office-wide communication that COVID-19 has been detected and the affected office will be closed to perform a deep clean and disinfecting.

- o The office will activate the Business Continuity Plan, if necessary.

Office Facilities Management will arrange for a deep clean and disinfection per CDC recommendations.

Once the disinfection has been completed, Facility Management will send communication to affected office employees informing them when they can return to work.

Employees may be asked to stay home for 14 days if they came in contact with the infected employee.

The office will be made ready to open on the earliest possible day.

Where an employee in the Corix Office self-reported that they encountered another person who has been confirmed positive for COVID-19:

The employee contacts the HR department and makes them aware that they had contact with someone who has been confirmed with COVID-19.

Employee will stay home for 14 days while they self-monitor their health.

If the employee is presumptive positive or is confirmed with COVID-19, the procedure above will be followed.

Office with First Aid Attendants – Applicable Canada Locations

Office management will establish a process to inform First Aid Attendant(s) if individuals coming to work exceed threshold that requires First Aid Attendant presence.

1.11.4 Contacts:

Employee Contact List – See Page 27 of EAP

Disinfectant Contractor

- o Operations Support - Pahrump, 775.727.5941

1.12 TRAINING

1.12.1 General Training

All employees shall receive training on this document and the evacuation routes in Appendix A both upon hire and annually thereafter. Training must be documented using the form in Appendix D.

1.12.2 Drills

Fire and evacuation drills must be completed annually and documented using Appendices B and C.

1.12.3 Additional Retraining

Employees must be retrained if there is a change in evacuation procedures or other significant change to the EAP, or if they show lack of understanding of any element of the EAP. Employees must also be retrained if: they are assigned to a new job or different facility; if new equipment, materials, or processes are added; or, if the layout or design of the facility changes.

All documents within this Appendix are to be completed and filed within the EAP.

Ensure that the following documents are also posted in prominent locations throughout the facility.

Emergency Responder Contact Information

Evacuation Route Map(s)

EMERGENCY CONTACT LIST

IN CASE OF EVACUATION THE FOLLOWING SIGNAL WILL BE SOUNDED:		
HORN- VOICE		
ALL EMPLOYEES WILL REPORT TO THE MUSTER AREAS LOCATED:		
1. North side of bldg.- edge of parking lot. 2. South side of bldg.. – edge of parking lot.		
CLOSEST MEDICAL FACILITY:		
Name of Facility: Regional Emergency Medical Services Authority	Address: 450 Edison Way, Reno, NV	Phone Number: 775.858.5700
Emergency Response Contacts		
Fire, Police & Ambulance	911-775.326.6000	
Police (non-emergency)	775.328.3001	
Fire (non-emergency)	775.326.6000	
Disaster Services	911 or Washoe County Emergency Management 775.337.5898	
Poison Control	911	
Company Contacts		
State Operations Director	James Eason 775.337.1001 cell 775.432.3184	
Compliance Manager	Bill Coates 775.990.4838 cell 407.509.9098	
Regional Manager	Marc Rohus 775.337.1001 cell 775.397.8371	
Area Manager	Darrin Lewis 775.337.1001 cell 775.291.1027	
HSE Manager	Mary Rollins 704.319.0519	
Building Security/Management	Marc Rohus 775.337.1001 cell 775.397.8371	
Corix V.P. Communications and Public Relations	Karen Cotton 708.413.8007	
Government Contacts		
Workplace Health & Safety-OSHA	775.688.3700	
Workers Compensation	775.684.7270	
Environment- NDEP	775.687.4670 - Spill Reporting 888.331.6337	
Transportation of Dangerous Goods	775.684.4368	
Other: REGIONAL EPA	415.947.8000	
Other Contacts		
Power Company	NV Energy 775.834.4444	

Telephone Company	ITNetwork@corix.com
Gas Company	N/A
Water Company	Truckee Meadows Water Authority 775.834.8080
Other:	N/A

STAFF ASSIGNMENTS

Emergency Coordinator and Alternates

Emergency Coordinator – is usually the manager/supervisor who has overall responsibility for the plan.

	Name	Location	Telephone	Email
1	Marc Rohus	Office	775.397.8371	Marc.Rohus@greatbasinwaterco.com
2	Darrin Lewis	Office	775.291.1027	Darrin.Lewis@greatbasinwaterco.com
3	Jeramy Millim	Office	775.340.7844	Jeramy.Millim@greatbasinwaterco.com
4	Andrew Williams	Field	775.432.5037	Andrew.Williams@greatbasinwaterco.com

Department Monitors and Alternates

Department Monitor – is responsible for coordinating and immediately reporting any potential or actual emergency conditions, evacuation, and accounting for employees.

	Name	Location	Telephone	Email
1	Marc Rohus	Office	775.397.8371	Marc.Rohus@greatbasinwaterco.com
2	Darrin Lewis	Office	775.291.1027	Darrin.Lewis@greatbasinwaterco.com
3	Jeramy Millim	Office	775.291.1096	Jeramy.Millim@greatbasinwaterco.com
4	Andrew Williams	Field	775.432.5037	Andrew.Williams@greatbasinwaterco.com

Key Staff Assignments

Assign employees specific duties to complete during and immediately following an emergency. Identify employees with special expertise or training, who could offer assistance when necessary. Assign employees as “buddies” to assist disabled employees and/or visitors during an emergency.

	Name	Location	Assignment
1	Marc Rohus	Office	Search and assist any lingering persons.
2	Jeramy Millim	Office	Search and assist any lingering persons.
3	Darrin Lewis	Field	Search and assist any lingering persons.

4	Andrew Williams	Field	Search and assist any lingering persons.
---	-----------------	-------	--

EMPLOYEE ROSTER

Name	Work Location	Contact Number	Alternate Number
James Eason	Office	775.337.1001	775.432.3184
Stella Wolfson	Office	775.337.1001	775.300.1766
Marc Rohus	Office	775.337.1001	775.397.8371
Darrin Lewis	Office	775.337.1001	775.291.1027
Jeramy Millim	Office	775.337.1001	775.291.1096
Shane Paden	Office	775.337.1001	708.219.3977
Andrew Williams	Office	775.337.1001	775.432.5073

CRITICAL OPERATIONS

During some emergency situations, it will be necessary for certain assigned employees to remain at the work area(s) to perform critical operations.

	Critical Operation	Work Area	Assigned Employee	Alternate Employee	Description of Operation
1	Water Operations	Wells-Potable Water	Marc Rohus	Darrin Lewis	Potable Water
2	Water Operations	Wells-Potable Water	Andrew Williams	Dillon Pulatie	Potable Water

Personnel involved in critical operations may remain on the site upon the permission of the site designated official or emergency coordinator.

In the case that the emergency situation will not permit any personnel to remain at the facility, the designated official or other assigned personnel shall notify the appropriate offices to initiate backups.

The following offices should be contacted:

	Location	Phone Number
1	Bermuda Water Company-Steven Taylor	928.200.9582
2	GBWC- CS SS SC-James Eason	775.432.3184
3	GBWC – P- Bill Coates	407.509.9098
4	GBWC- SC - Eric Chittim	775.304.6620
5	GBWC- P – Ben Suleski	775.537.8372

1005 TERMINAL WAY STE. 294 RENO NV 89502

PRIMARY ROUTE /SECONDARY ROUTE

YOU ARE HERE ★

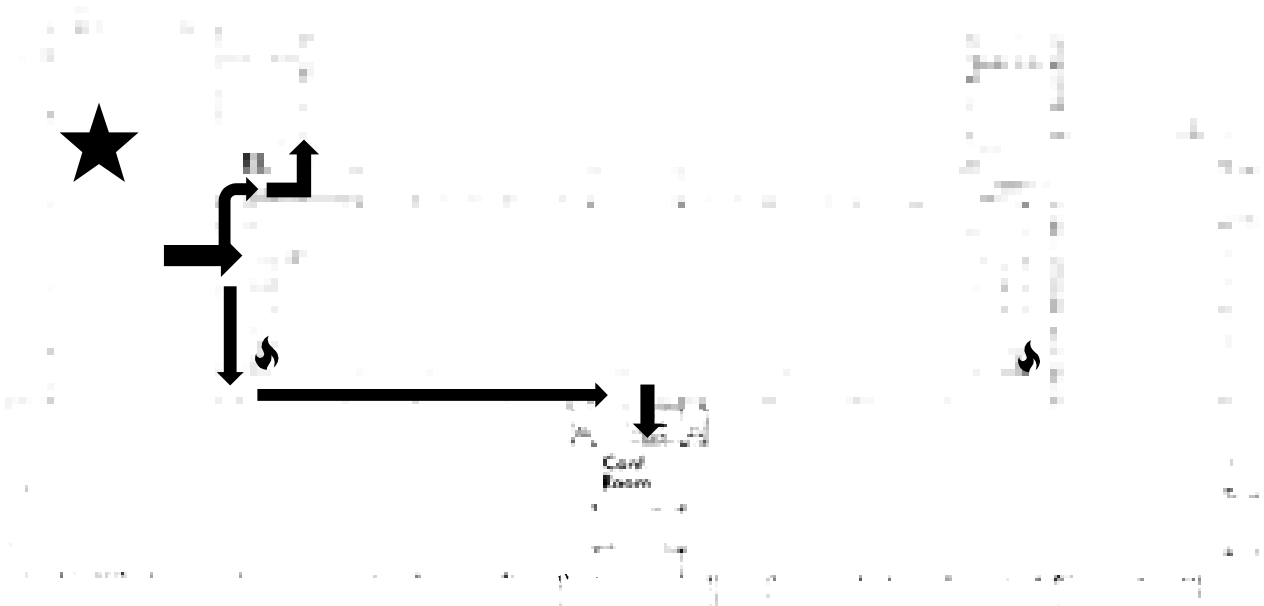
EXIT DOORS 📍 *MEET IN THE OVERFLOW PARKING LOT*

FIRE EXTINGUISHER 🔥

IN CASE OF EMERGENCY DO NOT USE ELEVATORS USE EXIT STAIRWAYS

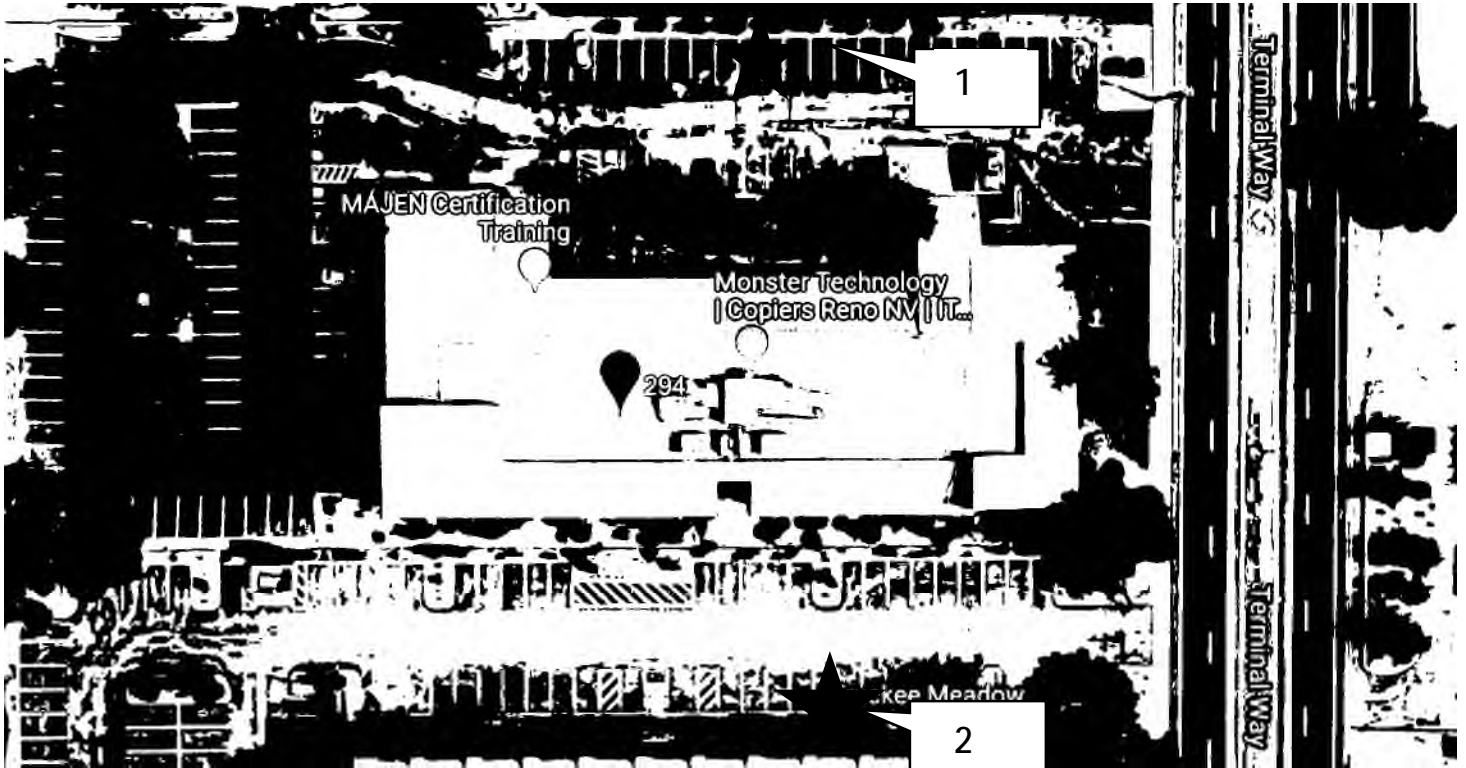
HORN WILL SOUND – STROBES WILL FLASH - CALL 9-1-1

SECOND FLOOR



FIRST FLOOR





Emergency Evacuation Muster Point Areas

1. North side of building- edge of parking lot.
2. South side of building- edge of parking lot.

Great Basin Water Co. – Cold Springs/Spanish Springs Division
1005 Terminal Way, Ste. 294
Reno, NV 89502

Great Basin Water Company – Spanish Springs Division (Volume V)

Emergency Action Plan



Group of Companies

Emergency Response Plan

Great Basin Water Co. Spanish Springs Division

November 6, 2023

Facility Identification Number	NV0001086
Street Address/GPS Coordinates	1005 Terminal Way, Ste. 294
City, State Zip Code	Reno, NV 89502
Phone number	775.337.1001
Population Served	1460
County	Washoe County

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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.

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>Oran Paul Senior Vice President</i>	Ultimately responsible for region as well as for providing direction on key items. Communicates status and updates with the Corix Executives.
<i>James Eason Director of Operations</i>	The Director of Operations is the lead for managing the emergency, coordinating with support agencies, and providing information to the V.P. of Communications and 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>Marc Rohus Regional 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>Darrin Lewis 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>Andrew Williams Lead Operator</i>	Assists the Area Manager as needed to assess the emergency to include initial inspections, assessing facilities, and sampling.

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>

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				
Director of State Operations	James Eason	775.337.1001	775.432.3184	James.Eason@greatbasinwaterco.com
Regional Manager	Marc Rohus	775.337.1001	775.397.8371	Marc.Rohus@greatbasinwaterco.com
Area Manager	Darrin Lewis	775.337.1001	775.291.1027	Darrin.Lewis@greatbasinwaterco.com
Lead Operator	Andrew Williams	775.337.1001	775.432.5037	Andrew.Williams@greatbasinwaterco.com
Maintenance	N/A	N/A	N/A	N/A
On-Call	N/A	775.842.7900	N/A	N/A
Back-Up Operations Support	Jeremy Millim	N/A	775.340.7844	Jeremy.Millim@greatbasinwaterco.com
First Responders of an Emergency				
Fire Department	Truckee Meadows Fire Protection District	911	Charles Moore Fire Chief 775.326.6000	cmoore@tmfpd.us
Medical Service Ambulance	Regional Emergency Medical Services Authority "REMSA"	775.858.5700	911	N/A
Police	City of Sparks Police Department	775.353.2279	911	https://www.cityofsparks.us/
Sheriff	Washoe County Sheriff	911	Darin Balaam 775.328.3001	sheriffweb@washoecounty.us
Poison Control	Nevada Poison Center	800.222.1222	911	https://www.nvpoisoncenter.org/
Government Agencies				
Regional EPA	EPA Region 9	213.244.1800	800.300.2193	r9.info@epa.gov
CDC	CDC	800.232.4636	911	https://wwwn.cdc.gov/DCS
DEP District	NDEP	775.687.4670	Andrea Seifert Bureau Chief 775.687.9526	https://ndep.nv.gov/water
DEP Drinking Water Program	NDEP Drinking Water	775.687.9521	N/A	https://ndep.nv.gov/water/drinking-water

	Name	Phone Number	Cell Number	Email
DEP Drinking Water Program	NDEP Drinking Water	775.687.9515	Alex Lanza	alanza@ndep.nv.gov
DEP 24 hour number	EPA Hotlines NDEP Hotline	800.424.8802 888.331.6337	N/A	https://www.epa.gov/aboutepa/epa-hotlines
FBI Field Office	FBI	702.385.1281	N/A	https://www.fbi.gov/contact-us/field-offices/lasvegas
Health Department	Washoe County Health Department	775.328.2434	775.328.6176	https://www.washoecounty.gov/health/
Health Department	Washoe County Health Department	775.328.2434	775.900.7233	epatton@washoecounty.gov
Health Department	Washoe County Health Department	775.328.2689	775.379.7957	lford@washoecounty.gov
Health Department	Nevada 211	N/A	N/A	https://www.nevada211.org/
Homeland Security	Washoe County, Homeland Security	775.328.2003	311	https://www.washoecounty.gov/em/homelandsecurity.php
Homeland Security	NV Div of Emergency Management/ Homeland Security	775.687.0300	775.687.0498 Emergency	https://dem.nv.gov/Homeland_Security/
Priority Contacts				
Utility Owner for contract system	N/A	N/A	N/A	N/A
Corix Contacts				
Customer Experience	Nancy Gendron	250.470.7235	321.972.0378	Nancy.Gendron@corix.com
HSE	Mary Rollins	704.319.0519	N/A	HSE.Department@corix.com
HSE Compliance Manager	William H. Coates	407.509.9098	407.509.9098	Bill.Coates@greatbasinwaterco.com
Environmental Compliance Manager	James Caslin	907.455.0140	907.347.9454	James.Caslin@akwater.com
Human Resources	Nate Meyers	847.897.6443	N/A	Nate.Meyers@corix.com
People & Culture (HR)	Joi Watts	847.897.6522	N/A	Joi.Watts@corix.com
Insurance	Jennifer Toledo	604.697.6735	604.992.1453	Jennifer.Toledo@corix.com
IT – Technical Support	Tom Ostler	847.897.6435 x3318	N/A	Tom.Ostler@corix.com
Senior Vice President	Oran Paul	907.455.0143	N/A	Oran.Paul@akwater.com

	Name	Phone Number	Cell Number	Email
Bottled Water Supplier	Alhambra	800.201.6218	800.728.5508	N/A
Bulk Water Supplier	H2o4u Potable Water Services	775.233.7949	775.287.5163	h2o4u.cl@gmail.com
Cable	N/A	N/A	N/A	N/A
Chemical Supplier	Thatcher Group	800.424.9300	800.348.0034	https://tchem.com/home/industrial-chemical-solutions-nalco-univar/water-treatment-solutions-chemicals/
Contractor	Pioneer General Engineering	775.722.2171	N/A	N/A
Contractor	Facilities Management, Inc.	775.691.1238	N/A	mike@fmicompany.com
Contractor for sewer spills	N/A	N/A	N/A	N/A
Contractor for chemical or other spills	Facilities Management, Inc.	775.691.1238	N/A	mike@fmicompany.com
Contract Operator	N/A	N/A	N/A	N/A
Contract Operator (Back-Up)	N/A	N/A	N/A	N/A
'Dig Safe' or 'One Call'	USA North 811	811	N/A	https://usanorth811.org/
Electric Util. Co.	NV Energy	775.834.4444	N/A	nevadateam@nvenergy.com
Electrician	Action Electric	775.322.6633	775.690.7965	larry@actionelectricnv.com
Engineer	Mike Hardy Lumos & Associates	775.827.6111	N/A	mhardy@LumosInc.com
Equip Repair	Featherlite of Reno	775.329.2688	N/A	sales@featherliteneno.com
Equip Supplier	Western Nevada Supply	775.359.5800	775.359.0226	jaramini@goblueteam.com
Excavator	Pioneer General Engineering	775.722.2171	N/A	N/A
Fuel - Diesel	Reno Fuel Company	775.323.5141	N/A	renofuelcompany@gmail.com
Fuel - Gasoline	N/A	N/A	N/A	N/A
Fuel - Natural Gas	Suburban Propane	800.776.7263	775.359.8383	N/A
Gas/ Propane Supplier/ Utility	N/A	N/A	N/A	N/A
Laboratory-Water Testing	Silver State Lab	775.857.2400	N/A	Jose.nava@sgs.com

	Name	Phone Number	Cell Number	Email
Laboratory-Water Testing	Wetlabs	775.355.0202	N/A	www.WETLaboratory.com
MOU Organizations	N/A	N/A	N/A	N/A
Mutual Aids	CORIX Group of Companies	N/A	N/A	N/A
Pipe/Fittings	Western Nevada Supply	775.359.5800	775.359.0226	jaramini@gobluteam.com
Pipe/Fittings	Home Depot	775.787.9690	N/A	N/A
Plumber	Mansfield Plumbing	775.870.7704	N/A	mike@mansfieldplumbingreno.com
Pump Repair	Stonehouse Drilling	775.432.2900	775.720.0931	http://www.shdrilling.com/
Radio/SCADA Repair	Sierra Controls	775.883.0443	N/A	N/A
Rental Equip Supplier	United Rentals	775.359.6660	N/A	https://www.unitedrentals.com/
Sewer System (Interconnected)	N/A	N/A	N/A	N/A
Sewer System (Neighboring-not connected)	N/A	N/A	N/A	N/A
Sewer Util. Co.	N/A	N/A	N/A	N/A
Telephone	N/A	N/A	N/A	N/A
Tree Removal	Northern Tree Experts	775.360.6209	775.513.3086	N/A
Water Hauler (Pump Truck)	H2o4u Potable Water Services	775.233.7949	775.287.5163	h2o4u.cl@gmail.com
WARN	N/A	N/A	N/A	N/A
Water System (Interconnected)	Truckee Meadows Water Authority	775.834.8080	N/A	https://tmwa.com/
Water System (Neighboring-not connected)	N/A	N/A	N/A	N/A
Welding & Metal Fabricating	Stonehouse Drilling	775.432.2900	775.720.0931	http://www.shdrilling.com/
Well Drilling Co.	Stonehouse Drilling	775.432.2900	775.720.0931	http://www.shdrilling.com/
Media				
V.P. Communications and Public Relations	Karen Cotton	708.413.8007	N/A	Karen.Cotton@corix.com
Newspaper	Reno Gazette Journal	800.970.7366	N/A	www.rgj.com

	Name	Phone Number	Cell Number	Email
Radio Station	FOX News 99.1	775.884.8000	N/A	https://www.991fmtalk.com/
Television Station	Kolo 8 News Now	775.858.8888	N/A	N/A
Emergency Notification (Use list to notify important parties of the emergency)				
Local Law Enforcement	City of Sparks Police Department	775.353.2279	911	https://www.cityofsparks.us/
Local Highway Patrol	Nevada State Police	775.687.5300	911	NHPOC@dps.state.nv.us
Local Fire Dept	Sparks Fire Department	775.353.2231	911	sfdoffice@cityofsparks.us
County Emergency Mgt Dept	Washoe County Emergency Management	311	775.328.2003	https://www.washoecounty.gov/
Emergency Medical Serv (EMS)	Washoe County EMS	775.326.6042	911	EMSProgram@washoecounty.us
Hazmat Hotline	Hazmat Reporting System	775.684.7524	911	https://nevada.hazconnect.com/Account/Login.aspx
Local Hazmat	Washoe County	775.328.2003	311	https://www.washoecounty.gov/em/
Local Leader (city mgr, mayor, etc)	Mayor Ed Lawson	775.353.2311	N/A	elawson@cityofsparks.us
Local Leader (city mgr, mayor, etc)	City Manager Chris Crawforth	775.353.2310	NA	www.cityofsparks.us
National Spill Reponse Ctr.	State of NV Emergency Response Commission	800.424.8802	911	https://serc.nv.gov/Resources/report-a-s
Spanish Springs HOA	Claire Lesquereux-Parker	775.284.4434	N/A	claire@westernnv.com
RWA, Water Circuit Rider	NDEP	775.687.4670	N/A	https://ndep.nv.gov/water/water-pollution-control/resources/circuit-rider-program
State Emergency Preparedness Office	NV Division of Emergency Management	775.687.0300	775.687.0498	https://dem.nv.gov/
State Warning Point	N/A	N/A	N/A	N/A
Hospitals	Renown Medical Group	775.982.5000	775.982.4100	N/A
Emergency Shelters (schools/churches)	Nevada 211	866.535.5654	211	www.nevada211.org
Critical Customers* (Include Title)				
Kidney Dialysis	N/A	N/A	N/A	N/A

	Name	Phone Number	Cell Number	Email
Law Enforcement Offices	N/A	N/A	N/A	N/A
Drinking Water	N/A	N/A	N/A	N/A
Waste Disposal	N/A	N/A	N/A	N/A
Others	N/A	N/A	N/A	N/A

*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 <i>(source National Weather Service, Government of Canada)</i>	high
Chemical Spill	All	moderate
Droughts	Arizona, California, Colorado, Nevada, New Mexico, Oklahoma, Texas, Alabama, Georgia, South Carolina, high plains, Rockies, and to the Pacific <i>(source drought.gov)</i>	low risk
Earthquakes	California, Alaska, Hawaii, and Puerto Rico, Pacific Northwest Earthquake Zone and New Madrid Earthquake Zone <i>(source Marsh insurance broker)</i>	high
Extreme Cold or Heat Waves (Severe Weather & Natural Disasters)	All	moderate
Fire	All	high
Floods	All <i>(source NOAA)</i>	moderate
General Threat & Bomb Threat	All	moderate
Hurricanes	Texas to North Carolina, Hawaii, Puerto Rico and U.S. Virgin Islands, Virginia to Maine, Florida <i>(source Marsh insurance broker)</i>	low risk
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

Emergency Event:	Affected Areas:	Ranking:
	Moderate/severe: Appalachian Mountains, Rocky Mountains, Pacific Coastal Ranges, Alaska, Hawaii, Alberta, Ontario. <i>(Source USGS, Government of Canada)</i>	
Power Outages (Electrical Lines Down, Generator Use)	All	moderate
Security Breach	All	moderate
Tornadoes	Texas, Iowa, Oklahoma, Kansas, Nebraska, South Dakota, Colorado, New Mexico, Alberta, Ontario <i>(source NOAA, Government of Canada)</i>	low risk
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>	high risk
Winter Storms	Central United States, Great Lakes, east coast of the U.S. and Canada, and northern Canada <i>(source NOAA)</i>	moderate

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
GETS	Marc Rohus	On Person	1.710.627.4387 Pin 9517 3982 9230
GETS	Darrin Lewis	On Person	1.710.627.4387 Pin 7098 1366 4283
GETS	Jeremy Millim	On Person	1.710.627.4387 Pin 5258 0320 1772

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
1005 Terminal Way Suite #294 Reno, NV 89502	PWS #NV0001086	1460	584	Great Basin Water Co. – Spanish Springs water system has two groundwater wells. The water produced is chlorinated prior to entry into the distribution system. The finished potable water is stored in three ground level tanks.

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

5.1.2 Pump Information

Well # / Booster Station # / Surface Water Intake	Facility Address	Well Depth	Pump Depth	Normal Well / Booster Pump / Raw Water Pump GPM	Wellhead / Booster Pump Operating Pressure	Motor HP	Phase/ Voltage
Well #1	APN 534-242-22	450 feet	N/A	500 gpm	N/A	75	3 Phase / 480 V
Well #2	10 Suki Circle	203 feet	N/A	425 gpm	N/A	50	3 Phase / 480 V

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
All Wells	Sodium Hypochlorite	Chem-Tek	At each well site	Well #1	N

5.1.4 Finished Water Storage

Applicable Well / Surface Water Intake / Facility	Location/ Address	Name of Storage Facility	Storage Type	Capacity (gals)
Tank #1-A	APN 534-420-04	Tank #1-A	Ground Storage	300,000 gal.
Tank #1-B	APN 534-420-04	Tank #1-B	Ground Storage	300,000 gal.
Tank #2	APN 076-381-48	Tank #2	Ground Storage	350,000 gal.

5.1.5 Power

Facility	Primary Power	Acct#	Backup Power (stationary, portable, or both)	Auto or Manual transfer switch available	KW/Phase	Volts	Rotation	Genset Quick Connect	Fuel Type
Well #1	NV Energy	N/A	S	Auto	150/3	480	N/A	N/A	Diesel 410 gal
Well #2	NV Energy	N/A	S	Auto	150/3	480	N/A	N/A	Diesel 410 gal
Sunset Springs Booster	NV Energy	N/A	S	Auto	150/3	480	N/A	N/A	Diesel 375 gal

5.1.6 Portable-Stationary Generators

Facility	Address	KW	Fuel Type
All Facilities w/Stand by power	N/A	N/A	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

Well #1	If well out of service, service area may drop water pressure and possibly lose tank storage.	APN 534-242-22
Well #2	If well out of service, service area may drop water pressure and possibly lose tank storage.	10 Suki Circle
Sunset Springs Booster	If Booster out of service, it cannot provide water to the high tank and possibly lose tank storage	0 Omni Drive

5.1.8 Interconnections including Emergency

Peak Capacity	Manual/ Auto PSI Control	Name of System Interconnection	Interconnect Location
525+ gpm	Manual	Truckee Meadows Water Authority	Hercules Drive- Automatic valve. Contact Phone 775.200.8562

5.1.9 Alternative Water Source Options

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


Type	Location	Comments
<i>Bottled Water</i>	Blue Dot Water- 1296 E Plumb Lane Suite G, Reno, NV 89502	775.870.9727
<i>Licensed Water Hauler</i>	Sierra Rental & Transport non potable. 1305 Kleppe Ln, Sparks, NV 89431	775.358.7344

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

Booster chlorinators	Pressure Booster Stations	Control Systems	Sump Pumps	Spare Equipment
N/A	N/A	SCADA/Manual	N/A	N/A

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>.

	EMERGENCY RESPONSE PLAN	GBWC Spanish Springs Division Revised: November 2023
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Average Daily Demand Table 3.04 IRP (2023)	Maximum Daily Demand Table 3.04 IRP (2023)	System Storage Capacity/All Wells Pumping 24 Hours	Peak Hourly Demand Table 3.04 IRP (2023)
.490 MGD	2.47 MGD	Storage .925 MG Wells 1.368 MGD	1,533 GPH

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)	Office and each truck, & OMS
Facility Addresses	Office
Pressure Boundary Map	Office and each truck
Process Flow Diagram	N/A
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	Office maps and in trucks
Operation and Maintenance (O & M) Manuals	Office and each truck, & OMS
Start-up and Shutdown Procedures (SOP)	Computers and MS Teams
Other relevant documents: _____	N/A

5.2 WASTEWATER SYSTEM(S)

5.2.1 Basic System Information

Main Facility Address	NPDES Number	Population Served	Number of Service Connections	Basic description
N/A	N/A	N/A	N/A	N/A

5.2.2 Pump Information

Lift Station #	Facility Address	Total Dynamic Head	Motor HP	Phase/ Voltage
N/A	N/A	N/A	N/A	N/A

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	N/A	N/A	N/A	N/A	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
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

5.2.5 Portable Generators

Facility	Address	KW	Fuel Type
N/A	N/A	N/A	N/A

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
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N/A	N/A	N/A
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5.2.7 Interconnections including Emergency

Name of System Interconnection	System Interconnect Location
N/A	N/A

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

Air Release Valve	Control Systems	Sump Pumps	Spare Equipment
N/A	N/A	N/A	N/A

5.2.9 Location of Pertinent Information (As Applicable)

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

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	CORIX GROUP OF COMPANIES
Summary of Understanding	Resources from other business units can be utilized as needed for any emergencies. These

	Business units are geographically located in 19 states.
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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	N/A

5.3.3 Memoranda of Understanding

Organization	N/A
Summary of Understanding	N/A

5.3.4 Contracts

List any additional contracts in place:

Contracts	Company Name	Pertinent Information
Contract Operators	N/A	N/A
Chemical Suppliers	N/A	N/A
Bottled Water	N/A	N/A
Water Hauler	N/A	N/A
Other	N/A	N/A

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
N/A	N/A	N/A	N/A

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 V.P. Communications and Public Relations at (708) 413.8007. If this is not possible or practicable, inquiries should be referred to the Director of Operations.

7.2 PUBLIC NOTIFICATION

Provide location of public notice templates. Office.

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.

Event	Description	People / Organizations Involved	Date
<i>Rehearsals</i>	<i>Conduct actual emergency drill.</i>	<i>Utility system staff.</i>	<i>Annually</i>

	EMERGENCY RESPONSE PLAN	GBWC Spanish Springs Division Revised: November 2023
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<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>
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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).

Reviewed By: Deborah Woodland

Reviewed: 11/29/2023

James Eason

Approved By: James Eason

Approved: 11/30/2023

Reviewed By: Bill Coates

Reviewed: 11/13/2023

Reviewed By: Marc Rohus

Reviewed: 11/29/2023

Reviewed By: Darrin Lewis

Reviewed: 11/29/2023

Emergency Response Procedure

For

Bacteriological Results Exceeding The Prescribed Limit

November 2023
Version # 2023

Spanish Springs Operations



1 PURPOSE

1.1 The purpose of this document is to instruct the Operator of Spanish Springs Water Treatment and Water Distribution Systems on how to perform corrective action in the event that the bacteriological results are exceeding the prescribed limit.

2 PREPARATION WORK

2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency. Knowledge of the instructions for Water Sampling and the Water Supply Shutdown Procedure if deemed necessary. These procedures will be included in the contents of the Operations Program.

3 PRECAUTIONS

3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 Immediately resample the water and send it via RUSH delivery to the designated laboratory facility:
Sierra Environmental Monitoring, 1135 Financial Blvd., Reno, NV 89502 Phone: (775) 857-2400

4.2 Immediately notify the following contacts of the situation.

4.2.1 Nevada Public Utilities Commission, Cindy Turiczek, 1150 E. William St., Carson City, NV 89701
Phone: (775) 684-6146

4.2.2 Certified Operator in Responsible Charge: Marc Rohus, 1005 Terminal Way #294, Reno, NV. 89502
Phone: (775) 337-1001 OR (775) 397-8371

4.2.3 Spanish Springs Project Manager(s): Mark Windholz, & Sean Ashcraft, 1240 E. State St. Suite #115,
Pahrump, NV 89048 Phone: (775) 209-4908 OR (775) 537-8207

4.2.4 Washoe County District Health Dept.: Ellen Messinger-Patton, 1001 E. Ninth St., Reno, NV 89520
Phone: (775) 328-2687

4.2.5 Bureau of Safe Drinking Water: Lauren Desrosiers (775) 687-9517

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

5.1.1 Public Utilities Commission of Nevada

5.1.2 Certified Operator in Responsible Charge

5.1.3 Spanish Springs Director of State Operations

5.1.4 Washoe County District Health Department

5.1.5 Bureau of Safe Drinking Water

5.1.6 GBWC Compliance Manager

6 REFERENCES

6.1 The Standard Operating Procedure for Water Sampling and Re-sampling as developed for Spanish Springs.

6.2 The Standard Operating Procedure for Water Supply Shutdown as developed for Spanish Springs.

6.3 The Operations Program as developed for Spanish Springs.

6.4 A current contact list for all necessary contacts that must be informed of the situation.

Emergency Response Procedure

For

Low or No Chlorine Residual In the Distribution System

November 2023
Version #2023

Spanish Springs



Operations

1 PURPOSE

1.1 The purpose of this document is to instruct the Operator of Spanish Springs Water Treatment and Water Distribution Systems on how to perform corrective action in the event that there is low or no Chlorine residual.

2 PREPARATION WORK

2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency. Knowledge of the instructions for how to Flush the Distribution Line in the Sample Vicinity and Sampling and Analyzing Chlorine Residuals (SOPs) will be required to carry out the duties if deemed necessary. These procedures will be included in the Operations Program.

3 PRECAUTIONS

3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 Immediately flush the distribution line in the vicinity of the sample.

4.2 Resample and analyze the Chlorine residual at the same location.

4.3 Resample and analyze the Chlorine residual from:

4.3.1 A minimum distance of one (1) service connection upstream.

4.3.2 A minimum distance of one (1) service connection downstream.

4.3.3 Where each location is no closer than 100 ft. and no further than 500 ft. from the location of the first sample.

4.4 In the event that any of the resample results are less than the limit value specified by Washoe County District Health Department, continue to take corrective action.

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency: **Section 2 Contacts List.**

5.1.1 Public Utilities Commission of Nevada

5.1.2 Certified Operator in Responsible Charge

5.1.3 Spanish Springs Director of State Operations

5.1.4 Washoe County District Health Department

5.1.5 Bureau of Safe Drinking Water

5.1.6 GBWC Compliance Manager

6 REFERENCES

6.1 The Standard Operating Procedure for Water Sampling and Re-sampling as developed for Spanish Springs.

6.2 The Standard Operating Procedure for Water Supply Shutdown as developed for Spanish Springs.

6.3 The Operations Program as developed for Spanish Springs.

6.4 A current contact list for all necessary contacts that must be informed of the situation.

Emergency Response Procedure

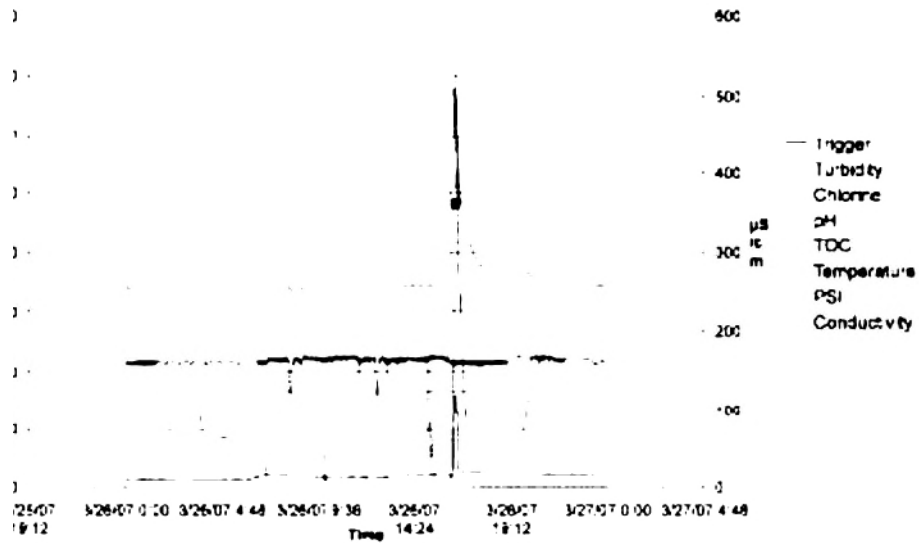
For

Chemical Overfeed

November 2023

Version #2023

Spanish Springs Operations



1 PURPOSE

1.1 The purpose of this document is to instruct the Operator of Spanish Springs Water Treatment and Water Distribution Systems on how to perform corrective action in the event that there is low or no Chlorine residual.

2 PREPARATION WORK

2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency. Knowledge of the instructions for how to Flush the Distribution Line in the Sample Vicinity and Sampling and Analyzing Chlorine Residuals (SOPs) will be required to carry out the duties if deemed necessary. These procedures will be included in the Operations Program.

3 PRECAUTIONS

3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 Immediately resample and send to the lab for Rush analysis.

4.2 Immediately notify the following contacts of the situation.

4.2.1 Nevada Public Utilities Commission, Cindy Turiczek, 1150 E. William St., Carson City, NV 89701
Phone: (775) 684-6146

4.2.2 Certified Operator in Responsible Charge: Marc Rohus, 1005 Terminal Way #294., Reno, NV 89502
Phone: (775) 337-1001 OR (775) 397-8371

4.2.3 Spanish Springs Project Manager(s): Mark Windholz, & Sean Ashcraft, 1240 E. State St. Suite #115,
Pahrump, NV 89048 Phone: (775) 209-4908 OR (775) 537-8207

4.2.4 Washoe County District Health Dept.: Ellen Messinger-Patton, 1001 E. Ninth St., Reno, NV 89520
Phone: (775) 328-2687

4.2.5 Bureau of Safe Drinking Water: Lauren Desrosiers (775) 687-9517

4.3 Begin the corrective action established with the Regulatory Body.

4.4 If necessary, initiate the Water Supply Shutdown Procedure immediately.

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

5.1.1 Public Utilities Commission of Nevada

5.1.2 Certified Operator in Responsible Charge

5.1.3 Spanish Springs Director of State Operations

5.1.4 Washoe County District Health Department

5.1.5 Bureau of Safe Drinking Water

5.1.6 GBWC Compliance Manager

6 REFERENCES

6.1 The Standard Operating Procedure for Sampling and Sending for Rush Laboratory Analysis as developed for Spanish Springs.

6.2 The Standard Operating Procedure for Water Supply Shutdown as developed for Spanish Springs.

6.3 The Operations Program as Spanish Springs.

developed for Spanish

6.4 A current contact list for all necessary contacts that must be informed of situation.

Emergency Response Procedure

For

Raw Water Shortage or Unexpected Increase in Demand

November 2023
Version #2023

Spanish
Operations



Spanish
Springs

1 PURPOSE

1.1 The purpose of this document is to instruct the Operator of Spanish Springs Water Treatment and Water Distribution Systems on how to perform corrective action in the event that the bacteriological results are exceeding the prescribed limit.

2 PREPARATION WORK

2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency. Knowledge of the instructions for Water Sampling and the Water Supply Shutdown Procedure if deemed necessary. These procedures will be included in the contents of the Operations Program.

3 PRECAUTIONS

3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 If possible, arrange an alternate source of additional water.

4.2 Arrange for notification to Spanish Springs customers to limit water usage.

4.3 Immediately notify the following contacts (found in the Operations Program Manual) of the situation.

4.3.1 Nevada Public Utilities Commission, Cindy Turiczek, 1150 E. William St., Carson City, NV 89701
Phone: (775) 684-6146

4.3.2 Certified Operator in Responsible Charge: Marc Rohus, 1005 Terminal Way #294, Reno, NV 89502
Phone: (775) 337-1001 OR (775) 397-8371

4.3.3 Spanish Springs Project Manager(s): Mark Windholz, & Sean Ashcraft, 1240 E. State St. Suite #115, Pahrump, NV 89048 Phone: (775) 209-4908 OR (775) 537-8207

4.3.4 Washoe County District Health Dept.: Ellen Messinger-Patton, 1001 E. Ninth St., Reno, NV 89520
Phone: (775) 328-2687

4.3.5 Bureau of Safe Drinking Water: Lauren Desrosiers (775) 687-9517

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

5.1.1 Public Utilities Commission of Nevada

5.1.2 Certified Operator in Responsible Charge

5.1.3 Spanish Springs Director of State Operations

5.1.4 Washoe County District Health Department

5.1.5 Bureau of Safe Drinking Water

5.1.6 GBWC Compliance Manager

6 REFERENCES

6.1 The Operations Program as developed for Spanish Springs.

6.2 A current contact list for all necessary contacts that must be informed of the situation.

Emergency Response Procedure

For

Treatment Plant Failure

November 2023

Version #2023

Spanish Springs Operations



1 PURPOSE

1.1 The purpose of this document is to instruct the Operator of Spanish Springs Water Treatment and Water Distribution Systems on how to perform corrective action in the event that the bacteriological results are exceeding the prescribed limit.

2 PREPARATION WORK

2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency. Knowledge of the instructions for Water Sampling and the Water Supply Shutdown Procedure if deemed necessary. These procedures will be included in the contents of the Operations Program.

3 PRECAUTIONS

3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 Arrange an alternate source of water or disinfect with Chlorine.

4.2 Immediately resample and send to the lab for Rush analysis.

4.3 Immediately notify the following contacts (found in the Operations Program) of the situation.

4.3.1 Nevada Public Utilities Commission, Cindy Turiczek, 1150 E. William St., Carson City, NV 89701
Phone: (775) 684-6146

4.3.2 Certified Operator in Responsible Charge: Marc Rohus, 1005 Terminal Way #294., Reno, NV 89502
Phone: (775) 337-1001 OR (775) 397-8371

4.3.3 Spanish Springs Project Manager(s): Mark Windholz, & Sean Ashcraft, 1240 E. State St. Suite #115,
Pahrump, NV 89048 Phone: (775) 209-4908 OR (775) 537-8207

4.3.4 Washoe County District Health Dept.: Ellen Messinger-Patton, 1001 E. Ninth St., Reno, NV 89520
Phone: (775) 328-2687

4.3.5 Bureau of Safe Drinking Water: Lauren Desrosiers (775) 687-9517

4.4 Begin to perform the corrective action as instructed by the Certified Operator in Responsible Charge and the Director of State Operations. 4.5 If necessary, initiate the Water Supply Shutdown Procedure.

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

5.1.1 Public Utilities Commission of Nevada

5.1.2 Certified Operator in Responsible Charge

5.1.3 Spanish Springs Director of State Operations

5.1.4 Washoe County District Health Department

5.1.5 Bureau of Safe Drinking Water

5.1.6 GBWC Compliance Manager

6 REFERENCES

6.1 The Operations Program as developed for Spanish Springs.

6.2 A current contact list for all necessary contacts that must be informed of the situation.

Emergency Response Procedure

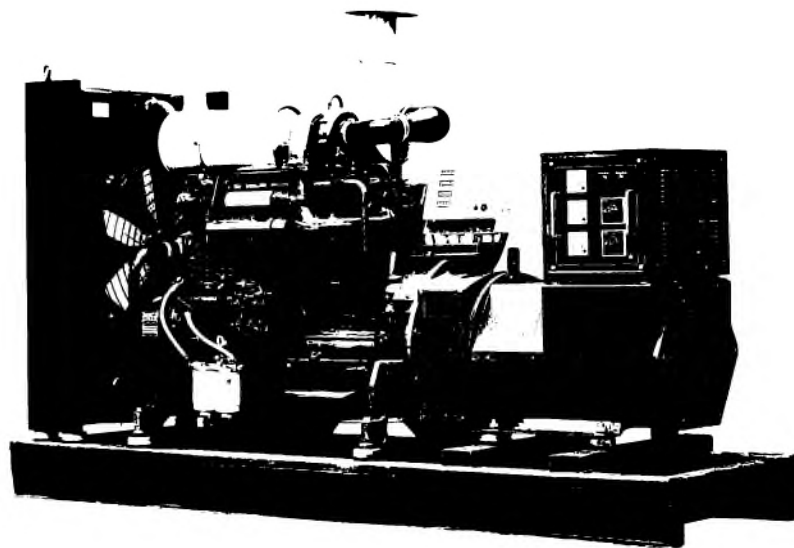
For

Power Failure

November 2023

Version #2023

Spanish Springs Operations



1 PURPOSE

1.1 The purpose of this document is to instruct the Operator of Spanish Springs Water Treatment and Water Distribution Systems on how to perform corrective action in the event that the bacteriological results are exceeding the prescribed limit.

2 PREPARATION WORK

2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency. Knowledge of the instructions for Water Sampling and the Water Supply Shutdown Procedure if deemed necessary. These procedures will be included in the contents of the Operations Program.

3 PRECAUTIONS

3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 On power failure, the complete Water Treatment Plant will be operated via a standby diesel generator. Remain on-site and ensure proper transference from utility power to the generator source, and that it transfers back to the utility power as well. In the unlikely event of both a power failure and generator failure, notify all users of interruption in Supply.

4.2 Arrange an alternate water source if necessary.

4.3 Notify the contacts below and upon re-start, ensure water quality is satisfactory.

4.2.1 Nevada Public Utilities Commission, Cindy Turiczek, 1150 E. William St., Carson City, NV 89701
Phone: (775) 684-6146

4.2.2 Certified Operator in Responsible Charge: Marc Rohus, 1005 Terminal Way #294., Reno, NV 89502
Phone: (775) 337-1001 OR (775) 397-8371

4.3.3 NV Energy

4.3.4 Public Utilities Commission of Nevada

4.3.5 Washoe County District Health Department

4.3.6 Bureau of Safe Drinking Water

4.2 In the event of an extended power loss to a facility, certain precautionary measures should be taken depending on the geographical location and environment of the facility.

4.2.1 Individuals should turn off equipment that was operating prior to the power failure until power has been restored. This will help to reduce the initial load on the power distribution system when the main power returns.

4.2.2 The heating and ventilation system will not operate during a power outage and building space temperatures will begin to increase or decrease depending on the season, until main electric power is re-connected.

4.2.3 Facilities with freezing temperatures should turn off and drain the following lines in the event of a long-term power loss.

- a. Fire Sprinkler System
- b. Instrumentation Lines
- c. Standpipes
- d. Potable Water Lines

e. Toilets

4.2.4 Equipment that contains fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.

4.2.5 Spanish Springs will attempt to determine the cause of the power failure by checking building systems, surveying the surrounding area, and contacting the power utility provider.

4.2.6 If it can be determined that the power failure will be for an extended period of time, Spanish Springs will inform all employees through the best means possible at the time. Telephones may not operate during a power failure, and computer e-mail would not be available.

4.2.7 Evacuation of the building may become necessary if the power failure will be for an extended period of time, or if the power loss is found to be the effect of another more serious incident.

4.2.8 Employees should remain in the facility until either the power is restored, or further notice is given. All persons should avoid unnecessary movement throughout the building and anyone who chooses to leave the building may be refused re-admittance until power is restored.

4.2.9 Visitors may be admitted but must wait in reception until power is restored, regardless of whether the person they are visiting is available.

4.2.10 Supervisors should organize a check for persons in a lone working situation, for example in a boiler house, where it is suspected that lone work may be being undertaken.

4.2.11 If evacuation of the building is determined to be necessary, the General Evacuation Procedures should be followed. The Manager / Supervisor will spread the notice of the evacuation; unless other conditions exist that require the immediate evacuation of all building occupants. In such a case, the fire alarm system will be used to alert the evacuation.

4.2.12 During an extended power loss, the electronic access control system may exceed its battery backup power duration and all secure points will unlock. In that event, tenants should utilize key locks on suite doors, and building personnel may need to chain building doors to lock down the building.

4.2.13 The Manager / Supervisor will attempt to ascertain the cause of the power failure. If this is a supply fault, the supplier will be contacted and asked for an estimated time to restore power.

4.2.14 Where it becomes apparent that power might not be restored for some time the Key Staff will make a recommendation to the Regional Manager that the building(s) be closed, and all non-essential personnel leave the premises.

4.2.15 If a building is closed as the result of a power failure, selected employees will be asked to check each room of the building and inform the occupants that they are to leave by the main exit(s).

4.3 Upon Restoration of Power

4.3.1 Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensate from forming on circuitry.

4.3.2 Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility and water turned back on.

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

5.1.1 Public Utilities Commission of Nevada

5.1.2 Certified Operator in Responsible Charge

5.1.3 Spanish Springs Director of State Operations

5.1.4 Washoe County District Health Department

5.1.5 Bureau of Safe Drinking Water

5.1.6 GBWC Compliance Manager

6 REFERENCES

6.1 The Operations Program as developed for Spanish Springs.

6.2 A current contact list for all necessary contacts that must be informed of the situation.

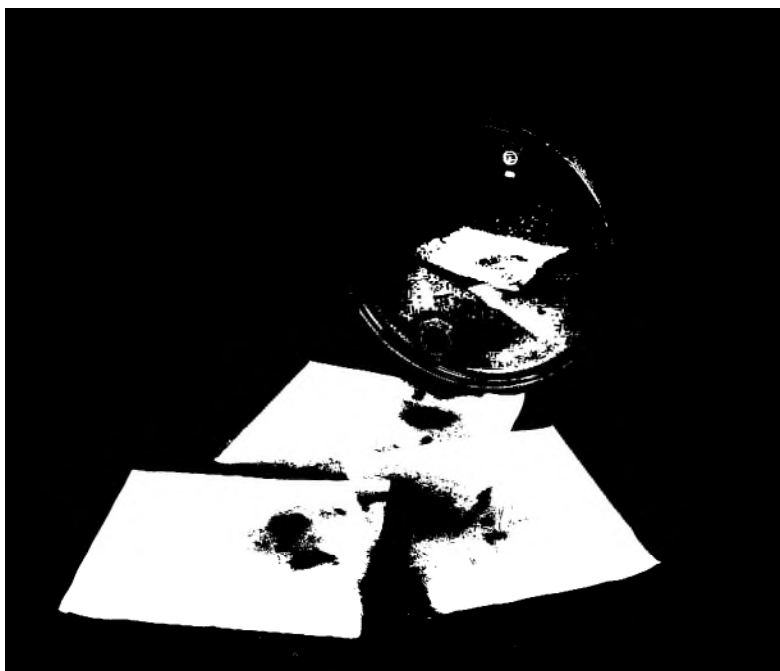
Emergency Response Procedure

For

Sudden or Gradual Release of Substances To the Environment

November 2023
Version #2023

Spanish Springs Operations



1 PURPOSE

1.1 The purpose of this document is to instruct the Operator of Spanish Springs Water Treatment and Water Distribution Systems on how to perform corrective action in the event that the bacteriological results are exceeding the prescribed limit.

2 PREPARATION WORK

2.1 In all likelihood, the person who will be involved in this work will be the Operator of the facility.

2.2 Resources Required

Contact information for laboratory testing, and the mandatory contacts identified for the emergency. Knowledge of the instructions for Water Sampling and the Water Supply Shutdown Procedure if deemed necessary. These procedures will be included in the contents of the Operations Program.

3 PRECAUTIONS

3.1 Ensure all related procedures and precautions outlined are followed.

4 PROCEDURES

4.1 Water System

4.1.1 If there is a potential of contamination, notify all Spanish Springs customers.

4.1.2 If necessary, arrange for an alternate source of water.

4.1.3 Immediately re-sample the water and send to the lab for Rush analysis.

4.1.4 Begin to perform the corrective action as instructed by:

Certified Operator in Responsible Charge: Marc Rohus, 1005 Terminal Way #294., Reno, NV 89502
Phone: (775) 337-1001 OR (775) 397-8371

Spanish Springs Project Manager(s): Mark Windholz, & Sean Ashcraft, 1240 E. State St. Suite #115,
Pahrump, NV 89048 Phone: (775) 209-4908 OR (775) 537-8207

Nevada Public Utilities Commission, Cindy Turiczek, 1150 E. William St., Carson City, NV 89701
Phone: (775) 684-6146

4.1.5 If necessary, initiate the Water Supply Shutdown Procedure.

5 REPORTING

5.1 The following are mandatory contacts in the event of this emergency. **Section 2 Contacts List.**

5.1.1 Public Utilities Commission of Nevada

5.1.2 Certified Operator in Responsible Charge

5.1.3 Spanish Springs Director of State Operations

5.1.4 Washoe County District Health Department

5.1.5 Bureau of Safe Drinking Water

5.1.6 GBWC Compliance Manager

6 REFERENCES

6.1 The Operations Program as developed for Spanish Springs.

6.2 A current contact list for all necessary contacts that must be informed of the situation.

Section 8.1 Alternative Water Sources
 Interconnection to adjacent water supply system

Water systems within one-quarter mile of system	Feasibility of connecting
Truckee Meadows Water Authority	Already connected (gate valve normally closed)

Alternate source(s) of water

Alternative sources	Names	Phone	Availability	Is the water safe for drinking?
Bottled water suppliers	Sparkletts	800.394.7431	Up to 1000 gallons in 1-gallon jugs within 24 hours.	Yes

Section 10. Water Use Restrictions

Water use restriction measures	Actions
<p>The Washoe County District Health Department imposes and regulates restrictions.</p> <p>Restrict outside water usage including watering lawns, washing cars, etc.</p> <p>Request restriction of inside usage.</p> <p>*Please Note: Spanish Springs is regulated by the Nevada Public Utilities Commission and does not have the authority to enforce water restrictions.</p>	<p>Upon the Utility making the decision that restrictions are needed:</p> <p>Perform “My Utility Account (MUA)” to all affected customers or hang door tag notifications.</p> <p>Continue message as long as restriction measures are warranted.</p>

Section 11. Returning to normal operations

Procedures for returning to normal operation should be included in each disaster-specific procedure.

Action	Description and actions
Inspect, flush, and disinfect the system,	Area Manager and support staff inspect all system facilities, ensure all water quality tests have been done and the system has been flushed and disinfected if necessary. AM makes a report to the Director of State Operations, who makes decision on current condition of system.
Verification of water quality	Area Manager verifies water quality sampling results.
Coordinate with WCDHD, BSDW, and NPUC	Area Manager coordinates with WCDHD, BSDW, and NPUC on system condition and water quality results.
Notify customers	Area Manager meets with Great Basin Water Co. Customer Service to utilize My Utility Account (MUA) to all affected customers or hang door tag notifications.

Section 12. Training and Rehearsals

12.1 Training Needs & Expectations

Position	Training needs and expectations
Director of State Operations	Emergency response communications, emergency response planning, issuing health advisories. Incident Command System roles and responsibilities.
Project Manager(s)	Assists with any emergency situation. Assists with coordinating support agencies and acts as liaison to the Director of State Operations.
Regional Manager	Emergency response communications, emergency response planning, suspicious activities training. Incident Command System roles and responsibilities.
Field Staff	Emergency response communications, suspicious activity training.
Office Administrator	Emergency response communications, emergency response planning.

12.2 Emergency Responders

12.2.1 Primary Emergency Responder Training

First responders may be required to enter a work environment that is potentially dangerous due to the absence of normal safeguards and protocols. They must be aware of the environment they will be entering and the increased safety efforts and procedures that will limit or eliminate exposure to real and potential hazards.

Primary Responders shall receive increased training in subjects and procedures related to emergency response. This training will include at minimum:

1. Electrical Safety Awareness, including proper volt testing techniques, downed power line safety.
2. Lock Out / Tag Out, including the dangers of electrical back feed.
3. Generator Operation, including towing, panel hook-up, fueling, basic maintenance.
4. Chemical- Haz-Com, including PPE & recognizing chemicals in an uncontrolled manner.

12.2.2 Support Emergency Responder Training

If required to relieve primary responders and continue with generator hook-up and operations, the Support Responder will be trained in:

1. Electrical Safety Awareness, including proper volt testing techniques, downed power line safety.
2. Lock Out / Tag Out, including the dangers of electrical back feed.
3. Generator Operation, including towing, panel hook-up, fueling, basic maintenance.

12.3 Emergency rehearsals

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

Event	Description	People and organizations involved	Date
Rehearsals	Conduct actual emergency drill	Water system staff	Annually
On-site training drills	Conduct specific drills, i.e., communications, water line breaks, and sampling.	Water system staff	Annually

Section 13. Plan Approval

13.1 Plan Evaluation & Mitigation

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

13.2 Plan Review & Update

The Plan template will be reviewed annually by the HSE team. Any modifications will be incorporated into the ERP document.

Great Basin
Water Co.

Great Basin Water Co.
Spanish Springs Division

Office / 1005 Terminal Way, Ste. 294
Reno, NV 89048

Date – 11/6/2023 Developed
Date – 11/13/2023 Reviewed

The procedures in this document are meant as guidelines to ensure your safety and should only be adhered to. Roles and Responsibilities

Director of State Operations

Acts as a liaison between the company and the appropriate Emergency Support "Contacts" refer to Emergency Contact List. Communicates or directs communication with media representatives to distribute appropriate information in the event of a spill or disaster.

Emergency Coordinator/Back-Up

Responsible for maintaining a written Emergency Action Plan and notifying proper rescue and law enforcement authorities and building owner in the event of an emergency, will take security measures to protect employees, conduct drills with employees, train designated employees in emergency response, maintain records, ensure facility meets local fire codes and regulations and coordinate with public safety and other emergency personnel. For evacuation, the Emergency Coordinator/Back-Up verifies with the department monitor a head count of employees and will also inform the appropriate management personnel on-site of head counts and any other pertinent information.

Department Monitor

Responsible for coordinating and immediately reporting any potential or actual emergency conditions, evacuation, and accounting for employees. Responsible for emergency operations in designated department; being familiar with building emergency action plan, exit locations, contact phone numbers, and methods of reporting emergencies; instructing occupants in area of notification procedures, location of emergency exits, safe evacuation procedures, location of muster points, and providing medical information of individuals (if authorized to be provided by individual) to emergency responders; keep lists of individuals who may need assistance, be prepared to take a head count and provide status reports to emergency personnel during emergency.

Key Staff Assignment

Specific duties assigned to employees during and immediately following an emergency. The function of these employees is to aid in situations which require special expertise or training at the time of an emergency.

Health, Safety & Environment (HSE)

Provide assistance in the development of facility emergency management plans, assist management in evaluating the effectiveness of plans through audits and drill evaluations as well as conduct/assist in emergency response training for management and employees. Reviews, revises and updates plan and coordinates testing of the plan after the occurrence of emergency situations, as necessary.

All Employees

Must consider any threat and each evacuation as a potential emergency situation and evacuate immediately upon being notified, prioritize the safety of yourself and others, and will follow the guidelines listed within the emergency action plan if the actions will keep yourself and others safe.

Visitors

Will sign in and sign out at the reception area upon entering the office. The visitor sign in/sign out sheet will be used during any evacuation. At any time an employee has a visitor in the office, the employee will accompany the visitor during their time spent within the office. If the visitor will be unaccompanied in the office for any period of time (including restroom breaks), a review of the emergency exits and muster points will be conducted with the visitor. Special considerations must be made to assist a visitor with special needs and/or handicaps.

1.1 GENERAL EVACUATION PROCEDURES

Different emergencies call for different alarms to indicate what actions employees should take. **When an employee hears an emergency announcement on the telephone paging system, or detects a condition requiring an emergency notification, the employee will alert other employees by voice communication or by activating an alarm.**

Method of Alarm: Voice Communication and Air Horn

After an alarm is sounded to evacuate, employees should take the following steps:

Evacuate the building in an orderly fashion using the safest and closest exit route. In winter or inclement weather, get your jacket if safe to do so.

Do not use the elevator. (N/A)

Only if within reach and if safe to do so, take personal belongings (keys, purse, wallets, etc.).

DO NOT carry large items, such as computers or laptops.

Follow instructions from the department monitors and emergency services personnel.

Close the doors behind you if you are the last one to exit an office. Keep doors unlocked.

If safe to do so, secure any hazardous materials or equipment before leaving.

Assist others who may be in need of assistance.

Proceed to the designated evacuation assembly area (muster point) and report to your department monitor.

Once evacuated, employees are to head toward their muster point, where a head count will be performed and further instructions given. Maps are located at end of this document.

Muster Point This is where the department monitors will take a head count and report to muster point #1 if safe to do so. Muster point #2 will be used if the primary meeting location is not safe or if directed to do so. A special muster point will be used if safe to do so in situations of a bomb threat or active shooter or if any other emergency requires the muster point to be at a distance from the building.

Muster Point #1- North side of building- edge of parking lot.

Muster Point #2 South side of building- edge of parking lot.

Do not re-enter the building until instructed to do so by emergency services personnel or the department monitor(s).

1.1.1 Accounting for Employees

Department monitors will assist in the safe and orderly evacuation for all types of emergencies that require evacuation. While evacuating the building, department monitors will check rooms and other enclosed spaces in the workplace for employees who may be trapped or otherwise unable to evacuate the area. Once evacuation is complete, they conduct head counts. Department monitors may use the Employee Roster List, which is a list of personnel in the facility/site, to aid in accounting for employees.

Once each evacuated group of employees has reached their evacuation destination, the department monitor will:

Take a roll call for his/her group.

Make sure all persons are accounted for.

Report to emergency personnel (fire/rescue, police, etc.), if required.

Give head count results to the Regional Manager, Marc Rohus, and to the emergency personnel (fire/rescue, police, etc.), if requested.

No employees are to return to the building(s) until advised by emergency personnel.

1.1.2 Communication with Media

In the event that a representative from the media, such as a newspaper, has arrived at the facility/site, under no circumstance is an employee to provide any information other than to direct all questions to James Eason, Director of State Operations, 775.432.3184, James.Eason@greatbasinwaterco.com or Corix V.P. Communications and Public Relations Karen Cotton 708.413.8007 Karen.Cotton@corix.com.

When a crisis occurs, local public safety officials have three methods to alert the public:

1. Media press release written by local government public information officers (PIO) and delivered to local radio, television, newspapers, and government webmasters.
2. The Emergency Alert System (EAS).
3. The Code Red Notification System. This system uses a series of remote computers and telephone lines to relay a recorded message. <https://www.washoecounty.us/em/RegionalAlerts.php>

In the event of an emergency situation in the City of Reno you can sign-up for an emergency news update: <https://www.reno.gov/community/emergency-preparedness> . Washoe County has partnered with the Cities of Reno and Sparks to institute a telephone notification system for use in times of crisis. The system is known as “Code Red.”

Your civil alert emergency radio will need to be tuned into KKOH-AM 780 which is “primary relay station number one” for Northern Nevada.

1.2 EXTENDED POWER LOSS

In the event of extended power loss to a facility, certain precautionary measures should be taken depending on the geographical location and environment of the facility:

Individuals should turn off equipment that was operating prior to the power failure until power has been restored. This will help to reduce the initial load on the power distribution system when the main power returns.

Equipment that contains fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.

If it can be determined that the power failure will be for an extended period of time, building staff will inform employees through the best means possible at the time. Telephones may not operate during a power failure, and computer e-mail would not be available. Building staff may need to inform employees of the situation status by door-to-door visits.

Evacuation of the building may become necessary if the power failure will be for an extended period of time, or if the power loss is found to be the effect of another more serious incident.

Employees should remain in the facility until either the power is restored or further notice is given, if it is safe to do so. All persons should avoid unnecessary movement throughout the building. Visitors may be admitted but must wait in reception until power is restored, regardless of whether the person they are visiting is available.

Managers/supervisors should organize a check for persons in a lone working situation, for example, in a boiler house where it is suspected that lone work may be being undertaken.

1.2.1 Building Closure – Long Duration Power Loss

If evacuation of the building is determined to be necessary, the **General Evacuation Procedures** should be followed. Building personnel will spread the notice of the evacuation, unless other conditions exist that require the immediate evacuation of all building occupants. In such a case, the fire alarm system will be used to alert employees about the evacuation.

The building supervisor/manager will attempt to ascertain the cause of the power failure. If this is a supply fault, the supplier will be contacted and asked for an estimated time to restore power. Where it becomes apparent that power might not be restored for some time, the building supervisor/manager may make a recommendation to an appropriate member of the building management/executive to have the site closed, and all non-essential personnel leave the premises.

If a building is closed as the result of a power failure, selected employees will be asked to check each room of the building and inform the occupants that they are to leave by the main exit(s).

1.2.2 Restoration of Power – Long Duration Power Loss

Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensate from forming on circuitry.

Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility, and water turned back on.

1.3 CHEMICAL SPILL

An Emergency Response Plan must be documented in the event of a chemical spill if this is applicable to your area. Chemicals stored or used onsite that could possibly meet one of these conditions are included:

Chemicals that enter a storm drain in any amount,

Chemicals that volatilize in an amount that exceeds the reportable quantity,

Chemicals that are spilled on an impervious surface in an amount that exceeds the reportable quantity,

Public exposure/evacuation is required following a spill,

And/or a spill of oil to navigable waters or adjoining shorelines has occurred.

1.4 FIRE

1.4.1 When Fire is Discovered

1. Activate the nearest fire alarm – voice and air horn.
2. If the fire alarm is not available, notify site personnel about the fire emergency by the following means (check applicable):

Voice Communication	<input checked="" type="checkbox"/>	Radio	<input type="checkbox"/>
Phone Paging	<input type="checkbox"/>	Other	<input type="checkbox"/>
Air Horn	<input checked="" type="checkbox"/>		

3. Notify the local fire department by calling 911.
4. Only if the fire is small and contained AND your evacuation route is not blocked, you may decide whether you can put the fire out. If you are not sure, do not attempt to.

1.4.2 Fighting the Fire

ONLY attempt to fight the fire if:

You have been trained to use a fire extinguisher.

The fire department has been notified.

The fire is small and is not spreading to other areas.

Escaping the area is possible by backing up to the nearest exit.

If you are not sure of any of the above, do not attempt to fight the fire.

1.4.3 Evacuating the Building

When you hear the air horn blast.

1. Proceed to your muster point; leave the building using the designated escape routes.
2. Move at a quick walk, do not run.
3. Alert any other employees encountered on the way out, without putting yourself at risk.
4. If you have to move through a closed door that you cannot see through:
 - a. Feel the door to see if it is hot.
 - b. Look for smoke coming under the door.
 - c. Open the door slowly and look around it to see if there is a fire behind it.
 - d. If there is no fire on the other side, proceed through and close the door behind you to limit the spread of the fire.
5. Assemble at your designated muster point. Leave walkways and roads open for fire and emergency responders.
6. Report to your department monitor that you/your group are there and if you know of anyone trapped in the building.
7. Remain at the muster point until you are informed that you may leave by either the department monitor or a member of emergency services.

No employees are allowed to return to the buildings until given the "all clear" from the Emergency Coordinator or emergency personnel.

1.4.4 Emergency Coordinator or Supervisor

Coordinate an orderly evacuation of personnel.

Provide fire department personnel with the necessary information about the facility.

1.4.5 Department Monitors

Ensure that all employees have evacuated the area/floor.

Perform an accurate head count of personnel reported to the designated muster point.

Report any problems to the emergency coordinator at the assembly area.

1.4.6 Mobility Impaired People

If you encounter a person with some form of physical disability that restricts their mobility, you may be required to assist them in evacuating the building. If you are unable to remove them from the building, someone should wait with them until retrieved by emergency personnel if it is safe to do so. It is important to inform the emergency personnel or department monitor of their location so they can be helped to safety as soon as possible.

1.4.7 If You Become Trapped

Every situation is unique and you must use your best judgement for escaping the situation.

If you are on the ground floor, exit through a window.

If you are not on the ground floor:

1. Close the door.
2. Go to the window.
3. If there is smoke in the room open the window (if possible) a little so you can breathe fresh air.
4. Attract people's attention to you. This can be achieved by writing on a piece of paper and sticking it to the window or by calling out the window. If you open the window, remember to close it again as this can be an entry point for fire. Do not open the window up fully. Bang on the window if no one can hear you calling out or see you.
5. If the room is filling with smoke, stay close to the ground where the air is cooler and oxygen is more plentiful.
6. Wait for the fire and rescue service to rescue you.

REMEMBER

Fire spreads rapidly.

Fire produces thick black smoke that is difficult to see through and causes suffocation.

The freshest air will always be near the floor.

Move quickly. Do not run.

Be decisive; make a decision and follow that decision.

1.5 EARTHQUAKE

1.5.1 Before an Earthquake

Assess your own work area. Look for:

Windows/Glass – if your work station is near windows or a glass partition, decide where you will take cover to avoid being injured.

Heavy Objects – if your work station is near a temporary wall or partition, make sure they are securely anchored.

Loose Objects – if you have materials stored on top of cabinets or shelves, determine if these items could be secured or moved.

1.5.2 During an Earthquake

IMMEDIATELY move away from windows, tall file cabinets, book shelves, and light fixtures.

DO NOT ATTEMPT TO RUN OUT OF THE BUILDING.

Find shelter under a sturdy desk or table, if possible. Kneel down in a hunched position. Place hands over the head for added protection. Remain there until after the shaking stops. Remember: DUCK, COVER and HOLD.

Do not be surprised if the electricity goes off or if the fire sprinklers go on.

Do not light a match. Carefully extinguish smoking material in case of gas leaks.

Be prepared for aftershocks!

If you are outside when the quake occurs, stay there. Move away from structures, power poles, lamp posts, or retaining walls that could fall during the quake, and avoid fallen electrical lines. If possible, move to an open area.

1.5.3 After the Shaking has Subsided

1. Assemble department monitors to begin a careful and systematic check for injured persons, fire and hazardous areas, and building damage.
2. Check for disruption of utilities such as gas leakage, water leakage, and electrical shorts. Use caution when opening doors and watch for fallen objects.
3. Institute communication with managers/supervisors. Include information about injuries, deaths, building damage, and potential hazards.
4. Institute emergency communication with the property manager, if applicable. Give a status report and/or assistance required.
5. If a fire has started, dial 911, to call the fire department. Immediately begin a quick, safe extinguishment **only if properly trained**.

6. Determine the necessity for evacuation. **All exit routes must be inspected for safety of use.** If out-of-building refuge sites are to be utilized, ensure that proper protection is afforded evacuees. Generally, it is safer to remain inside the building.
7. Alert building occupants to EXPECT AFTERSHOCKS!
8. Keep building occupants away from windows. Keep occupants quiet and calm.
9. Replace telephone receivers so the telephone system will work properly. Use telephones for emergency calls only.
10. Discourage occupants from leaving until authorized to do so.
11. Listen to the radio for emergency reports. Keep occupants informed to discourage rumors.
12. Cooperate with public safety officials and other emergency personnel.

1.5.4 Field Personnel

At the first chance reasonably possible, communicate with supervisors in order to stay informed of road conditions, advisories, and directions of how to safely return.

1.5.5 If Evacuation is Ordered

DO NOT EVACUATE unless told to do so or if danger is imminent.

Department monitors lead occupants to a muster point outside and away from the building.

Department monitors assist in assembling occupants, taking a head count, and keeping occupants quiet and calm.

Department monitors will then report to President/Emergency Coordinator and/or emergency personnel.

Cooperate with public safety officials and other emergency personnel.

Follow instructions given by the department monitor and emergency personnel.

Walk – DO NOT run – keeping noise to a minimum.

Do not push or crowd.

Move to your safe refuge area unless otherwise directed.

Check doors for heat before opening.

Assist non-ambulatory, visually impaired, and hearing-impaired persons if they are present.

If you have relocated away from the building, DO NOT return until you are instructed to do so.

1.5.6 Going Home After an Earthquake

It is in your best interest in the event of an earthquake to remain at work. It may be too dangerous to attempt to go home right away. Listen to radio reports for areas and roads you need to get home to ensure they are undamaged and traffic is moving.

While you are waiting, make yourself available to help fellow employees recover from the incident as quickly as possible.

1.6 SEVERE WEATHER ALERT

In the event of severe weather or natural disasters, employees are to follow the procedures below should these weather events occur.

1.6.1 Tornado

The National Weather Service has developed a method of identifying storm conditions that foster the development of tornadoes. The classification and definitions of storm conditions are:

Tornado watch

Tornado warning

A "tornado watch" status indicates that weather conditions are favorable for the development of tornadoes. The "watch areas" are usually large geographic areas, covering many counties or even states that could be affected by severe weather conditions including tornadoes.

A "tornado warning" is an alert issued by the National Weather Service after a tornado has been detected by radar or sighted by weather watchers or by the public. The National Weather Service provides the approximate time of detection, the location of the storm and the direction of movement. A tornado can move from 25 to 40 miles per hour so prompt emergency action must be taken.

Outdoor warning siren network that is used to signal imminent danger from tornadoes. It is a familiar sound as the system is tested the first Wednesday of every month, unless there is a threat of severe weather in the area or when temperatures are substantially below freezing.

A steady siren for three to five minutes means **IMMINENT DANGER**. Take shelter immediately in the nearest suitable protective area. Once the sirens sound, it is too late to seek protection at a remote location.

An "all clear" signal will NOT be given via the siren system. It is urged that reliance be placed on the broadcast media for this and other status and forecast information.

Sheltering In Place

Upon hearing a tornado siren or verbal employee alarm system, employees should:

1. Immediately cease work.
2. Alert other coworkers in the vicinity, without putting themselves at risk.

Note: Department Monitors must contact all field employees, and alert them immediately if a tornado warning has been given to ensure they are aware and seeking shelter.

3. Proceed to the designated shelter (as listed above).
4. Never go outside and avoid windows.
5. Make contact with their designated Department Monitor, or Alternate, after they have safely reached the designated shelter.

Department monitors must perform a head count and communicate that to the Emergency Coordinator. Wait for further instructions from the Emergency Coordinator – no employees are allowed to return to the buildings until given the “all clear”.

Note: Nothing in these procedures precludes the Emergency Coordinator’s authority in determining whether employees should remain inside or evacuate.

Sheltering Outside / Caught in the Open

If you are caught outside in a tornado or severe weather:

1. Move at right angles to the tornado.
2. Attempt to reach a protective area, such as a building with a basement.
3. If there is not time to escape or find a suitable protective area, lie flat in a ditch or depression but avoid areas that are subject to rapid water accumulation or flooding in heavy rains.

1.6.2 Weather Advisories and All-Clear Signals

The National Weather Service broadcasts continuous weather status and forecast information; this information is updated hourly. In addition, the NWS will broadcast special alert tones and messages for tornado warnings, flash flood warnings and similar impending weather emergencies.

Persons in protective areas should not rely on visual observations of local conditions as a reliable indicator of the true status of the weather, since hail and tornadoes have been known to occur under apparent clear-sky conditions.

Radio stations which may carry local weather advisories (and forward all-clear information) include:

KBZZ 96.1 FM

KJZS 92.1 FM

1.6.3 Thunderstorms

More people are killed in the U.S. by lightning each year than by tornadoes and hurricanes. If thunderstorms or other severe weather include lightning, employees should immediately:

Postpone outdoor activities if thunderstorms are imminent.

Move indoors and do not take shelter in small sheds, under isolated trees, or in convertible automobiles. Stay away from tall objects such as towers, fences, telephone poles, and power lines.

If lightning is occurring and you cannot make it indoors, get inside a hard top automobile and keep the windows up. Avoid touching any metal.

If you're caught outdoors, and no shelter is nearby, find a low spot away from trees, fences, and poles. Make sure the place you pick is not subject to flooding. If you are in a wooded area, take shelter under the shorter trees.

Utility lines and metal pipes can conduct electricity. Avoid using the telephone or any electrical appliances. Use these only in an emergency since power surges from lightning can cause serious damage.

1.6.4 Flood

During a flood, water levels and the rate the water is flowing can quickly change. Remain aware and monitor local radio and television outlets.

If indoors:

Be ready to evacuate as directed by the department monitor and/or designated official.

Follow the recommended primary or secondary evacuation routes.

If outdoors:

Get to higher ground and get out of areas subject to flooding.

Be ready to evacuate as directed by the Emergency Coordinator.

If time permits, move vital materials and equipment to higher ground.

Don't go into a basement, or any room, if water covers the electrical outlets or if cords are submerged. If you see sparks or hear buzzing, crackling, snapping or popping noises – get out immediately. Stay out of water that may have live electrical in it.

Do not walk through flood waters. It only takes six inches of moving water to knock you off your feet.

If you are trapped by moving water, move to the highest possible point and call 911 for help.

Do not drive into flooded roadways or around a barricade, water may be deeper than it appears and can hide many hazards (i.e. sharp objects, washed out road surfaces, electrical wires, chemicals, etc.).

If you are in a vehicle and it stalls, abandon it immediately and climb to higher ground. A vehicle caught in swiftly moving water can be swept away in a matter of seconds. Twelve inches of water can float a car or small SUV and 18 inches of water can carry away large vehicles.

1.6.5 Hurricane

The nature of a hurricane provides for more warning than other natural and weather disasters. A **hurricane watch** is issued when a hurricane becomes a threat to a coastal area. A **hurricane warning** is issued when

hurricane winds of 74mph (120km/hr) or higher, or a combination of dangerously high water and rough seas, are expected in the area within 24 hours.

Once a hurricane watch has been issued:

1. Stay calm and await instructions from the department monitor or the designated official.
2. Moor any boats securely, or move them to a safe place if time allows.
3. Continue to monitor local TV and radio stations for instructions.
4. Move out of low-lying areas or away from the coast, at the request of officials.
5. If you are on high ground away from the coast and plan to stay, secure the building, moving all loose items indoors and boarding up windows and openings.
6. Collect drinking water in appropriate containers.

Once a hurricane warning has been issued:

Be ready to evacuate as directed by the emergency coordinator, department monitors and/or the designated official.

Leave areas that might be affected by storm tide or stream flooding.

During a hurricane, **remain indoors and seek out the following spaces:**

Small interior rooms on the lowest floor and without windows.

Hallways on the lowest floor away from doors and windows.

Rooms constructed with reinforced concrete, brick, or block with no windows.

1.6.6 Blizzard or Other Snow Event

If indoors:

1. Stay calm and await instructions from the emergency coordinator or the designated official.
2. Stay indoors!
3. If there is no heat:
 - a. Close off unneeded rooms or areas.
 - b. Stuff towels or rags in cracks under doors.
 - c. Cover windows at night.
 - d. Eat and drink. Food provides the body with energy and heat and fluids prevent dehydration.
 - e. Wear layers of loose-fitting, light-weight, warm clothing, if available.

If outdoors:

1. Find a dry shelter. Cover all exposed parts of your body.
2. If shelter is not available:
 - a. Prepare a lean-to, wind break, or snow cave for protection from the wind.
 - b. Build a fire for heat and to attract attention. Place rocks around the fire to absorb and reflect heat.
 - c. Do not eat snow, it will lower your body temperature. Melt it first.

If stranded in a car or truck:

1. Stay in the vehicle!
2. Run the motor for about 10 minutes each hour. Open the windows a little for fresh air to avoid carbon monoxide poisoning. Make sure the exhaust pipe is not blocked.
3. Make yourself visible to rescuers.
4. Turn on the dome light at night when running the engine.
5. Tie a colored cloth to your antenna or door.
6. Raise the hood after the snow stops falling.
7. Exercise to keep blood circulating and to keep warm.

1.7 THREAT OF VIOLENCE

1.7.1 Suspicious Individual

It is imperative that any suspicious activity or persons are reported. A suspicious person is an individual (known or unknown) who exhibits unusual behavior such as nervousness, nervous glancing, making strange or sudden movements or is in an area or doing something that is not normal, such as taking photographs. If there is a suspicious looking individual inside company facilities or on company grounds:

1. Do not approach any unknown individuals, they could be armed.
2. Contact the police non-emergency number as quickly as possible while monitoring the location of the person if able.
3. Be ready to supply a physical description of the individual including age, weight, hair color and length, clothing, facial hair, and any other distinguishing features.
4. If the individual is in a vehicle, attempt to get the vehicle make, model and color, as well as the license plate number.
5. If you suspect the person is armed or see that they have a weapon, contact 911 immediately to report the situation.

1.7.2 Disruptive Individual

If an individual makes threats of physical harm to you, others, or themselves, if they appear to be intoxicated or under the influence of a controlled substance, or if they exhibit any other unstable or bizarre behavior, employees should:

1. Contact the police using 911 or the non-emergency number depending on the severity of the situation.
2. Give your name and location with a brief explanation of the situation. Take note of the individual's age, personal appearance, clothing, vehicle, or any other information that would help identify the individual. Use the Threat of Violence Report in this manual to document as much information as possible about the individual and the threat (Reference section 1.8.5).
3. Until police or other responders arrive, try to keep the individual calm. Get their attention by using their name (if you know it) and politely ask them to sit down. Acknowledge their feelings and let them know you are listening. Ask what you can do to help them and offer assistance if appropriate. However, if the person appears that they may become violent, retreat from the scene and observe from a safe distance.
4. Express your authority with non-verbal cues by sitting/standing tall, smiling and making eye contact, and speaking clearly and distinctly, but not too loudly.
5. Avoid slouching, glaring, or sighing, and be aware of the individual's personal space – do not stand too close or touch them.
6. Advise coworkers of the potential problem if possible without further upsetting the individual.
7. Direct the individual to leave.

1.7.3 Active Shooter

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearm(s) and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

More so than other emergency situations, the following procedures are meant as guidelines to ensure your safety and should only be adhered to if taking those actions is what you feel would make you safe. The decision to follow the guidelines must be made in the moment, and the safety of yourself and others is the main concern.

Note: A special muster point is designated at a distance away from the building for active shooter situations. In case you must flee, do not go to the normal muster point for your building. If it is unsafe to meet at the special muster point, get as far away from the shooting scene as possible, then contact authorities.

In an active shooter situation, the following are some actions that can be taken:

Alert others of the situation.

Flee the area safely and avoid danger.

Call 911 when it is safe to do so.

Department monitors will take a head count if safe to do so.

If fleeing is not possible, the following are some actions that can be taken:

If you are in an office, stay there and secure the door. Get down on the floor or under a desk and remain silent.

If you are in a hallway, get into a room and secure the door.

As a last resort, attempt to take the active shooter down.

Call 911 when it is safe to do so.

If you witness any armed individual(s) around the exterior of the building or parking lot at any time, use your best judgment for the situation; if safe to do so, the following are some actions that can be taken:

Take note of the two nearest exits in any facility you visit.

Secure the exterior door(s) to the building or main office if able to safely do so.

Alert others of the situation.

Flee the area safely and avoid danger.

Call 911 when it is safe to do so.

If it is not possible to flee, move to a core area of the building that can be secured and remain there until an "all clear" instruction is given by an authorized known voice. If possible, split up to avoid creating a single target.

Encourage others to get on the floor or hidden behind objects, and out of the line of fire.

1.8 BOMB THREAT

1.8.1 Before a Bomb Threat

Be familiar with your area in case evacuation is needed. Be vigilant and report any unusual device, vehicle, or package. If a suspicious object is found, clear the area and begin evacuation. Do not touch a suspicious object. Notify the supervisor/manager immediately.

1.8.2 Upon Notification of a Bomb Threat

1. Use the Threat of Violence Report in this manual to document as much information as possible about the individual and the threat. Reference section 1.8.5.
2. Notify the supervisor/manager/property manager if applicable.
3. The individual that received the bomb threat will call the police at 911.
4. Give the exact location and all known facts.
5. Note the exact location and description of the object.

6. Ensure the threat conversation is documented as accurately as possible, and as soon as practical. To assist the police and as an aid to completing reports, use the Threat of Violence Report contained in this manual for guidance.
7. BE GUIDED BY THE INSTRUCTIONS OF THE POLICE.
8. Be prepared to advise authorities of the current situation when they arrive on the scene, then direct them to the location of the object.

1.8.3 Suspicious Packages

All employees should be aware of the possible indicators of a suspicious package. The presence of one or more of the following features should be cause for concern:

Unexpected mail with foreign postmarks, airmail, or uncharacteristic or abnormal delivery markings.

Postage irregularities; including excessive postage, no postage, or unusual stamps.

Return address irregularities such as no return address, a return address that does not match the postmark, or a return address that is not familiar to the person to whom the package is addressed.

No postmark (may indicate hand delivery).

Delivery address irregularities such as a title without a name, an incorrect title with a name, a generic title that is not used at the company.

Badly typed, misspelled, or poorly written addresses and markings.

Restrictive markings or special handling instructions, such as "Personal," "Confidential," "Special Delivery," or "Open by Addressee only".

Visual distractions on the package such as drawings, statements, or handmade postage.

Rigid or bulky envelope.

Oddly shaped, unevenly-weighted, lopsided, or lumpy package.

An odor emitted from the package.

Stains or discoloration on the package.

Protruding wires, tinfoil, or other conductive materials.

Over-wrapping with excessive paper, tape, and/or string.

A package left by an unknown person.

If you discover or receive a suspicious package the following procedures are to be followed:

Do not attempt to open the package.

Do not handle, shake, or move the package.

Do not assume it is the only device in the area.

Do not change the environment.

If the package is stained, discolored, or emits an odor do not attempt to identify the substance. If you come in contact with a leaking substance, wash hands and exposed skin vigorously with soap and flowing water for at least 15 minutes.

Calmly notify others in the immediate area, relocate to another room, and close the door behind you.

Contact individuals on the Emergency Contact List, Emergency Coordinator, and call 911.

1.8.4 Evacuation Procedure

1. Begin evacuation of the building. The department monitors will announce the required evacuation or relocation of staff. REMEMBER: Notification should be made in a low-key manner to avoid panic.
 - a. Direct occupants to visually be aware of anything unusual or out of place in their immediate areas.
 - b. Do not touch anything unusual or out of place.
 - c. If a suspicious object is found, notify the supervisor/manager immediately.
2. When evacuating in response to a bomb threat or the discovery of a bomb/device, consider the safeness of primary and secondary evacuation routes before using them.
3. No one should enter the area where the object is located until the authorities arrive.
4. Building occupants should evacuate at a safe refuge area outside and away from the building. The specially designated muster point located at a distance away from the building should be used.
5. Keep occupants quiet and calm. Take a head count.
6. AWAIT FURTHER INSTRUCTIONS FROM THE POLICE.

1.8.5 Threat of Violence Report

Most but not all threats are received by phone. All threats are to be treated seriously. Act quickly, but remain calm and obtain information with the checklist below.

Follow these steps in case of a threat made by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the checklist to the right immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions. Be Calm. Be Courteous. Listen.

If a threat is received by handwritten note or email:

1. Handle the note as minimally as possible.
2. If received by e-mail, do not delete the message.

Signs of a Suspicious Package:

- | | |
|---------------------|--------------------|
| No return address | Poorly handwritten |
| Excessive postage | Misspelled words |
| Stains | Incorrect titles |
| Strange odor | Foreign postage |
| Strange sounds | Restrictive notes |
| Unexpected delivery | |

Date: _____ Time Threat Received: _____
 Individual Receiving Threat: _____
 Time Hung Up / Left Premises: _____
 Phone # Where Call Received: _____
Ask Individual:
 Where is the bomb located? (building, floor, room, etc.)

 When will it go off? _____
 What does it look like? _____
 What kind of bomb is it? _____
 What will make it explode? _____
 Did you place the bomb? [Yes] [No] Why? _____

 What is your name? _____
 What is your address? _____
Exact Words of Threat: _____

Information About the Individual
 Where is the caller located? (background/noise level)

 Estimated Age: _____ Is the voice familiar?
 If so, who does it sound like? _____
Background Sounds Threat Language
 Female Animal Noises Incoherent
 Male House Noises Message Read
 Accent Kitchen Noises Taped Message
 Angry Street Noises Irrational
 Calm Booth Profane
 Coughing PA System Well-spoken
 Clearing Throat Conversation
 Cracking Voice Music Local
 Crying Motor Long Distance
 Deep Static Office Machinery
 Deep Breathing Clear Factory Machinery
 Disguised
 Distinct Nasal Slow Height: _____
 Excited Normal Slurred Weight: _____
 Laughter Ragged Soft Hair Colour/Length: _____
 Lisp Rapid Stutter _____
 Loud Raspy
 Other Information: _____

DO NOT use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
DO NOT touch or move a suspicious package.

1.9 MEDICAL EMERGENCY

1.9.1 Upon Notification of a Medical Emergency

1. Immediately summon local qualified assistance (CPR or First Aid, as required) to provide the required assistance prior to the arrival of professional medical help.
2. Call 911 and be prepared to give the following information:
 - a. Exact location of the victim – building address, nearest cross street.
 - b. Nature of the emergency.
 - c. Victim's name, general condition, and location.
 - d. Your name and a "call back" number.

IMPORTANT

1. Do not hang up until the emergency operator does so first.
2. Notify the supervisor/manager and give the same information as above.
3. Station a person at the entrance to provide guidance for emergency personnel to the victim's location.
4. Find out what medical facility the employee will be transported to.

CAUTION

If you are not qualified in proper CPR or First Aid procedures, **DO NOT** attempt to move the patient or victim unless it is **absolutely** necessary.

In the case of rendering assistance to personnel exposed to hazardous materials, consult the Safety Data Sheet (SDS) and wear the appropriate personal protective equipment. Attempt first aid **ONLY** if trained and qualified.

1.10 OTHER EMERGENCY PROCEDURES

List other emergencies with their procedures below.

1.11 OTHER EMERGENCY PROCEDURES

List other emergencies with their procedures below.

1.11 COVID-19 OUTBREAK – OFFICE LOCATION

When an employee is presumed positive or is confirmed to have COVID-19, they will contact Vice President of Human Resources Nate.Meyers@corix.com, +1(847)897-6443 x3353. The following procedure will be followed.

If an employee suspects they may have contracted COVID-19, they will contact HR to be in line with company policy.

Presumed Positive is one in which an “individual with at least one respiratory specimen ... test[s] positive for the virus that causes COVID-19 at a state or local laboratory.”¹

1.11.1

Be Informed and Stay up to date

Know relevant information regarding any potential outbreaks that may occur in your area.

During times of large-scale infectious disease outbreak, the company will send out regular correspondence to keep employees aware of the situation. We encourage the use of other resources such as The U.S. Centers for Disease Control and Prevention (CDC), Public Health Agency of Canada (PHAC) and the World Health Organization (WHO).

Continue to implement precautionary measures during a known outbreak. These can include, but not limited to the following:

Regularly wash your hands with soap and water; minimum of 20 seconds

Use alcohol based (at least 60%) hand sanitizer if soap and water is not available.

Clean workspaces regularly with EPA endorsed disinfectants.

1.11.2 Preparedness

COVID-19 Communication sent to Contractor

Review Emergency Preparedness & Business Continuity Plans

1.11.3 Response Procedure

Employee will stay home and follow return to work procedures or be sent home immediately if they suspect they may have COVID-19. If necessary, employee should self-isolate per the CDC recommendations.

- o If employee comes to work and starts to suspect they may have an COVID-19, they will immediately limit contact with any other person and avoid touching surfaces, where possible.

¹ <https://www.cdc.gov/coronavirus/2019-ncov/php/reporting-pui.html>

- o Supervisors, upon notification that an employee is positive (or presumed) for the disease, the employee will be sent home immediately. They will remind the employee to avoid contact with others and avoid touching surfaces, if possible.

Human Resources will make notifications that a presumed positive or confirmed COVID-19 has been reported to:

- o Incident Command (IC)
- o IC is responsible for notifying:
 - Executive Management Team
 - Business Unit leadership
 - Office Facilities management
 - Any third-party vendors / contractors that individual is known to have come in contact with recently

IC sends an office-wide communication that COVID-19 has been detected and the affected office will be closed to perform a deep clean and disinfecting.

- o The office will activate the Business Continuity Plan, if necessary.

Office Facilities Management will arrange for a deep clean and disinfection per CDC recommendations.

Once the disinfection has been completed, Facility Management will send communication to affected office employees informing them when they can return to work.

Employees may be asked to stay home for 14 days if they came in contact with the infected employee.

The office will be made ready to open on the earliest possible day.

Where an employee in the Corix Office self-reported that they encountered another person who has been confirmed positive for COVID-19:

The employee contacts the HR department and makes them aware that they had contact with someone who has been confirmed with COVID-19.

Employee will stay home for 14 days while they self-monitor their health.

If the employee is presumptive positive or is confirmed with COVID-19, the procedure above will be followed.

Office with First Aid Attendants – Applicable Canada Locations

Office management will establish a process to inform First Aid Attendant(s) if individuals coming to work exceed threshold that requires First Aid Attendant presence.

1.11.4 Contacts:

Employee Contact List – See Page 27 of EAP

Disinfectant Contractor

- o Operations Support-Pahrump 775.727.5941

1.12 TRAINING

1.12.1 General Training

All employees shall receive training on this document and the evacuation routes in Appendix A both upon hire and annually thereafter. Training must be documented using the form in Appendix D.

1.12.2 Drills

Fire and evacuation drills must be completed annually and documented using Appendices B and C.

1.12.3 Additional Retraining

Employees must be retrained if there is a change in evacuation procedures or other significant change to the EAP, or if they show lack of understanding of any element of the EAP. Employees must also be retrained if: they are assigned to a new job or different facility; if new equipment, materials, or processes are added; or, if the layout or design of the facility changes.

All documents within this Appendix are to be completed and filed within the EAP.

Ensure that the following documents are also posted in prominent locations throughout the facility.

Emergency Responder Contact Information

Evacuation Route Map(s)

EMERGENCY CONTACT LIST

IN CASE OF EVACUATION THE FOLLOWING SIGNAL WILL BE SOUNDED:		
HORN- VOICE		
ALL EMPLOYEES WILL REPORT TO THE MUSTER AREAS LOCATED:		
1. North side of bldg.- edge of parking lot. 2. South side of bldg.. – edge of parking lot.		
CLOSEST MEDICAL FACILITY:		
Name of Facility: Regional Emergency Medical Services Authority	Address: 450 Edison Way, Reno, NV	Phone Number: 775.858.5700
Emergency Response Contacts		
Fire, Police & Ambulance	911-0775.326.6000	
Police (non-emergency)	775.328.3001	
Fire (non-emergency)	775.326.6000	
Disaster Services	911 or Washoe County Emergency Management 775.337.5898	
Poison Control	911	
Company Contacts		
Director of State Operations	James Eason 775.337.1001 cell 775.432.3184	
West Compliance Manager	Bill Coates 775.990.4838 cell 407.509.9098	
Regional Manager	Marc Rohus 775.337.1001 cell 775.397.8371	
Area Manager	Darrin Lewis 775.337.1001 cell 775.291.1027	
HSE Manager	Mary Rollins 704.319.0519	
Building Security/Management	Marc Rohus 775.337.1001 cell 775.397.8371	
Corix V.P. Communications and Public Relations	Karen Cotton 708.413.8007	
Government Contacts		
Workplace Health & Safety-OSHA	775.688.3700	
Workers Compensation	775.684.7270	
Environment- NDEP	775.687.4670 - Spill Reporting 888.331.6337	
Transportation of Dangerous Goods	775.684.4368	
Other: REGIONAL EPA	415.947.8000	
Other Contacts		
Power Company	NV Energy 775.834.4444	

Telephone Company	ITNetwork@corix.com
Gas Company	N/A
Water Company	Truckee Meadows Water Authority 775.834.8080
Other:	N/A

STAFF ASSIGNMENTS

Emergency Coordinator and Alternates

Emergency Coordinator – is usually the manager/supervisor who has overall responsibility for the plan.

	Name	Location	Telephone	Email
1	Marc Rohus	Office	775.397.8371	Marc.Rohus@greatbasinwaterco.com
2	Darrin Lewis	Office	775.291.1027	Darrin.Lewis@greatbasinwaterco.com
3	Jeremy Millim	Office	775.291.1096	Jeremy.Millim@greatbasinwaterco.com
4	Andrew Williams	Field	775.432.5037	Andrew.williams@greatbasinwaterco.com

Department Monitors and Alternates

Department Monitor – is responsible for coordinating and immediately reporting any potential or actual emergency conditions, evacuation, and accounting for employees.

	Name	Location	Telephone	Email
1	Marc Rohus	Office	775.397.8371	Marc.Rohus@greatbasinwaterco.com
2	Darrin Lewis	Office	775.291.1027	Darrin.Lewis@greatbasinwaterco.com
3	Jeremy Millim	Office	775.291.1096	Jeremy.Millim@greatbasinwaterco.com
4	Andrew Williams	Field	775.432.5037	Andrew.williams@greatbasinwaterco.com

Key Staff Assignments

Assign employees specific duties to complete during and immediately following an emergency. Identify employees with special expertise or training, who could offer assistance when necessary. Assign employees as “buddies” to assist disabled employees and/or visitors during an emergency.

	Name	Location	Assignment
1	Marc Rohus	Office	Search and assist any lingering persons.
2	Jeremy Millim	Office	Search and assist any lingering persons.
3	Darrin Lewis	Field	Search and assist any lingering persons.

4	Andrew Williams	Field	Search and assist any lingering persons.
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EMPLOYEE ROSTER

Name	Work Location	Contact Number	Alternate Number
James Eason	Office	775.337.1001	775.432.3184
Stella Wolfson	Office	775.337.1001	775.300.1766
Marc Rohus	Office	775.337.1001	775.397.8371
Darrin Lewis	Office	775.337.1001	775.291.1027
Jeremy Millim	Office	775.337.1001	775.291.1096
Shane Paden	Office	775.337.1001	708.219.3977
Andrew Williams	Office	775.337.1001	775.432.5073

CRITICAL OPERATIONS

During some emergency situations, it will be necessary for certain assigned employees to remain at the work area(s) to perform critical operations.

	Critical Operation	Work Area	Assigned Employee	Alternate Employee	Description of Operation
1	Water Operations	Wells-Potable Water	Marc Rohus	Darrin Lewis	Potable Water
2	Water Operations	Wells-Potable Water	Andrew Williams	Shane Paden	Potable Water

Personnel involved in critical operations may remain on the site upon the permission of the site designated official or emergency coordinator.

In the case that the emergency situation will not permit any personnel to remain at the facility, the designated official or other assigned personnel shall notify the appropriate offices to initiate backups.

The following offices should be contacted:

	Location	Phone Number
1	Bermuda Water Company-Steven Taylor	928.200.9582
2	GBWC- CS SS SC-James Eason	775.432.3184
3	GBWC – PD- Bill Coates	407.509.9098
4	GBWC- SC - Eric Chittam	775.304.6620
5	GBWC- PD – Ben Suleski	775.537.8372

1005 TERMINAL WAY STE. 294 RENO NV 89502

PRIMARY ROUTE /SECONDARY ROUTE

YOU ARE HERE ★

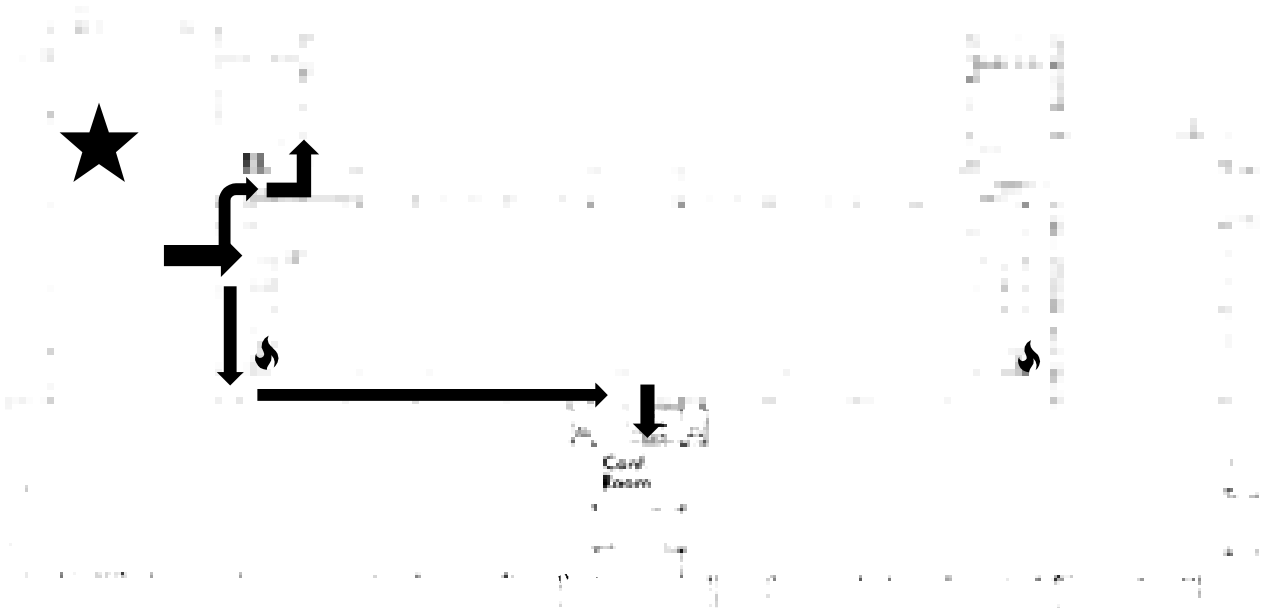
EXIT DOORS 📍 *MEET IN THE OVERFLOW PARKING LOT*

FIRE EXTINGUISHER 🔥

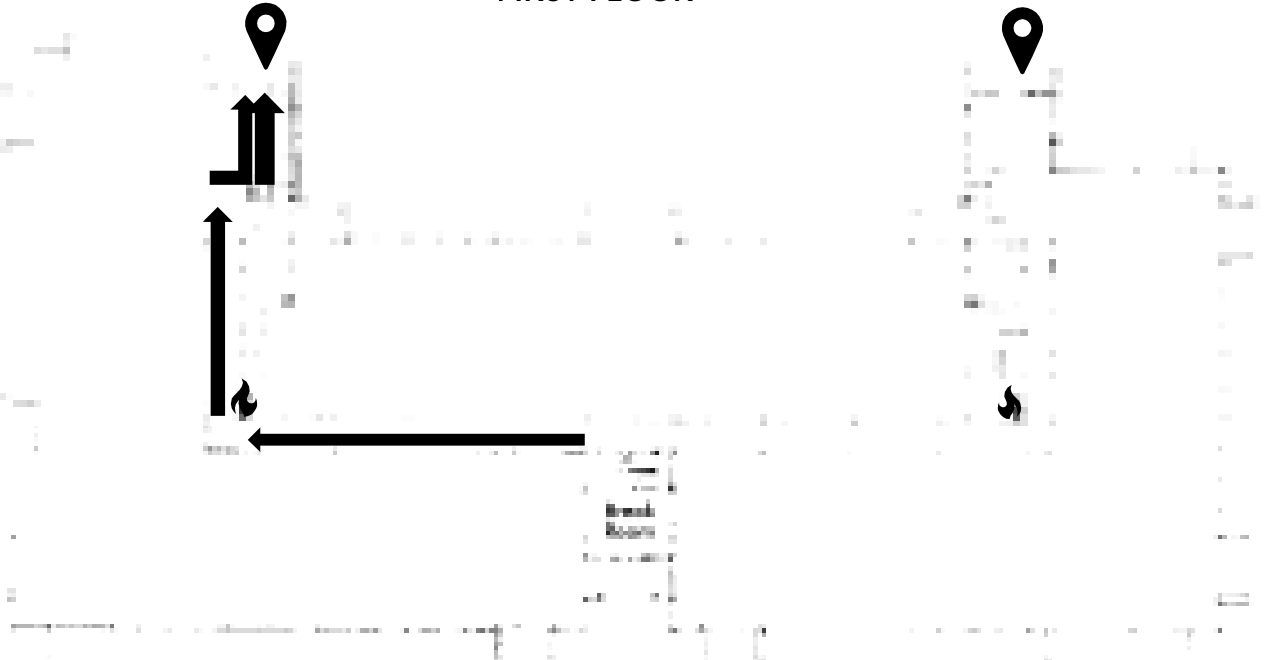
IN CASE OF EMERGENCY DO NOT USE ELEVATORS USE EXIT STAIRWAYS

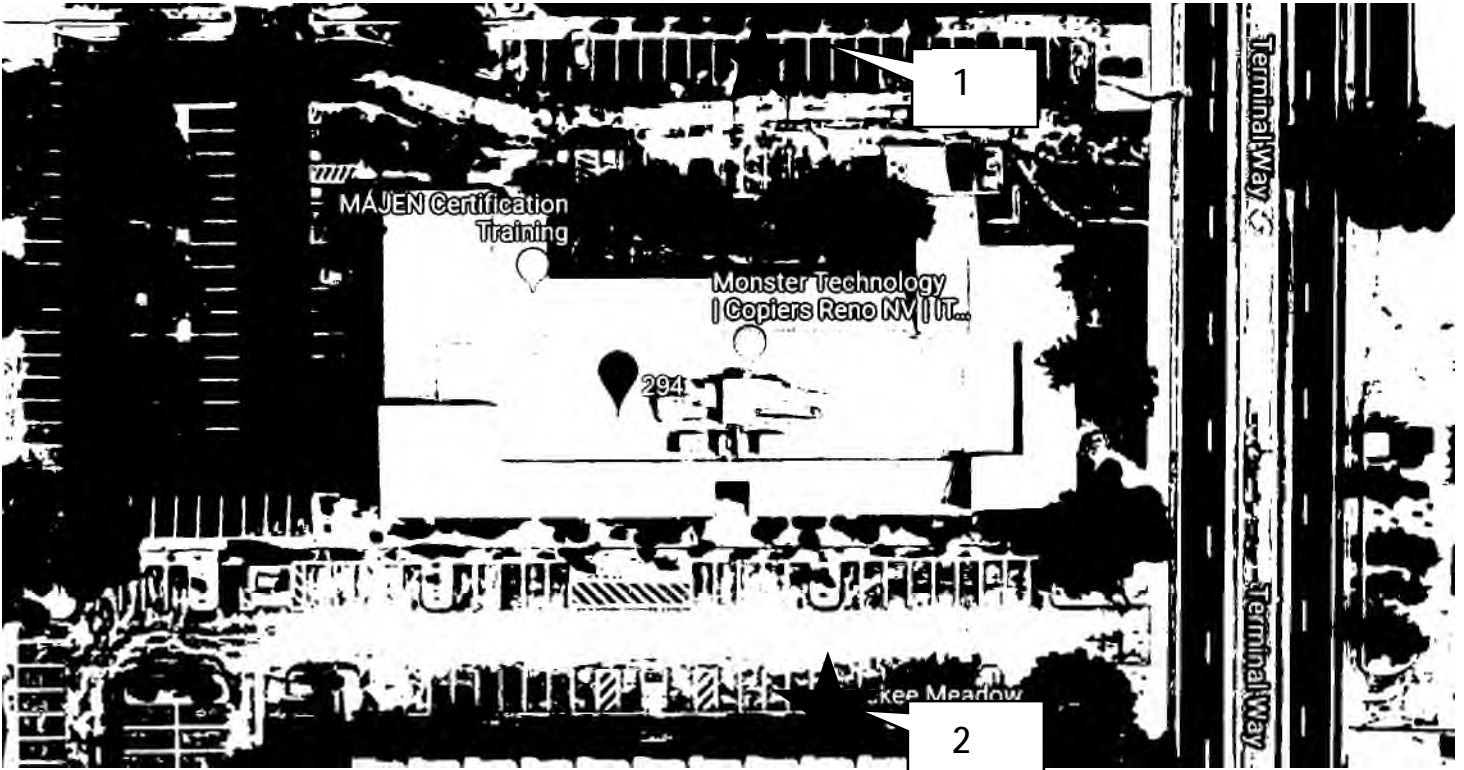
HORN WILL SOUND – STROBES WILL FLASH - CALL 9-1-1

SECOND FLOOR



FIRST FLOOR





Emergency Evacuation Muster Point Areas

1. North side of building- edge of parking lot.
2. South side of building- edge of parking lot.

Great Basin Water Co. – Cold Springs/Spanish Springs Division
1005 Terminal Way, Ste. 294
Reno, NV 89502