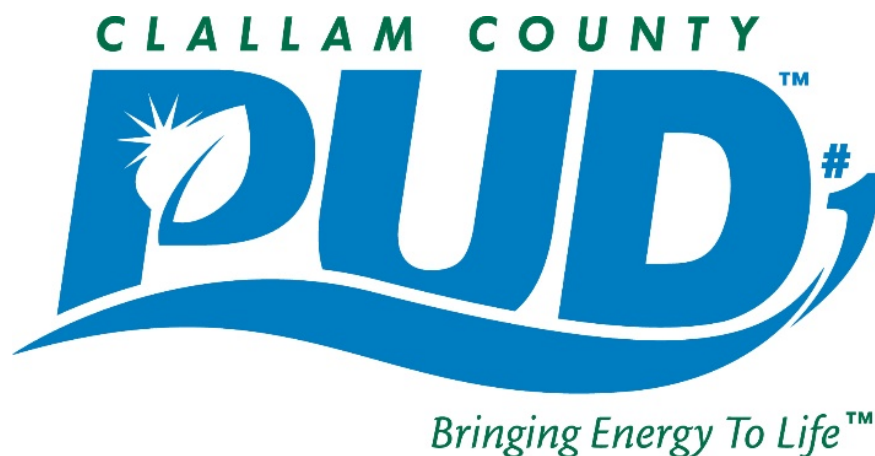


**REDACTED PUBLIC COPY**  
**EMERGENCY RESPONSE AND**  
**RESTORATION PLAN**  
**August 2018**



**BOARD OF COMMISSIONERS**

TED SIMPSON, Commissioner  
WILL PURSER, Commissioner  
District 2 Commissioner - vacant

DOUG NASS, General Manager

The Emergency Response and Restoration Plan (the "ERRP") was prepared by PUD #1 of Clallam County (the "District") to provide guidance for District employees and their families in case of a disastrous event. It contains notification and action instructions specifically tailored to the District, for District employees to follow during a natural disaster. The ERRP addresses responsible pre-planning activities, and response protocols to facilitate the timely restoration of power, water, fiber, and sewer services to Clallam County. Certain telephone numbers and locations have been redacted from the ERRP. Those phone numbers and locations are for District-employee use only, and have been blacked out to avoid creating confusion about who the general public should contact for assistance in case of a natural disaster emergency. In addition, the complete ERRP contains a number of attachments that we have not included because of the size and volume of the attachments and because of information in them that is confidential or that the District considers to be sensitive.

This page intentionally left blank.

## Table of Contents

<b>List of Attachments</b> .....	7
<b>Introduction</b> .....	9
Summary of the ERRP .....	9
<b>Acronyms and Descriptions</b> .....	11
CCEOCC – Clallam County Emergency Operations Center.....	11
DEOC – District’s Emergency Operations Center .....	11
ERRP – Emergency Response and Restoration Plan.....	11
FEMA – Federal Emergency Management Agency .....	11
IAP - Incident Action Planning Guide.....	11
IC - Incident Commander .....	11
ICS – Incident Command System.....	12
NIMS – National Incident Management System .....	12
PUD or District .....	12
<b>Definition of Terms</b> .....	12
Critical Systems and Customers Restoration Response.....	12
Emergency Response Plan Water and Wastewater Plan .....	12
First Responders.....	12
Operations Bulletin No. 12 .....	12
Red Biohazard Bag .....	12
<b>Coordination with Clallam County Emergency Operations Center (CCEOC)</b> .....	13
<b>Emergency Response Triggers</b> .....	14
Response Triggers for Level 1 through 3 Situations .....	14
Response Triggers for Level 4 Situations.....	15
<b>District’s Incident Command System (ICS) Team Structure</b> .....	16
<b>Incident Command System (ICS) Team Structure</b> .....	16
Incident Commander (IC) .....	17
Incident Command System (ICS) Team .....	17
Command Center .....	17
Communications Manager (CM) .....	17
Safety Manager (CCEOC Liaison) .....	17
Finance Team.....	17
Operations Team.....	17
Support Team.....	17

Logistics Team.....	17
Planning Team .....	17
Information Technology Team .....	18
DEOC Team Member .....	18
Additional Personnel Resources .....	18
ICS Team Responsibilities Include:.....	18
<b>Emergency Disaster Communications .....</b>	<b>18</b>
Alternate Interdepartmental Communication Methods .....	18
Communicating with Bonneville Power Administration (BPA) .....	18
Media Communication Control .....	19
<b>Pre-Disaster Planning - Home .....</b>	<b>20</b>
Emergency Response and Restoration Plan and Your Family .....	20
Employee and Department Responsibilities .....	20
Some Pre-Disaster Websites for Families (not all-inclusive) .....	20
What about the Family Pet? .....	20
Tips on Locating a Safe Place for Your Pet.....	21
<b>Disaster Occurs - Home.....</b>	<b>21</b>
Employees and Their Families.....	21
Five Command Areas (Fire Departments).....	22
Leaving your Pets Behind as a Last Resort .....	23
<b>Pre-Disaster Planning – District.....</b>	<b>24</b>
Preparing Your Work Area.....	24
District-wide Food, Water, Shelter, Clothing and Other Essentials .....	24
Education .....	24
District Preparation .....	24
Insurance Policy and Documentation-Risk Management.....	24
Documents and Electronic Data.....	25
Volunteers .....	25
<b>Disaster Occurs: Response and Restoration - District Disaster Management Activation ...</b>	<b>26</b>
ERRP Goals .....	26
Additional Needs after a Disaster Occurs .....	26
Staffing.....	27
Support Teams .....	27
First Responders.....	27



On Duty Guidelines .....	28
What Employees Should Bring When They Come to Work .....	28
Compensation during a Disaster .....	29
Liability Issues .....	29
Employees and Their Families.....	29
Non-PUD Related Public.....	29
<b>Clallam County Emergency Operations Center (CCEOC) Representative .....</b>	<b>30</b>
<b>District's Emergency Operation Center (DEOC).....</b>	<b>30</b>
DEOC Phone Numbers .....	31
IT Communications .....	31
Power and Lighting.....	31
Fuel .....	32
Safety and Security .....	32
Sleeping Arrangements.....	32
Food Supplies.....	32
Water Supply .....	33
Wastewater.....	33
<b>Restoration to Normal Operations .....</b>	<b>33</b>
Restoration Objective.....	33
Mutual Aid and Assistance Requests.....	33
Supply Replenishment .....	33
<b>Lessons Learned: Meetings and Need Modifications to ERRP .....</b>	<b>34</b>
Post-disaster Internal Review/Debriefing.....	34
<b>FEMA Reporting .....</b>	<b>34</b>
<b>Emergency Preparedness for the Home.....</b>	<b>35</b>
Emergency Supplies.....	35
Personal Care Supplies .....	35
Infant and Children Items .....	36
Items for Each Member of the Household.....	36
First Aid and Medical .....	36
Other .....	36
Storage of Supplies .....	36
<b>Winter Auto Travel Survival Kit.....</b>	<b>37</b>
<b>Help Sign.....</b>	<b>39</b>

<b>OK Sign.....</b>	<b>40</b>
<b>Camping in Your House.....</b>	<b>41</b>
<b>First Responders by Department .....</b>	<b>45</b>

## List of Attachments

**Note:** The documents below comprise a comprehensive list of the attachments (some of which are referred to in this plan) that will be included in Clallam County PUD #1's **Emergency Response and Restoration Plan Binders**. Due to the confidential nature and/or size of these attachments, they are referred to, but not included as hardcopies in this plan handbook. However, many of the attachments are available on our intranet to view and print.



### Mutual Aid Agreements

- Washington Public Utilities Mutual Aid Agreement
- BPA Mutual Aid Agreement
- APPA Mutual Aid Agreement
- WA Water/Wastewater Agency Response Network (WARN) Mutual Aid Agreement

### PUD #1 Internal Attachments

1. ***IAP – Incident Management Handbook*** (FEMA B-761)  
*Note: Due to its size this attachment is provided in a separate blue binder*
2. ***Critical Systems and Customers Restoration Response***
3. ***Water and Wastewater Systems Emergency Response Plan***
4. ***First Responders by Department*** – included in plan; see page 45
5. ***Operations Bulletin No. 12*** (Electrical Emergency Guidelines)
6. ***Major Events Restoration Procedure***
7. ***Incident Commander Checklist***
8. ***Incident Command System (ICS) Team Structure***
9. ***Field Operations Pocket Guide FEMA P-1011***  
*Note: This is a small bound notebook*
10. ***FEMA Reimbursement Process and Requirements***
11. ***5 Command Areas***
12. ***Employee Contact Information*** (as of 2-28-18): *Note: This information is confidential and sealed and is not to be opened or shared unless in case of emergency.*

13. *Satellite Phones - Use and Testing*
14. *District Emergency Generator Run Times*
15. *Accident Prevention Rules*
16. *Action Plan for PUD#1 Administrative Office* (as of April 2018)
17. *Answering Service Procedure Manual*
18. *Organization Chart for PUD #1*
19. *Suppliers/Vendors List*
20. *District Facilities Utility Shut Off Information*
21. *Engineering ERRP Pre-Disaster Checklist*
22. *Engineering Disaster Recovery Plan*
23. *Central Warehouse Facility (CWF) Disaster Recovery Plan*
24. *Operations-Maintenance-Fleet-Vegetation Maintenance Pre-Disaster Checklists*
25. *Meter Readers Disaster Recovery Plan*
26. *Billing Disaster Recovery Plan*
27. *Customer Service Disaster Recovery Plan*
28. *Utility Services Disaster Recovery Plan*
29. *Information Technology Disaster Recovery Plan*
30. *Communications Disaster Recovery Plan*
31. *Human Resources Disaster Recovery Plan*
32. *Administration Disaster Recovery Plan*
33. *Broadband Disaster Recovery Plan*
34. *Records Disaster Recovery Plan*

## Introduction

### Summary of the ERRP

This *Emergency Response and Restoration Plan (ERRP)* is a guide for the employees and families of Public Utility District (PUD) #1 of the Clallam County (District). It contains notifications and actions to take during a disastrous event to ensure the safety of our employees, their families, and the public of Clallam County. This plan addresses responsible pre-planning, and the response and restoration of power, water, fiber, and sewer services to our county. Every effort will be made to get all aspects of this ERRP up and functional as soon as possible, but some areas – food storage, sleeping accommodations, and other emergency supplies and services will take more time to budget and procure.

The ERRP outlines emergency response trigger levels and actions needed, with pre-disaster planning and appropriate responses for a Level 4 major emergency event being the focus. A **Level 4 Trigger** (see page 15) would likely be initiated for a disasters such as a major earthquake.

When a major event occurs, our families and loved ones are likely to be in different locations; for example, you may be working on a project out in Freshwater Bay, while your spouse is working or shopping in Sequim, and your children are in school in Port Angeles. Imagine that communications are knocked out at the same time, and you have an extremely stressful situation.

We know that your primary concern will be to get all of your family and loved ones together and to make sure they are safe. We understand this and encourage you to do this before anything else.

Once you and your loved ones are safe and secured, we ask that you make yourselves available to help by contacting the District's Emergency Operation Center (DEOC). In the event that communications are down, we ask that when it is safe, First Responders (see page 45) make their way to the DEOC. All employees should try to make contact with the DEOC as soon as possible so we can confirm that you are OK, need help, or are available to help at work or with others in our community. As other employees secure themselves and their families, they may be available to help you, if needed. At the same time, we will be trying to make contact with you through all methods possible.

This Emergency Response and Restoration Plan (ERRP) regarding work efforts begins for you only after you and your families are settled in and you are ready to assist the DEOC with its response and restoration effort. The DEOC will be in charge of making employee assignments at work or within our community. Please ensure you make contact, and stay in contact, with the DEOC.

The DEOC will be in continuous contact with the Clallam County Emergency Operation Center (CCEOC). Depending on the size of the event and the damage, the District may start out by helping our community before we start restoring District services. Of course making our systems safe will be one of our first priorities.

The CCEOC tells us that in the event of a major event there is no way that they, the police, fire departments, or medical facilities, etc. can take care of everyone in the county. Therefore, as responsible employees and citizens, it is crucial that we prepare at home, in our neighborhoods, and at work – now, and as comprehensively as we can.

Pre-disaster planning is critical for the District as well as for employees and their families. If we're prepared before a disaster occurs, reasonable calm thinking can prevail when one actually does. Preparation includes having a plan at home as well as at work, including food, water and other supplies. While disasters won't occur exactly as we envision them, being prepared will allow us to be one step ahead and can help alleviate panic and help others in need.

Some website resources are suggested in this plan, however each employee and family should research to find the best resource to fit their particular needs and requirements. Pre-disaster planning is a personal decision and the District encourages employees to take proactive steps by getting prepared.

Meeting with your family to discuss contacts, meeting locations, disaster storage supplies, and other parts of your plan is strongly recommended.

The District will be educating its employees on the importance of pre-disaster planning at work and the steps to take when a disaster occurs. This plan will outline some of those steps.

The goal of this ERRP is for the District to prepare by putting in place the best possible pre-disaster planning, response and restoration plan, in the event of a disaster. This plan is not perfect; and our Communications Manager welcomes your suggestions for improvement.

We plan to be an asset to all of Clallam County if a disaster occurs and to respond per our Vision; *"Being the best utility for OUR customers,"* and our Mission Statement: *"Providing reliable, efficient, safe, and low-cost utility services in a financially and environmentally responsible manner."*

## Acronyms and Descriptions

**CCEOCC – Clallam County Emergency Operations Center** - located at 223 East 4th Street, Suite 12, Port Angeles, Washington 98362, the Clallam County Emergency Management plans for and responds to both natural and man-made disasters. These range from weather, floods, tsunamis, and earthquakes to incidents involving hazardous materials, or significant law enforcement events. The division prepares and implements a countywide **Comprehensive Emergency Management Plan** and routinely conducts extensive exercises to test county emergency response capabilities and provides educational materials to the public to better prepare them for emergency events. This section of the Sheriff's Office is Clallam County's liaison with Federal and local agencies on emergencies of all kinds. Division staff members provide technical assistance to local governments as they prepare emergency plans and procedures and they conduct emergency operations training for local governmental agencies. (Undersheriff)

## DEOC – District's Emergency Operations Center

**ERRP – Emergency Response and Restoration Plan** - is the Emergency Plan that the Public Utility District #1 of Clallam County will use in the event of a Level 4 disaster.

**FEMA – Federal Emergency Management Agency** – this agency's primary purpose is to coordinate the response to a disaster that has occurred in the United States and that overwhelms the resources of local and state authorities. The governor of the state in which the disaster occurs will declare a state of emergency and formally request from the President of the United States that FEMA and the Federal government respond to the disaster.

**IAP - Incident Action Planning Guide** - the IAP Guide explains how to plan and execute operations during any incident. This document, based on the **Incident Management Handbook (IMH)** (Attachment 1), explains the **Incident Command System (ICS)** incident action planning process, describes how to use it during FEMA incidents, defines the specific roles and responsibilities of the various participants, and establishes standards for incident action planning during FEMA incidents. Accurate, consistent, and complete application of the guidance outlines in this document is essential to successful incident operations. See the **Incident Management Handbook (IMH)** Attachment 1;

A digital copy of the **IMH** may also be located at <https://www.fema.gov/media-library/assets/documents/137465>.

**IC - Incident Commander** – is responsible for all aspects of the response, including developing incident objectives and managing all incident operations. ICS Team leaders report directly to the Incident Commander. For PUD purposes, the General Manager or designee will assume this role.

**ICS – Incident Command System** – (Attachment 8), is a standardized approach to the command, control, and coordination of emergency response providing a common hierarchy within which responders from multiple agencies can be effective.

ICS was initially developed to address problems of inter-agency responses to wildfires in California and Arizona but is now a component of the ***National Incident Management System (NIMS)*** in the U.S., where it has evolved into use in All-Hazards situations, ranging from active shootings to HazMat scenes.

**NIMS – National Incident Management System** – is a standardized approach to incident management developed by the Department of Homeland Security. The program was established in March of 2004, and is intended to facilitate coordination between all responders, including all levels of government with public, private, and nongovernmental organizations.

**PUD or District** – Public Utility District #1 of Clallam County

## **Definition of Terms**

**Critical Systems and Customers Restoration Response** – (Attachment 2), identifies the specific priorities and categories of customers in restoring power after a level 4 disaster.

**Emergency Response Plan Water and Wastewater Plan** – (Attachment 3), a plan that provides instruction for water distribution to customers when normal methods of delivery are not available. Ultimately it may include setting up a distribution system where customers can fill water containers/trucks, etc.

**First Responders** – (Attachment 4 and page 45), District employees designated by management who perform emergency response and essential repairs at the onset and throughout a disaster or emergency.

**Operations Bulletin No. 12** – (Attachment 5), also known as ***Guidelines for Electrical Emergency Conditions***.

**Red Biohazard Bag** – bags used to contain waste during an emergency.



## Coordination with Clallam County Emergency Operations Center (CCEOC)

PUD #1 of Clallam County (District) has developed this ***Emergency Response and Restoration Plan (ERRP)*** to identify and detail strategic deployment. For major disasters (see ***Response Trigger Level 4*** on page 15), the District will work in coordination with Clallam County Emergency Operations Center (CCEOC).

The District's ERRP anticipates that most incident response triggers Levels 1 and 2 will be managed locally and will utilize the District's Level 1 and 2 Incident Command System (ICS) identified as ***Operations Bulletin No. 12*** (Attachment #5). Level 3 incidents or emergencies may utilize both ***Operations Bulletin No. 12*** and the ***Major Events Restoration Procedure*** (Attachment 6).

However, a Level 4 incident or emergency can rapidly expand to a multidiscipline, multijurisdictional event requiring numerous agencies. This ***Emergency Response and Restoration Plan (ERRP)*** anticipates that the Clallam County Department of Emergency Management will be the command and control center for any Level 4 incident that expands to a multidiscipline, multijurisdictional event. In this case, the ***National Incident Management System (NIMS)*** will be utilized as the Incident Command System's (ICS) guide and nomenclature. In this plan, the terms "incident" and "emergency" are used interchangeably.

During a severe Level 4 incident or emergency, where the Clallam County ***NIMS*** is implemented, the District's ***Incident Command System*** (Attachment 8) will continue to identify and repair damages responding to its utility system needs while communicating and coordinating with the CCEOC on matters requiring multidiscipline and/or multijurisdictional effort.

During major incidents, help from other jurisdictions can be critical to a timely recovery. To that end, the District will seek the assistance of other local, State, and Federal agencies as appropriate and through Mutual Aid Agreements from other utilities.

Requests for sheltering, emergency supplies and/or emergency assistance must first be communicated by the District's DEOC directly to the CCEOC, who will then communicate needs to State EOC. The State EOC will then request the supplies and assistance from FEMA, who will then disburse the supplies and assistance through their channels. To insure expedition of supplies or assistance in the event of a regional emergency (where resources will need to be shared regionally), it is recommended that a prioritized supplies/assistance request is created and submitted as soon as possible (within the first 24-72 hours) to the CCEOC.

Regardless of the emergency or incident, the District's Commissioners and employees will continue to focus on its Mission of "*Providing reliable, efficient, safe and low cost utility services in a financially and environmentally responsible manner*" and its Vision of "*Being the best utility for OUR customers.*"

FEMA has requested a standardized approach to where we would be using the same language and nomenclature as the government in times of disaster. As part of a mutual aid program FEMA requires that agencies follow ***NIMS*** and be NIMS-compliant as part of the FEMA reimbursement program. The District is working on becoming NIMS compliant.

## Emergency Response Triggers

### Response Triggers for Level 1 through 3 Situations

Response Triggers for Level 1 to 3	Actions
<p><b>Level 1:</b> Low to moderate storm anticipated for the Service Area</p> <p><i>Level 1 responses are covered under <b>Operations Bulletin No. 12</b> (a.k.a. Guidelines for Electrical Emergency Conditions) Attachment #5.</i></p>	<p><b>Storm activity anticipated in area and likely to produce minimal damage and low to moderate outage levels.</b></p> <ul style="list-style-type: none"> <li>• Continue to monitor weather to help determine level of severity and direction of storm.</li> <li>• Confirm all vehicles are fully operational, materials stocked, and fuel tanks topped off.</li> <li>• Review any abnormal system conditions.</li> <li>• Communicate with employees on event status.</li> <li>• Determine if further preparedness measures are needed.</li> <li>• Keep Communications Manager informed of outages in order to keep news media updated.</li> </ul>
<p><b>Level 2:</b> Moderate to severe storm in the Service Area</p> <p><i>Level 2 responses are covered under <b>Operations Bulletin No. 12</b> (a.k.a. Guidelines for Electrical Emergency Conditions) Attachment #5.</i></p>	<p><b>Storm activity is anticipated with possible moderate damage and a significant number of outages.</b></p> <ul style="list-style-type: none"> <li>• Check that the level one appropriate activities have been completed.</li> <li>• Confirm adequate crew availability and review Mutual Aid Agreements.</li> <li>• Determine needs for high use items for personnel and crews, including tools and materials; check storm stock.</li> <li>• Ensure that fuel storage tanks and reserves are adequate.</li> <li>• Ensure backup and portable generators are operational.</li> <li>• Ensure that facilities affected by high winds are secured.</li> <li>• Ensure that data is backed up and priority applications may be used at alternate locations.</li> <li>• Ensure that communications devices are ready and fully charged.</li> <li>• Communicate with neighboring utilities as appropriate.</li> <li>• Keep Communications Manager informed of outages in order to keep news media updated.</li> </ul>
<p><b>Level 3:</b> Severe storm anticipated for the Service Area</p> <p><i>Level 3 responses are covered under the <b>Major Event Restoration Procedure</b> and <b>Operations Bulletin No. 12</b> (a.k.a. Guidelines for Electrical Emergency Conditions) Attachment #5.</i></p>	<p><b>Storm event imminent and could produce significant to moderate local area damage that may affect neighboring utilities and produce significant outages across the area.</b></p> <ul style="list-style-type: none"> <li>• Activate Mutual Aid if needed</li> <li>• Check that Level 1 and 2 appropriate activities have been completed.</li> <li>• Prepare District Emergency Operations Center (DEOC) for activation and test all backup systems.</li> <li>• Activate all or part of ICS Teams for response and restoration operations after the event.</li> <li>• Prepare to dispatch damage scouting crews when safe to do so.</li> <li>• Dispatch hazard clearing and restoration crews after the event and when safe to do so.</li> <li>• Provide liaison to CCEOC for updating city and county officials on restoration progress and handling special needs in communities.</li> <li>• Review needs for supplementing internal resources.</li> <li>• Review needs for special communications devices and satellite phones.</li> <li>• Keep Communications Manager informed of outages in order to keep news media updated.</li> </ul>

## Response Triggers for Level 4 Situations

Response Triggers for Level 4	Actions
<p><b>Level 4:</b> Respond using <i>Emergency Response and Restoration Plan (ERRP)</i> for any of these events:</p> <ul style="list-style-type: none"> <li>• Highly severe and damaging event such as a tsunami or earthquake.</li> <li>• Major storm warning that will likely cause heavy damage to a broad area and outside resources are likely to be required.</li> <li>• This level will most likely involve FEMA response in the area.</li> <li>• Service and transmission facilities are likely to sustain heavy damage.</li> <li>• Safety and security of employees and customers are affected.</li> <li>• Condition is likely to escalate and may require extensive recovery efforts over several days to weeks.</li> <li>• County infrastructure, i.e. roads and bridges are most likely damaged.</li> </ul>	<p><b>Severe damage and high levels of customer outages along with sustained dangerous conditions.</b></p> <ul style="list-style-type: none"> <li>• Activate Mutual Aid immediately if needed.</li> <li>• Send out “damage assessment teams” to assess the damage to our systems and report findings to the DEOC.</li> <li>• Check that all appropriate steps have been taken in Levels 1 to 3.</li> <li>• Determine need for security personnel in and around buildings and critical facilities.</li> <li>• Keep Communications Manager informed of outages in order to keep news media updated.</li> </ul> <p><b>ACTION:</b> The Incident Commander in consultation with Dispatchers will initiate the <i>Emergency Response and Restoration Plan (ERRP)</i>. This is distinct from the designation of a “Major Event” for events covered in the <i>Operations Bulletin No. 12</i> (a.k.a. Guidelines for Electrical Emergency Conditions) Attachment #5.</p>

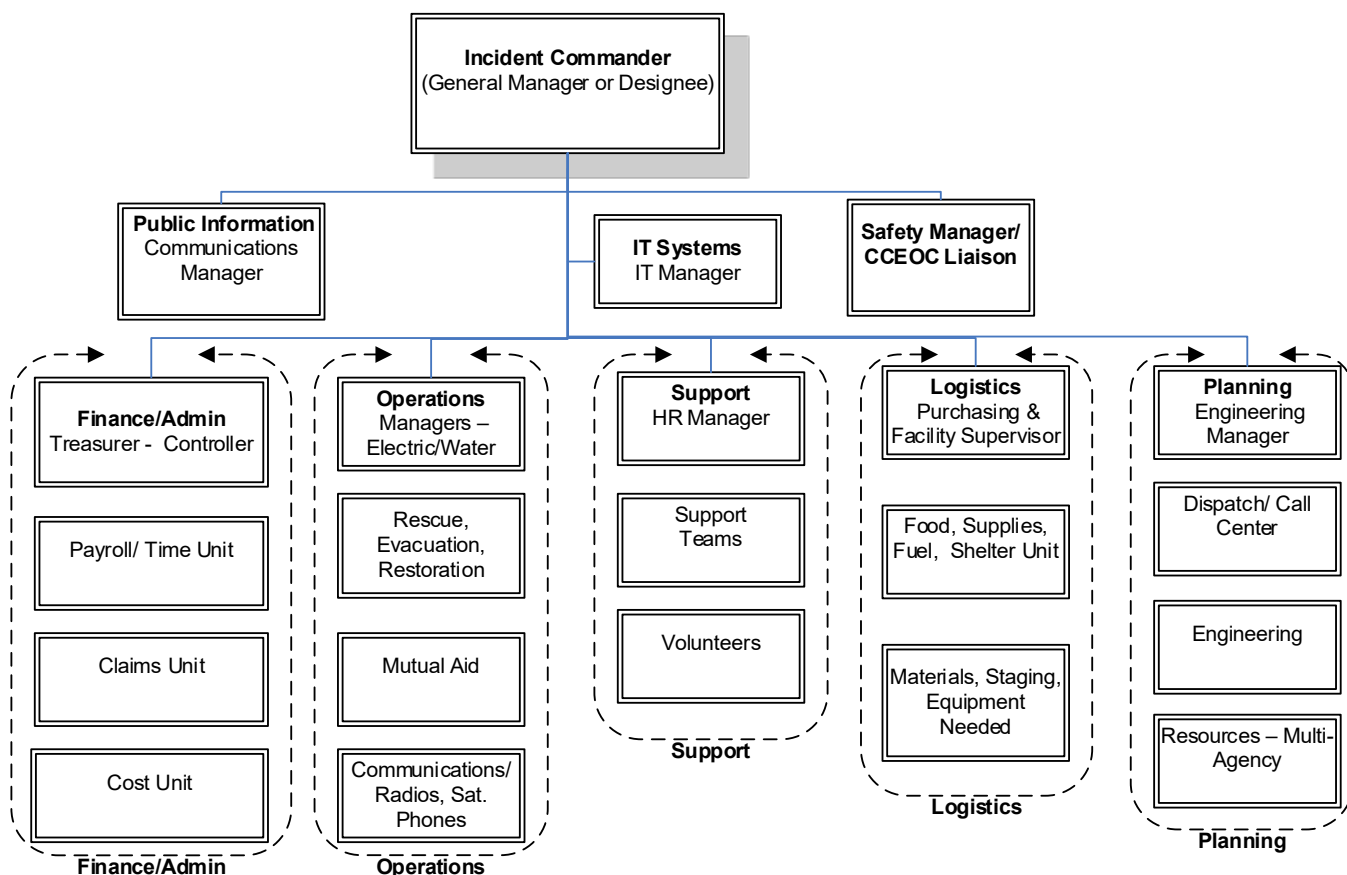
## District's Incident Command System (ICS) Team Structure

For Trigger Levels 3 (if the ICS has been enacted) and 4, the ICS Team will assemble teams staffed to facilitate the various parts of the emergency response and recovery. The District will adhere to the ICS structure and the range of duties for team members.

The ICS “team’s model” is upwardly compatible with different types of emergencies, from limited area emergencies, such as severe storms that cover one or a few utility service areas to wide area emergencies and disasters. The District ICS Team is responsible for the level of teams, responder involvement and the escalation strategy for limited to severe events. The ICS Team will deploy the necessary teams to meet the recovery requirements for each event.

In order to better handle damaging events, the District will provide trained and experienced individuals first on the scene (Dispatchers) with the responsibility of calling in the First Responders (see page 45) and other resources needed to manage the event. It is incumbent on First Responders to help make systems safe and contain and mitigate damage until full control can be attained using the appropriate level of resources. Many types of emergencies involve coordination with outside emergency responders, such as police, fire, rescue, and hazmat personnel which requires utility responders to know how to work with these outside team members.

## Incident Command System (ICS) Team Structure



**Incident Commander (IC)** – The Incident Commander is the General Manager or designee. The IC is responsible for all aspects of an emergency response; including quickly developing incident objectives, managing all incident operations, application of resources as well as responsibility for all persons involved. The IC should refer to the ***Incident Commander Checklist*** (Attachment #7) during Level 4 incidents or emergencies.

**Incident Command System (ICS) Team** – In an ICS organization, Incident Command consists of the Incident Commander and various ICS Team positions. The Incident Commander specifically designates the ICS Team members. These team members report to the Incident Commander.

**Command Center** – The Command Center is any place that is used to provide centralized command for the emergency/disaster. [REDACTED]

**Communications Manager (CM)** – The Communication Manager is responsible for interfacing with the public and media as well as the Safety Manager who is the liaison with the CCEOC. The CM assembles accurate, accessible, and complete information on the emergency's size, the current situation and resources committed, and other matters of general interest to both internal and external audiences.

**Safety Manager (CCEOC Liaison)** – The Safety Manager monitors incident operations and advises Incident Commander on all matters relating to operational safety, including the health and safety of emergency responder personnel. The Safety Manager has the authority to stop and/or prevent unsafe acts during incident operations.

**Finance Team** - The Finance Manager/Treasurer is responsible for all financial, administrative, and cost analysis aspects of the response. This information will be used for FEMA reporting.

**Operations Team** – The Electric Operations and Water/Wastewater Superintendents are responsible for all operations directly applicable to the primary mission of the response; recovery of the utility systems (electric, water, wastewater, and fiber) and utility operations.

**Support Team** – The Human Resources (HR) Manager coordinates with other team leaders to provide employees to support teams who do not provide direct emergency response and whose departmental functions can be delayed until the emergency is over. It is the expectation of the District that all employees will prepare themselves and work towards being available during a disaster or emergency event and help where needed. Some possible Support Teams would include childcare, food supply runners, volunteers and meal preparation and delivery.

**Logistics Team** – The Purchasing and Facility Supervisor provides all facilities, transportation, supplies, equipment maintenance, fueling, and food.

**Planning Team** – The Engineering Manager is responsible for direction of dispatch/system electric operations, as well as collecting, evaluating, and disseminating the information related to the incident, and for preparing and documenting Incident Action Plan guides (IAPs) to be used also for FEMA reporting.

**Information Technology Team** – The IT Manager oversees a team assigned to maintain internal communications systems and technologies.

**DEOC Team Member** – An employee(s) assigned or called in to report to the DEOC who assists with emergency response and essential repairs during or after a disaster or emergency. Employees may be assigned to functions or areas other than their normal ones.

**Additional Personnel Resources** – The ICS Team may pursue staffing from retirees and others with experience that may be in a position to assist with recovery and restoration efforts.

### **ICS Team Responsibilities Include:**

- Making specific assignments based on priorities and workforce availability.
- Evaluating if personnel from other utilities will be needed and if so activate the Mutual Aid request procedure. Activating Mutual Aid immediately, if needed.
- Developing emergency organization charts to reflect the specific needs for a disaster recovery workforce. (Employees may not be working in their regularly assigned duties during a disaster).
- Establishing immediate priorities, especially the safety of responders, other emergency workers, bystanders, and all people involved in the incident.
- Stabilizing the incident by managing resources efficiently and cost effectively.
- Determining incident objectives and strategy to achieve the objectives.
- Establishing and monitoring incident organization.
- Approving implementation of the written or oral incident action plan.
- Ensuring that adequate health and safety measures are in place.
- In an extended Level 3 or 4 emergency, the ICS Team will set up teams appropriate for the response.

## **Emergency Disaster Communications**

Communication is the key to emergency preparedness. In the event the **Incident Command System (ICS)** is enacted, the [REDACTED] will be updated on a regular basis to give employees current information on facility preparations, conditions and some work schedule expectations. The Communication Line is not intended to replace communicating with your Supervisor or Manager so be sure to check your voicemail frequently and/or keep in touch with your Supervisor or Manager for your responsibilities during an emergency event.

### **Alternate Interdepartmental Communication Methods**

In preparation for total communication failure, the District plans to have four satellite phones and four HAM radios and will be identifying staff to train on these alternate methods. The District will exchange the satellite phone and HAM numbers with the 5 Command Areas (Fire Departments). The satellite phones will be distributed to Carlsborg, Port Angeles, Forks, and Clallam Bay.

### **Communicating with Bonneville Power Administration (BPA)**

In the event of a total communication failure, the District will contact BPA via satellite phone.

[REDACTED]

## Media Communication Control

The Communications Manager (CM) or designee is in charge of media control. The CM and Incident Commander or designee(s) will clear any members of the press inside District facilities. The Communications Manager works with the General Manager or designee and the Safety Manager (CCEOC Liaison) or designee to prepare internal and external communications from the initiation of this plan through recovery completion.

The CM prepares and disseminates continuous and timely disaster update information to the news media and officials, including condition of PUD facilities, and the number of customers affected. The CM is authorized to obtain information pertinent to the emergency for the express purpose of public information.

The Safety Manager or designee represents the PUD at the Clallam County Emergency Operations Center (CCEOC) as a communications liaison.

Arrangements have been made with local radio stations to transmit information for District employees and customers. For the latest updates in the event of disaster, tune to any of the following:

- KONP Radio (1450 AM & 101.7 FM)
- KSQM Radio (91.5 FM)
- KBDB Forks Radio (96.7 FM)

Communications will also be sent to the following news outlets if they are operational:

- |                        |              |
|------------------------|--------------|
| • Peninsula Daily News | • Q13 FOX TV |
| • Sequim Gazette       | • KOMO TV    |
| • Forks Forum          | • KING TV    |
| • KIRO TV              |              |



## Pre-Disaster Planning - Home


### Emergency Response and Restoration Plan and Your Family

There is an old adage that “planning is everything.” Responding to any critical situation or emergency usually involves pre-disaster planning. That’s why *the Emergency Response and Restoration Plan* was written — to ensure that our employees, their families, and our customer’s needs are met during and after a disaster. This plan is on the District’s Intranet and available in take-home booklets.

These guidelines are not all-inclusive and the thoroughness of advance planning may well determine the success or failure of emergency response in your home.

### Employee and Department Responsibilities

Each employee will be provided with one copy of the *Emergency Response and Restoration Plan (ERRP)*, and a palm-sized version entitled *Home Emergency Guidebook* for their home.



Contact phone numbers will be updated regularly. It is the responsibility of each employee to add new contact lists to their office and home ERRP.

### Some Pre-Disaster Websites for Families (not all-inclusive)

*Ready.gov | Plan Ahead for Disasters:* <https://www.ready.gov/>

*Ready.gov | Make a Plan:* <https://www.ready.gov/make-a-plan>

*Ready.gov | Build a Kit:* <https://www.ready.gov/build-a-kit>

*Red Cross | Disaster Preparedness Plan | Make a Plan*  
<http://www.redcross.org/get-help/how-to-prepare-for-emergencies>

*Homeland Security | Prepare My Family for Disaster*  
<https://www.dhs.gov/how-do-i/prepare-my-family-disaster>

### What about the Family Pet?

Search the web to find information on taking care of your pets in the event of a disaster. One such website is:

*Ready.gov | Pets and Animals:* <https://www.ready.gov/animals>

Pets are an important part of the family for many of us, so pre-plan for their sheltering in the event a disaster strikes our community. Pets will not be permitted in hospitals and many public disaster shelters (except for service animals that assist people with disabilities) because of health and safety regulations.



In the midst of a disaster, it may be impossible to find shelter for your animals – so plan now. In the stress and excitement of responding to a disaster, the District cannot allow pets into our facilities. Employees need to plan ahead regarding where to house their pets in the event of a disaster.

### **Tips on Locating a Safe Place for Your Pet**

Contact hotels and check policies on accepting pets. Online you can check out:

<https://www.petswelcome.com/>

[http://www.humanesociety.org/issues/animal\\_rescue/tips/pets-disaster.html](http://www.humanesociety.org/issues/animal_rescue/tips/pets-disaster.html)

Contact boarding kennels in your area. Be sure to make a personal visit well in advance to make sure that it is a facility where you will be comfortable leaving your pet. Ask your veterinarian's office if they would be able to board your pet in the event of a disaster.

## **Disaster Occurs - Home Employees and Their Families**

- Make sure your family is safe, then check to see if your neighbors are safe.
- Check local radio stations or NOAA Weather Radio for information:
  - PA/Sequim WWG24 - 162.425 MHz
  - Neah Bay KIH36 - 162.55 MHz
  - Forks KX127 - 162.425 MHz
- Post an “OK” or “Help” sign in your front window to notify responders checking in your neighborhood – and encourage your neighbors to do same.
- When you are okay, check in with the District's Emergency Operation Center (DEOC) – via the [REDACTED] to let them know if all is okay or if help is needed. Provide the District Emergency Operation Center (DEOC) with your contact number. They will be trying to contact you also.

## Five Command Areas (Fire Departments)

In the dual event of a Level 4 Emergency AND the existence of NO electronic communication, try to check in at [REDACTED] first, and if unsuccessful, check in at the Command Area (Fire Department/Station) nearest to your current location (home or work).

The **Five Command Area locations** are:

### 5 Command Areas

*Information current as of January 8, 2019; check phone book or internet for updates.*

COMMAND AREA 1	COMMAND AREA 2	COMMAND AREA 3	COMMAND AREA 4	COMMAND AREA 5
<b>Clallam Bay/ Neah Bay</b> <a href="https://www.clallamfire5.org/">https://www.clallamfire5.org/</a>	<b>Beaver/ Forks/ La Push</b>	<b>Indian Valley/ Joyce</b> <a href="https://www.facebook.com/pages/Clallam-County-Fire-District-4/679043662134491">https://www.facebook.com/pages/Clallam-County-Fire-District-4/679043662134491</a>	<b>Port Angeles</b> <a href="http://www.cityofpa.us/143/Fire-Department">http://www.cityofpa.us/143/Fire-Department</a> <a href="http://www.clallamfire2.org/">http://www.clallamfire2.org/</a>	<b>Sequim</b> <a href="https://ccfd3.org/">https://ccfd3.org/</a>
Clallam County Fire District 5 60 Eagle Crest Way Clallam Bay 98326 P: 360.963.2371	Clallam County Fire Protection District 1 11 Spartan Ave Forks 98331 P: 360.374.5561 F: 360.374.5613	Clallam County Fire Protection District 4 51250 Hwy 112 Port Angeles 98363 P: 360.520.1315 or 360.928.3132 F: 360.928.9604	Port Angeles Fire Department 102 East 5th Street Port Angeles, 98362 P: 360.417.4650, 4651, 4652 or 4653	Clallam County Fire District 3 Station 34 323 N 5th Ave Sequim 98382 P: 360.683.4242 F: 360.683.6834 <b>On duty 24/7</b>
Neah Bay Fire Department W 2nd & Kal Choate Ave Neah Bay 98357 P: 360.645.2701 F: 360.645.2707			Port Angeles Fire-Rescue Station 21 (Gales Addition) 508 North Baker St Port Angeles 98362 P: 360-457-2550	Clallam County Fire District 3 Station 31 4721 Sequim-Dungeness Way Sequim 98382 P: 360.683.4242 <b>On call - Volunteers</b>
			Port Angeles Fire-Rescue Station 22 (Dry Creek) 700 Power Plant Rd Port Angeles 98362 P: 360-457-2550	Clallam County Fire District 3 Station 32 256702 Hwy 101 Sequim 98382 P: 360.683.4242 <b>On call - Volunteers</b>
			Port Angeles Fire-Rescue Station 23 (Black Diamond) 1972 Black Diamond Rd Port Angeles 98362 P: 360-457-2550	Clallam County Fire District 3 Station 33 70 Carlsborg Rd Sequim 98382 P: 360.683.4242 <b>On duty 24/7</b>
			Port Angeles Fire-Rescue Station 25 (Deer Park) 22 Prospect Place Port Angeles 98362 P: 360-457-2550	Clallam County Fire District 3 Station 35 121 Sunshine Ave Sequim 98382 P: 360.683.4242 <b>On call - Volunteers</b>
				Clallam County Fire District 3 Station 36 40 Texas Valley Rd Sequim 98382 P: 360.683.4242 <b>On call - Volunteers</b>
				Clallam County Fire District 3 Station 37 54 Sophus Rd Sequim 98382 P: 360.683.4242 <b>On duty 24/7</b>

The ICS Team at the DEOC will assess the situation, make assignments, and relate plans.

Employees will be critical to the District's success in any emergency, and the PUD understands the need of a secure and safe family and home. We understand how important it is to ensure your family's safety, so the following preparation is recommended for families:

- Follow your pre-disaster family plan regarding food, water, clothing, shelter and security.
- The decision to allow family sheltering at the PUD will rest solely with the Incident Commander and will be considered under extreme circumstances only.
- If shelter facilities are not open or not safe post-disaster, working employees who have no other childcare options may bring their families to designated areas, once they are established. (Check with the [REDACTED] post-disaster for more information on availability and location).
- Employees working during a disaster will be given time to ensure the safety of their family and secure their personal belongings. If your family members have to evacuate to a District facility, they should bring enough supplies to be comfortable at a shelter location for at least 72 hours.

### **Leaving your Pets Behind as a Last Resort**

Make sure whenever possible that your pet can be identified as yours, with your name and phone number.

- If you can't leave your pet(s) at home, or haven't made other arrangements, you may bring your pet to a designated District's property if it is kept in a cage provided by you along with food and water, and if arrangements have been made for taking care of its needs.
- If you have to leave without your pet, leave it in your home. Avoid leaving your pet in rooms with hazards such as windows, hanging plants or pictures in large frames. Consider utility areas or bathrooms. Leave familiar items such as the pet's normal bedding and favorite toys. In case of flooding, the location should have access to high counters to which pets can escape.
- Set up two separate locations if you have cats and dogs. Even if they normally get along, the anxiety of an emergency can cause pets to act irrationally. Keep small pets away from cats and dogs. Under no circumstances do not leave your pet tied up outside or let it loose to fend for itself.
- Provide water in a heavy bowl that cannot tip over. Filling the bathtub with water will provide drinking water for several days.
- Paste labels clearly near entrances for rescue workers to see what animals they will encounter. Include your contact number.

## **Pre-Disaster Planning – District**

### **Preparing Your Work Area**

Pre-plan to ensure that the District can be self-sufficient for at least two weeks after a disaster strikes. Each department is responsible for establishing a Pre-disaster Checklist or Disaster Recovery Plan that identifies the actions required and the extra or special supplies required to continue business in the event of an emergency. This checklist needs to be completed and reviewed periodically to make sure the department is prepared in the event of a disaster.

This list will include ways to prevent damage and loss, especially to protect electronic equipment. The following are only general guidelines for all departments. Please be sure to check with your department Supervisor or Manager to identify other items to be completed within your department.

### **District-wide Food, Water, Shelter, Clothing and Other Essentials**

The District will plan ahead to obtain required essentials for surviving in the event of a disaster. The ICS Team will purchase required essentials, and decide on the location for their storage. As many disaster preparation sites recommend, each employee of the District is requested to prepare a 72 hour backpack with essential supplies, and bring it with them if called into work in the event of a disaster or the probability of an extended stay at work.

### **Education**

All new employees will receive information on the ERRP during the hiring process, at new-hire safety orientation, or during their department orientation, and at least annually.

### **District Preparation**

Secure hazardous chemicals. Secure materials according to standard industry practices and policies. Each department is responsible for its own materials.

### **Insurance Policy and Documentation-Risk Management**

The District participates in an interagency risk pool consisting of 21 Public Utility Districts and as such is self-insured. Additionally, there is a reinsurance component for losses exceeding specified limits. Conditions of facilities and grounds will be documented and then updated annually by the Purchasing and Facilities Supervisor. Documentation of all work hours, locations, and descriptions will be maintained in order to be eligible for reimbursement from FEMA. FEMA documentation requirements need to be in order and ready for a disaster.

Refer to *FEMA Reimbursement Process and Requirements* and to:

- **Field Operations Pocket Guide FEMA P-1011** (Attachment #9). A hard copy is located in each of the four ERRP binders and a digital copy may be found at <https://www.fema.gov/media-library/assets/documents/95650>
- **Incident Management Handbook FEMA B-761** (Attachment #10). A hard copy is located with each of the four ERRP binders and a digital copy may be found at <https://www.fema.gov/media-library/assets/documents/137465>

## Documents and Electronic Data

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## Volunteers

To accommodate the expected high demand for services after a disaster such as an earthquake, Human Resources may screen and educate volunteers prior to or during an event to assist the District. Volunteer names and contact information will be placed on a call-as-needed list which will reside with HR and with the Support Team leader at the DEOC.

## Disaster Occurs: Response and Restoration - District

### Disaster Management Activation

The ICS Team shall initiate the ***Emergency Response and Restoration Plan (ERRP)***. This is distinct from the designation of a “Major Event” per the ***Major Event Restoration Procedure*** (Attachment #6) and per ***Operations Bulletin No. 12*** (Attachment #5). The ERRP is implemented with a Level 4 event.

### ERRP Goals

- Implement the District’s ***Incident Command System (ICS) Team Structure*** (see page 16 or Attachment #8).
- Verify that employees and their families are safe by calling each employee.
- Per ***Operations Bulletin #12*** (Attachment #5), make an initial damage assessment to determine what resources will be needed.
- Review ***Incident Commander Checklist*** (Attachment #7).
- Activate needed personnel.
- Coordinate with the CCEOC.
- Make District infrastructure safe.
- Prioritize work with resources that are available.
- Protect property and assets.
- Restore District’s infrastructure.
- Resume normal operations as soon as possible.

### Additional Needs after a Disaster Occurs

Each department will have its own specific checklist specific to its priorities and needs, however a generic checklist follows:

- Move computer/office stations away from windows, glass, and heavy or hanging fixtures.
- Secure office equipment such as PCs, file cabinets and furniture with industrial–strength Velcro, bungee cords, or straps. If they cannot be secured, move them away from people.
- Leave your phone connected, wrap it in plastic and mark it with your name/extension.
- Disconnect all department fax machines, printers and copiers from outlets. Move them at least 10 feet away from windows and cover them in plastic.
- Lock file cabinets when not in use so drawers do not slide open during aftershocks.
- Secure or consider taking down heavy hanging fixtures, including unstable lights.
- Remove all papers, books and loose materials from your desk. Place these materials in a box marked with your name and store the box off the floor in a safe place.
- Gather emergency supplies, first aid kit, and emergency office supplies in a central area.
- Make sure materials are secured according to standard industry practices and policies. Each department is responsible for its own materials.
- Check that hazardous chemicals are secure.
- Check with your fellow employees to see if they need any assistance preparing their areas or the department. Teamwork is the cornerstone of successful emergency response and restoration.

## Staffing

All employees play key roles in meeting the needs of the District's customers and our community when faced with an emergency. The District reserves the right to cancel leave and/or paid time off and accept NO requests for scheduled leave during an ERRP event.

While many of our employees work within the operations setting, others work in ancillary and support departments. Their roles in support of the organizational plan may require them to work in other areas not specific to their regular jobs by staffing Support Teams.

One challenge the District faces during an emergency response is facility security. The PUD #1 is not a general population shelter. To ensure those inside our facilities truly belong there, associates working before, during or after a disaster will be required to use or show their name identification badges or emergency wristbands that will be distributed by designated Security personnel before entering a facility. PUD identification badges will be used for employees to show ID to police or official government agencies when returning to the PUD when roads are safe for travel and a curfew is in place.

## Support Teams

Departments and/or employees not involved with disaster response could be assigned to a Support Team. The Support Team will be managed by the ICS Team who will determine if there is adequate staffing and or if there is a need to for more. Calls will be made from DEOC to employees needing to report to work. If communications are down, personnel will be kept informed of the status of the emergency by radio or television in order to know when to arrive at the PUD. See *Emergency Disaster Communications* on page 18.

## First Responders

Upon the declaration of a disaster or emergency situation, First Responder employees (see page 45) who will be working will immediately complete any preparation at home to ensure family members are safe. If possible they will call in to get their assignment and reporting location and time. If there is no success at communicating with the DEOC they will report for duty to their regularly assigned work location. Safety will always be considered first in any assignment and employees need to make sure driving can be done safely when reporting to any location.

In the event District First Responder employees are unable to respond to their normal work location or reach their Supervisor, these employees will report to the nearest fire station in the *Five Command Areas* identified on page 22 and in Attachment 11.

Our objective includes the timely updating of information to the public, and all necessary agencies. Following a major emergency, damage assessment teams will be dispatched as soon as can be assembled. Until damage of our system can be assessed, we will not have a clear picture of our needs or resources, or the time it will take to restore service to normal operation. First Responders will be called to report for duty by the Incident Commander or the designee in the DEOC.

## On Duty Guidelines

Employees will remain on duty until replacement(s) arrive or they are relieved by the Incident Commander. When normal non-emergency operations resume, employees should return to work and conform to their established normal work schedules. The end of the emergency or disaster will be broadcast via selected radio stations and television networks and employees should not wait to be called or otherwise prompted by the District to return to work.

Employees are to check-in upon arrival, and checkout before leaving the DEOC. A designated employee will coordinate the check-in and check-out process to maintain an employee inventory. Employees may not leave their assigned area unless the Incident Commander is notified. Under no circumstances should an employee continue their duties if he or she is too tired or unable to work safely.

Staffing plans will designate a shift rotation consisting of two 12-hour shifts or shifts as determined by the Incident Commander. Staffing utilization will be governed by the ERRP. The DEOC will serve as the Support Team dispatch center for staffing needs. Each department will be responsible for determining how many of its employees are needed or available, and for communicating that information to an assigned contact person in the DEOC, and updating the contact person as needed. If staffing cannot be met by the department, the Support Team will assign available personnel to the areas with greatest need and priority. Work performed related to a Level 4 or Emergency situation will be charged to the existing storm blanket work orders.

Human Resources will maintain a staffing list to ensure the availability of current information about employees, considering travel time, and skills level. (See ***Employee Contact Information*** – Attachment #12)

In developing a staffing list, Supervisors and Managers will assume that only 40% of employees will be able to respond and plan accordingly.



## What Employees Should Bring When They Come to Work

When preparing to report for duty during or after a Level 4 disaster for response, you will need to have some essential items:

- Your ID badge or assigned emergency wristband
- Small overnight bag (for 72 hours)
- Sleeping bags or linens, blankets and pillows
- Three days change of clothing, uniforms and shoes (FR clothing if applicable)
- Personal toiletries, a towel, and soap
- Prescription medications



- Cash and small change
- Nonperishable food snacks for 72 hours
- Bottled water
- Flashlight

### **Compensation during a Disaster**

The payroll department will compensate all employees who are required to remain at the District during an emergency event. Compensation will be computed based on documented hours worked.

Whenever possible, 12-hour shifts may be utilized due to decreased staffing, increased workload and limited sleeping areas. Employees requested not to report to work or who are unable to work will use PTO or be off without pay.

If the facility is closed on a payday due to a disaster, every effort will be made to make paychecks available as quickly as possible if they cannot be electronically deposited into bank accounts as usual.

### **Liability Issues**

Onsite injuries to employees will be reported to their Supervisor within 24 hours and will be duly investigated by the Safety Manager. Department Managers and Supervisors will be responsible for ensuring that incident records are kept. If computers are not operational, departments will record incidents manually.

### **Employees and Their Families**

In the event of a disaster, if authorized and necessary due to an unsound home facility or security, immediate family members of employees will be given access to the PUD. The Safety Manager will obtain the necessary Visitor ID badges or wristbands and distribute them as family members arrive at the PUD. Parking spaces will be limited to one per employee; other vehicles (recreational vehicles, boats, etc.) may not be stored on property.

### **Non-PUD Related Public**

A listing of emergency management shelters will be made available to those attempting to seek shelter at the PUD. The PUD may also seek Red Cross assistance for sheltering. In the event of a disaster, the PUD facilities may function as shelters. If it becomes necessary to grant shelter to the District's employees, families, or to the public, the Incident Commander will approve this.

## **Clallam County Emergency Operations Center (CCEOC)**

### **Representative**

The Safety Manager or designee will represent the PUD at the Clallam County Emergency Operations Center (CCEOC) and will be the primary communication link for immediate updates on the emergency, and for requesting aid or services from governmental agencies.

Upon arrival at the CCEOC, the Safety Manager or designee will:

- Establish communication with Clallam County EOC Incident Commander or designee and the DEOC.
- Obtain an updated telephone listing with names for all approved shelters, emergency support functions and emergency coordinators and email it or deliver it via another manner to the DEOC.

### **District's Emergency Operation Center (DEOC)**

The District's Emergency Operations Center (DEOC), [REDACTED] will be staffed per this plan in order to evaluate the situation as it progresses, initiate protective actions, assign personnel and volunteers to essential tasks, and ensure communication with the local police, emergency centers, local health care facilities, defense, and news media as necessary.

- [REDACTED] The Incident Commander may set up other bases for restoration operations if DEOC and backup area are damaged.
- The ICS Team will be responsible for coordinating all aspects of the disaster, and will be working closely with FEMA, local, county and state emergency management offices to determine needs for any wide-area emergency.
- DEOC will work closely with police and emergency management officials during recovery from a local emergency that requires hazard-clearing procedures. This may be to take immediate action to cut power to a specific area where an electrical hazard may be present, or to assist in clearing up any emergency conditions.
- The DEOC will set up immediately once an emergency is declared and Information Technology Department will check all communications equipment.
- Supervisors and Managers will be responsible for ensuring that all damage to their respective areas are documented and communicated via descriptions and photographs emailed or hand-carried to the ICS Team as it occurs.
- Backup communications (satellite phones and HAM radios) will be in ready or stand-by mode.

## DEOC Phone Numbers

The IT department will maintain 4 dedicated phone lines and the mobile radio system for disaster emergencies. These dedicated lines will be:

- Dispatch line for emergency and damage reporting to the DEOC.
- 2<sup>nd</sup> line for emergency and damage reporting to the DEOC.
- Dispatch/DEOC administration and non-emergency line.
- **PUD Communication Line** for employees to call in to the DEOC to report their status or to obtain information.

## IT Communications

The Information Technology Department is responsible for communication systems before, during and after a disastrous event.

If telephone systems are interrupted or fails, utilize the following communication alternatives:

- Four satellite phones; [REDACTED]  
[REDACTED] (See *Satellite Phones – Use and Testing* Attachment #13).
- Computers
- HAM radios - these will be checked 2 times per year
- Internal phone systems
- Two-way radios
- Handwritten communication
- Designated interdepartmental runners

Wherever possible, the IT Manager will develop and maintain written agreements with approved vendors to ensure priority service will be available when requested to restore any communications systems. These agreements will be maintained annually. **Operations Bulletin No. 12** (Attachment #5) indicates how these telephones will be identified and will provide listings of key areas.

## Power and Lighting

In the event of power failure, an emergency generator will be activated as needed at each facility. Nonessential circuit loads on emergency power may be subject to load-shedding to conserve fuel. During this time, all employees will follow these guidelines:

- Unnecessary electrical appliances will not be connected to emergency power outlets.
- Use battery-operated lamps and flashlights. They will be kept in all departments. Extra flashlights and batteries will also be available in supply storage.

## **Fuel**

A list of alternate generator fuel suppliers, as well as a list of propane tank and diesel tank locations and capacities will be identified and maintained by the Procurement and Facilities Superintendent in case fuel pumps fail or become contaminated. (See ***District Emergency Generator Run Times*** – Attachment #14)

During an emergency, the Procurement and Facilities Superintendent will report estimates as to how long fuel may last at actual load capacity with the generators in operation to the DEOC liaison during briefings and as needed.

Requests for additional fuel will be made to the CCEOC. The PUD is on a priority list with the CCEOC for additional fuel once clearance to travel is resumed to affected areas.

## **Safety and Security**

It will be necessary to lockdown some entrances to the PUD. This determination will be made based on collaboration of the ICS Team. Most exterior doors not in view of employees are either locked or on an access badge system (except during a fire alarm).

Valuables will not be controlled and will be the sole responsibility of the owner. The District is not equipped to provide for the safekeeping of valuables for customers, employees, or family members. The District will not be responsible for theft or loss of any valuables brought into the facility.

All employees will be expected to assist in controlling the flow of people through the facility and notify the designated Security personnel of any suspicious or questionable persons, behaviors or activity.

The nature of a disaster prevents a guarantee of total facility safety. However, trained structural inspectors will be contacted to assess each building's physical strengths and weaknesses.

## **Sleeping Arrangements**

Once an emergency situation has been declared by the Incident Commander or designee, the Logistics Team will assess the organization and determine locations for sleeping and showering.

Maintaining mental alertness during a stressful situation is very important. Proper rest is paramount to having a sharp team ready for anything. Depending on the severity of an event, sleeping areas will be made available to employees whose homes may be inaccessible due to unsoundness and location. The Logistics Team will assign each of these employees a sleeping area.

An attempt will be made to pre-designate sleep/rest areas and limit public access and noise to them. Sleep/rest locations will primarily be scheduled in 12-hour shifts. Employees will bring in their own linens or sleeping bags. No valuables should be brought to the facility as PUD will not be responsible for any loss of property.

## **Food Supplies**

The Logistics Team will provide meals to employees at its facilities or at the job sites according to the normal meal schedule. Modification of menus may be necessary depending on food supplies and utility availability.

## Water Supply

The Logistics Team will ensure that there is adequate, potable drinking water for the facility, as well as adequate water for cooking. Water will not be used for human consumption unless notified otherwise. The PUD will establish one or more water distribution sites in the event their water system is severely damaged. These sites will be:



## Wastewater

Toilets will be flushed only when absolutely necessary, as it is likely that water rationing will be required. This can be done by pouring one gallon of water into the toilet using ONLY NON-POTABLE WATER obtained from designated supply areas. In the event toilets cannot be flushed, waste will be red-bagged as a biohazard and disposed of.

## Restoration to Normal Operations

### Restoration Objective

The District will work to restore the largest number of customers in the least possible time, while maintaining the safety of our employees, customers, and Clallam County residents, as well as District and Clallam County property. We will prioritize the restoration of critical facilities based on pre-determined criteria. See *Critical Systems and Customers Restoration Response* (Attachment #2).

The District will work 24 hours a day, and as hard as possible to restore service. In an effort to keep customers informed we will release information to all media sources and to the Clallam County EOC (CCEOC) Liaison.

### Mutual Aid and Assistance Requests

If there is a problem providing services after an event due to limited staffing, facility damage or an influx of customers, the District's Incident Commander may request assistance from other Mutual Aid organizations for disaster assistance, and/or the Clallam County Emergency Operations Center.

### Supply Replenishment

The Safety Manager will maintain and communicate a list of required emergency supplies that will be kept at each facility.

The Logistics Team will expedite restocking of supplemental supplies to sustain operations. Fuel, food, water, waste disposal, and other high usage supplies will take priority.

## **Lessons Learned: Meetings and Need Modifications to ERRP**

### **Post-disaster Internal Review/Debriefing**

The Incident Commander or designee will call for a review and critique of performance post-disaster. Action plans to update the ERRP accordingly will be documented to incorporate solutions to the issues identified during this review. Input for the review will be gathered via meetings with CCEOC and input from employees and external responders.

### **FEMA Reporting**

The Finance Team and Planning Team will coordinate the necessary documentation required to file for FEMA assistance. This team will file for FEMA reimbursement as soon as possible.

## Emergency Preparedness for the Home

Disaster can strike quickly and without warning. You could be forced to evacuate your home or to be confined to your home or place of employment. What would you do if did not have water, electricity, gas or telephone after a major emergency? Emergency responders, including Fire and Police will respond, but they cannot reach everyone right away. Families need to be prepared to cope with any disaster as they may be on their own for up to 30 days. Building and maintaining an emergency supply kit for your home can make a difference. This list was adapted from one provided courtesy of Chief Bugher, Clallam County Fire District #2.

### Emergency Supplies

- ☐ Water to last 30 days (smaller bottles are recommended); one gallon/day/person for hydration & cooking; one gallon/day/person for washing)
- ☐ Water filtration pump/system
- ☐ Duffel bags, or other durable containers for all items listed below
- ☐ Non-perishable, ready-to-eat food (write date on food kept in your kit)
- ☐ Canned food is heavier, but supplies water with meals
- ☐ Dehydrated, freeze-dried foods, or ready-to-eat foods in packages w/self-heating packets
- ☐ Manual can opener and basic food utensils
- ☐ Mess kits, or paper plates and cups, and plastic silverware
- ☐ Small camp stove or “canned heat” (Sterno)
- ☐ Household liquid bleach (unscented) and medicine dropper
- ☐ Re-sealable plastic bags
- ☐ Flashlight with batteries and a spare bulb, or crank-up flashlight
- ☐ Portable radio with spare batteries
- ☐ Paper, pencil, permanent marker
- ☐ Pliers/wrench/screwdriver
- ☐ Small shovel
- ☐ Pocket knife
- ☐ Duct tape
- ☐ ‘Rescue’ tape
- ☐ Whistle
- ☐ Small A-B-C type fire extinguisher
- ☐ Large tarp or tent
- ☐ Work gloves
- ☐ Lighter and matches
- ☐ Bucket

### Personal Care Supplies

- ☐ Toilet paper
- ☐ Pre-moistened towelettes
- ☐ Personal hygiene items such as soap, shampoo, toothbrush, hand sanitizer, etc.
- ☐ Feminine supplies
- ☐ Heavy-duty plastic garbage bags with ties
- ☐ Medium size plastic garbage bags for toilets

## Infant and Children Items

- ☐ Formula and bottles
- ☐ Powdered milk
- ☐ Comfort Teddy bear
- ☐ Disposable diapers
- ☐ Family pictures (store in a plastic zip bag)

## Items for Each Member of the Household

- ☐ FIVE complete changes of clothing
- ☐ ONE set of waterproof clothing
- ☐ Sturdy shoes in a plastic bag (keep by bed)
- ☐ Rain poncho
- ☐ Warm cap and gloves
- ☐ Blanket or sleeping bag for each person
- ☐ Space blanket for each person

## First Aid and Medical

- ☐ Basic First Aid book
- ☐ Basic First Aid kit
- ☐ 30 days of any prescription medications
- ☐ Personal list of medications (store in plastic zip bag)
- ☐ Denture needs
- ☐ Spare contact lenses and supplies
- ☐ Pair of extra eyeglasses
- ☐ Spare hearing aid batteries

## Other

- ☐ Pet food and extra water for pets
- ☐ Games, cards, books, other entertainment, especially for children
- ☐ Cash - try for enough to get you through at least 30 days of critical expenses
- ☐ Insurance policy numbers
- ☐ Name and phone number of insurance agent and doctors
- ☐ Banking/credit card account and contact information
- ☐ Numbers of people you want to contact (including those out-of-state)
- ☐ Phone card
- ☐ Photo identification (old Driver's License)

## Storage of Supplies

Store emergency supplies in one location that is easily accessible, cool, and dry (such as a garage corner, a closet, or under a bed). Use clean portable containers such as a garbage can on wheels, plastic tubs with lids or duffle bags. If you evacuate, take your kit with you.

*Store, inspect, and/or replace water and food  
as recommended by the supplier or manufacturer.*



## Winter Auto Travel Survival Kit

Put the following items in your car before winter. If you become stranded during the winter these items will make you more comfortable until you are rescued:

- Blankets and/or sleeping bags
- High calorie, non-perishable food
- Several bottles of water
- Flashlight with extra batteries
- First aid kit
- Knife
- Extra clothing to keep dry
- Coffee can “Port-a-Potty” containing plastic bags, toilet paper and hand sanitizer
- A smaller can and water-proof matches to melt snow for drinking water
- Bag of sand (or cat litter) for generating traction under wheels
- Vehicle chains
- Shovel
- Windshield scraper and brush
- Tool kit
- Tow rope
- Booster cables
- Compass
- Road Maps
- Extra newspaper for insulation
- Emergency/survival candles in a metal can or other fireproof container.
- Cards, games, and puzzles
- A brightly colored cloth to tie to the antenna

Keep your gas tank full for emergency use and to prevent the fuel line from freezing.

This page intentionally left blank.

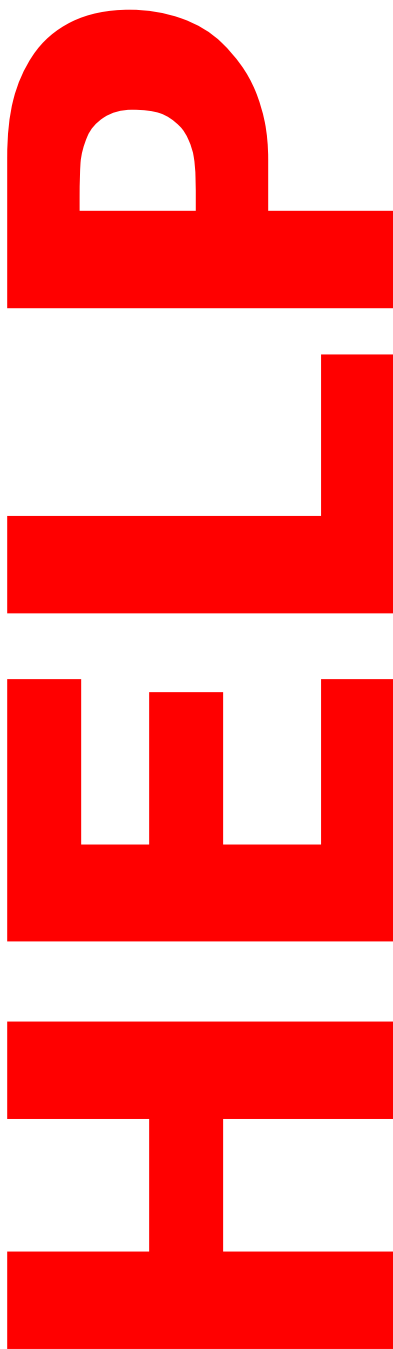
## Help Sign

### **BEFORE THE DISASTER**

Place two Band-aids in this handbook and store them and this sign under your bed, along with your sturdy shoes, hard hats if you have them, and leather gloves.

### **AFTER THE DISASTER**

Use the Band-aids to hang either the **HELP** sign or the **OK** sign on the front door or window so it is visible from the street.

A large, bold, red sign with the word "HELP" in capital letters. The letters are thick and blocky, designed for high visibility. The sign is oriented vertically on the page.

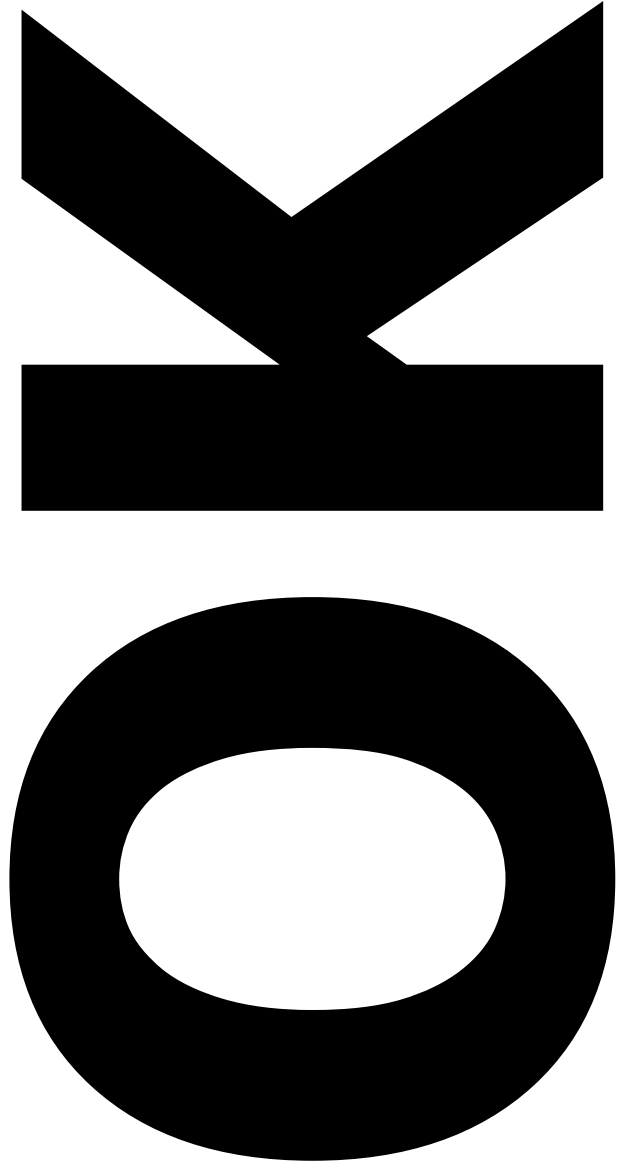
## **BEFORE THE DISASTER**

Place two Band-aids in this handbook and store them and this sign under your bed, along with your sturdy shoes, hard hats if you have them, and leather gloves.

## **AFTER THE DISASTER**

Use the Band-aids to hang either the **HELP** sign or the **OK** sign on the front door or window so it is visible from the street.

## **OK Sign**







## Repair your shelter



You will need to make sure your house is safe from aftershocks and other hazards before you can move back in. Unsafe conditions include partially collapsed masonry chimneys, facades and walls. Also look for items that can fall on you such as cabinets, pictures, ceiling panels, lighting fixtures and game heads. Repairs can be done in stages. Pick one room that will provide safe shelter from wind, rain and inclement weather. Remove the hazards. Perform any needed shoring and carpentry activities. If necessary, place taps over the roof to stop leaks and cover the windows with transparent plastic. Once you have a secure place you can branch to other parts of the home to improve your position. There will be little else to do during the first few days after the quake. Repairs will have to be examined after each aftershock to make sure weakened and damaged walls, ceilings and roofs are still safe.

## Items handy for repair



Handy items to have in your emergency stash include plumbers tape. This stuff is very effective for making temporary repairs to walls and ceilings. Taps and plastic are great for fixing roofs, patching windows and building emergency structures. Timberlock screws are magic for joining broken structural members or building strong frames. You will need a charged electric screw driver to use these or a good socket wrench. Plastic strap ties with duct tape are legendary in emergencies for everything from fixing airplane wings to bandages. Predrilled metal channels make excellent structural clips when used with nails or sheet rock screws. Number 9 tie wire allows you to tie almost anything together quickly. High strength fishing line, bailing twin and string are all cheap alternatives to high priced rope.

## Human Waste Disposal



You need to think about what you are going to do with your waste after the earthquake. Remember, Christchurch, New Zealand and Haiti experienced extreme sanitation problems after their earthquakes. It led to life threatening disease outbreaks. We need to limit the amount of sewage flowing through our communities as much as possible. There is no getting around the fact that each of us passes about 1/2 gallon of urine and 1 pound of feces a day. We are so used to flushing a toilet that we don't think about waste disposal. Our waste disposal system depends on flush water. No flush water, no working sewer system. Broken sewer pipes complicate your problem. If you have a septic system, you can collect your waste, open the top of the septic tank and pour the waste into the tank. If you don't have a septic system there is a different way to deal with the waste. This involves dry composting. Urine and feces are collected in separate buckets. This limits unpleasant odors. The feces is placed in a heavy duty trash bag and mixed with an equal part of sawdust, peat moss or wood chips. Store the bag in a sheltered place until it can be collected. Urine can be disposed of in a designated place in your garden or neighborhood.

## Light, Heat and Fuel



A group of Joyce (JEPP) volunteers spent hours discussing ways to provide light, heat and fuel for the Joyce emergency shelter. FEMA advised that we can expect to be without electricity from the grid for up to a year. They also advised that we could expect no fuel resupply for 1 month. We concluded that the least cost and most efficient solution was to rely on proven low tech equipment like candles, kerosene lanterns and heaters. Gasoline, diesel and kerosene will be available when the military arrives. Low tech avoids costly investments in lighting systems that rely on batteries, solar or fuels that cannot be stored for long periods. The kerosene lantern on the left uses 1/2 ounce of kerosene per hour and does not have a mantle that will break during an aftershock. It also provides a small amount of heat. Be sure to protect it from after shocks.



## Cooking



If you are camping in your house you will probably want to cook and eat inside. It's just more comfortable and cleaner too. You will need some kind of camp stove to do this. You already have all the utensils you need in the kitchen. Get a stove with enough fuel to fit your needs. Pick a fuel with a long shelf life. Set it up on a secure table or counter. Be aware of the fire hazard it may pose to cabinets, curtains and furniture during aftershocks or normal operation. Cooking indoors on a cook stove is not much different than using a kitchen stove.

If you find a need to cook outdoors for a long period, plan on building an improved cooking area. Oven/refrigerator metal grills can be used over a fire. Dutch ovens will come in handy and are worth the time and effort to learn about.

Cooking outdoors over a fire takes a little getting used to but goes on all over the world every day. You can do it.

**UNDER NO CIRCUMSTANCES BURN CHARCOAL INSIDE OF A STRUCTURE OF ANY KIND (including tents). CHARCOAL RELEASES LARGE AMOUNTS OF CARBON MONOXIDE GAS. IT IS ODORLESS AND COLORLESS. IT WILL RUIN YOUR EARTHQUAKE CAMPING EXPERIENCE AND MAY KILL YOU.**

## The Bathroom



Above are samples of toilets without plumbing. These have the ability to gather waste in comfort and privacy without having to run out to an outhouse in the rain or snow.

The Joyce shelter plans on removing the toilets in the men's and ladies' rooms and replacing them with hospital commodes. This gives people the ability to continue toileting as usual instead of requiring trips to latrines or outhouses. The waste will be collected in 5 gallon buckets and disposed of in nearby septic tanks. The septicage will filter out to the drain fields as it normally would. Septic systems with lift pumps may have to be pumped several times a day using generator power. Be sure to add raw water to the septic tank to make up for the lack of toilet flushing. It is essential that nothing go in the septic but waste and toilet paper to avoid plugging the drain field.

## Clean up your shelter



As soon as you are finished repairing your "house", you need to thoroughly clean and disinfect it. We all have plenty of forgotten brooms, soap, gloves and bags stashed in a closet or the garage. Disinfection is particularly important. Routine medical care for cuts, colds, flu and intestinal problems may not be available after the quake. Medical services might have to be reserved for more serious conditions. You can eliminate these problems by keeping the house clean. Shelter procedures call for washing down walls, floors, furniture and equipment daily. You should do this too. Be sure to clean up all the sawdust, glass, insulation and any other trash in your "house."

You must eliminate all items that could injure you or make you sick. Dispose of your trash/rubble in heavy duty plastic trash bags and keep them in a location where they will be intact when trash collection resumes.

Be sure to make arrangements to keep your outdoor footgear out of the house so you do not track contaminated material into your shelter.

## Build a tent in your shelter



Camping in your house is not a new concept. Humanity has camped inside structures for thousands of years. From lowly serfs in huts to royalty in magnificent fairytale castles, tents inside a room have been the preferred way to pass a cold winter night. This is Crazy King Ludwig's tent/bed in the Neuschwanstein Castle in Germany. The castle was the inspiration for the Disneyland Castle. Even with steam heat it was impossible to keep warm. So Crazy Ludwig hired a team of carpenters to build his tent. It took 4 years and helped bankrupt the country. When it was time to go to bed, he pulled the curtains and slept in a warm micro-climate. Note his indoor commode disguised as a foot stool to the right of the bed. This was a substitute for indoor plumbing. It is a commode. Keeps you somewhat warmer than having to go outside and .... (I digress).



## More affordable tents



When I was a kid, our family experienced a number of blizzards, hurricanes and emergencies where we lost electricity. We reduced our house footprint to our dining room and kitchen. Sheets or curtains covered doorways to isolate our "shelter" from the rest of the house. This minimized the area we needed to heat. Our power outages were never more than 2 days long so we never had to pitch a tent in the house. If we were facing an indefinite outage we might have put one up.

These homeowners picked a room under a good roof with a dry floor and a southern exposure so the sun will keep the room and tent warm during the day. An enterprising person might place a mattress or some other cover between the floor and tent for insulation (only works if it is dry and will stay dry). Note the single person tent on the couch. This is your sleeping micro-climate. This central location allows you to rest comfortably while you clean up the other rooms in your home. It is essential that you keep this place as clean as possible. Footgear you wear outside may be contaminated with sewage. Remove that footgear before you enter the house and keep it where it can not contaminate your safe space..

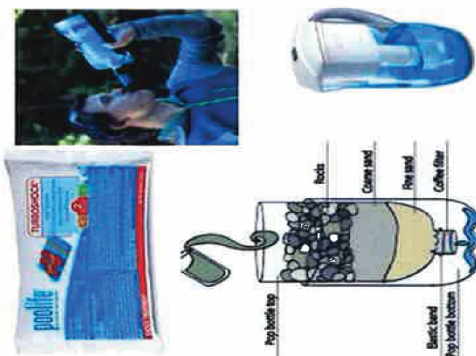
## Warming your bed



We are all familiar with the poem "The Night Before Christmas." Several verses chronicle the lost art of sleeping in an untreated room, "And mamma in her 'kerchief, and I in my cap, had just settled our brains for a long winter's nap." Night caps and night gowns are things of the past for most of us but I've used them on hunting trips in the Arctic. A linen sleeping bag liner can substitute for a night gown. The liner and the hat allow a sleeper to be comfortable in temperatures 10 to 15 degrees lower than the lowest temperature rating for the sleeping bag. Most human heat loss comes from the head, hands and feet. A cap, gloves and socks limit the heat loss and scarf around the middle is also helpful.

In past centuries, mankind struggled to find ways avoid climbing into an ice cold bed. Solutions include hot water bottles and bed warmers containing hot coals from the fire. However, we should not forget the doggies and the kitties. Our house hosts a number of doggies and kitties and we value their constant 102.5 degrees bed warming effect. We conclude that we will never freeze as long as we have cat food and dog food to fuel the cat and dog food powered bed warmers.

## Water Purification



The American Red Cross says each of us needs about 1 gallon of water a day to survive. FEMA predicts that most water systems in western Washington will be put out of action by a Cascadia earthquake. About 1/3 of the region's water treatment capacity may be restored when the power comes back on. That may take up to a year. The rest will have to be rebuilt.

History is filled with stories of epidemics which occur after natural disasters because the water supply is tainted. Experience from the Christchurch New Zealand quakes shows damage to sewer lines contaminated the streets and streams throughout the town. There will be few sources of uncontaminated water so you need to plan to purify your own drinking water.

You can store water but it has to be rotated periodically and takes a lot of space. It will be worth your time to check online and find the solution that works best for your family. The community of Joyce built a small portable manually operated water treatment plant that chlorinates and filters 6 gallons per minute for its emergency shelter..

## Food Supplies



Government contingency plans for the earthquake tell us we must be prepared to be on our own for 30 days. The Red Cross recommends each person consume a minimum of 2,200 calories per day. You will want about 1 pound of food per meal or 90 pounds of food per person for the month. Here are some samples of prices for various foods.

When times are tough, good food has always been used as a morale booster. This event will be the toughest time most of us will ever deal with so make sure your stash has comfort foods. Popcorn, candy, chocolate are treats that lighten the mood and lift the spirit. Spirits are good to have on hand for the adults too. Strictly for medicinal purposes of course.



## First Responders by Department

Revised 12-21-17

### Management Team

- General Manager, Incident Commander
  - Communications Manager
  - Safety Manager
  - Treasurer Controller, Finance
  - Engineering Manager, Planning
  - Information Technology Manager, Information Technology Communications Network
  - Operations Manager, Operations (E)
  - Water and Wastewater Systems Superintendent, Operations (W)
  - HR Manager, Support
  - Procurement and Facilities Supervisor, Logistics
- 

### Administration

- General Manager
- Assistant General Manager
- Communications Manager
- Safety Manager

### Water Department

- WWW Systems Superintendent
- WWW Systems Assistant Superintendent
- Water and Wastewater Supervisor
- Sr. Water and Wastewater Technician
- Water and Wastewater Technician
- WWW Helper

### Engineering

- Engineering Manager
- Transmission and Substation Systems Supervisor
- Distribution Systems Supervisor
- Dispatchers
- Dispatcher Assistants

### Operations

- Operations Manager
- Operations Superintendent

## **First Responders by Department continued...**

### **Carlsborg and Forks Operations**

- Line Foreman
- Serviceman Representative
- Journeyman Linemen
- Lineman Apprentice
- Operations Assistant

### **Substation Shop**

- Substation Supervisor
- Substation Technician
- Relay Technician

### **Meter Shop**

- Meter Technician
- Meter Technician Apprentice

### **Auto Shop**

- Auto Shop Supervisor
- Mechanic

### **Vegetation Management**

- Tree Trimmer Foreman
- Journeyman Tree Trimmer
- Right of Way Maintenance Operator
- Tree Trimming Brushing Assistant

### **Facilities**

- Maintenance Supervisor
- Operations Assistant

## **Customer Service**

- Customer Service Manager

### **Customer Service**

- Customer Service Coordinator
- CSRs or Lead CSRs, as required for Call Center or facility communications

### **Meter Readers**

- Meter Reader personnel, as required for runners

## **First Responders by Department continued...**

### **Information Systems**

- Information Technology Manager
- Network Engineer
- GIS/SCADA Administrator
- Systems Administrator

### **Human Resources Department**

- Human Resources Manager

### **Materials**

- Procurement and Facilities Supervisor
- Warehouse Supervisor
- Storekeeper
- Substation and Equipment Specialist

### **Accounting**

- Finance Manager/Treasurer
- Controller