

**PALOMINO LAKES MUTUAL WATER COMPANY (PLMWC)**  
**EMERGENCY RESPONSE PLAN**

Rev: 6 April 2024

This document is meant to summarize the plans that PLMWC has for dealing with various forms of emergency. While it is possible that some of the emergency categories listed below will occur simultaneously, the real-time response actions will be determined from the individual documents and policies below. This document will be used in concert with the PLMWC By-laws and state/local mandates in force at the time of any emergency.

**Earthquake Emergency**

Low-level tremblers ranging from 3 to 5 on the Richter Scale are frequent in this area and do not trigger an emergency situation. It is expected that any earthquake measuring 6.5 or more with an epicenter less than 10 miles away would trigger an earthquake emergency for the PLMWC system:

- Within 8 hours, PLMWC personnel will evaluate the system metrics and alarms as presented in the SCADA displays to identify any potential breakages or leakages.
- Within 24 hours, PLMWC personnel will inspect the major above-ground facilities to identify any breakages or leaks. In particular, the tanks, plumbing, and apparatus at the well, Tank #1, Tank #2, and Tank #3 will be visited and, if necessary, photographed.
- If any breakages or leaks are discovered, the system will be configured to avoid or at least minimize water loss while maintaining service to customers.
- If any of the main lines lose all pressure, a Water Quality Emergency will be called and its procedures (below) will be followed.
- As soon as the system is determined to have no damage, or particular damage identified or remediated, an email will go out to all customers notifying them of current conditions.

**Extended Internet / Cellular Outage**

Although the PLMWC system can run indefinitely without internet or cellular service, the SCADA system used for automation and remote monitoring cannot work without it. In this case, the system will have to be monitored and operated manually:

- PLMWC personnel will contact XiO (the SCADA system provider) to understand what, if any, of its features are still available for use.
- PLMWC personnel will inspect Tank sites #1, #2, and #3 on at least a daily basis to monitor tank levels. Using the manual controls at these sites, they will energize the pumps and exercise valves to keep the tanks filled.
- If any of the tanks runs dry, a Water Quality Emergency will be triggered for those parts of the system dependent on the empty tank(s).

**Fire Emergency**

While fires can be expected in summer months, a fire emergency will be triggered only by a large, local fire or an expected evacuation order. In that case:

- On the issuance of Red Flag warnings by state or local authorities, the system tanks will have been filled to capacity.
- Within 8 hours of evacuation, PLMWC personnel will evaluate the system metrics and alarms as presented in the SCADA displays to identify any abnormal operation. The goal is to keep all the tanks in the system full.
- If any large abnormal usage is detected (e.g., a customer “watering their roof” in hopes of protecting their home), PLMWC personnel will contact that homeowner to understand what is going on. If fire conditions permit, the homeowner or PLMWC personnel will attempt to turn off the water use in order to preserve system capacity for firefighter use.
- If any of the main lines lose all pressure, a Water Quality Emergency will be called and its procedures (below) will be followed for homes fed by that line.

### **Power Emergency**

This is covered in the PLMWC Power Emergency Policy document.

### **Terrorist Emergency**

It is expected that a terrorist attack will be manifested either as a Power Emergency or an Internet/Cellular Emergency. In the extremely unlikely event of a terrorist attack on our physical infrastructure, PLMWC will follow the procedures of a Water Quality Emergency.

### **Water Emergency / Extended Drought**

A Water Emergency is a legal event declared by state or regional authorities. In its initial stage, it typically calls for water conservation of 10% or more. Upon declaration of a water emergency, PLMWC will send emails to customers and post signage around the community indicating the degree of water conservation required. The PLMWC Board may decide to impose special penalties for over-usage, but basic water rates will not change. The PLMWC Board will monitor the level of Lake Mendocino in order to anticipate further state actions.

As the drought continues, however, the State Water Board may declare curtailment of water right holders, and the PLMWC system will be among the first curtailed. The system will comply with all the specifics of the curtailment, including additional reporting and participating in the water-sharing program.

Upon notification of curtailment, PLMWC personnel will do the following:

- Post signage in the community indicating the limit of usage. The limit, 50 gallons/person/day is set 5 g/p/d below the state limit to account for system leakage/under-metering.
- Send emails to the community indicating that water rationing is in effect, and specific prohibitions of usage type (e.g., no external usage).
- Read all meters on a monthly or even bi-weekly basis
- Enforce over-usage penalties established in the 2015 Water Conservation Policy or other PLMWC Board decisions.

### **Water Quality Emergency**

A Water Quality Emergency is triggered whenever there the possibility of a contaminant in the system, such as (1) possible inundation of the well due to

flooding, (2) loss of pressure in the distribution lines, or (3) detection of contaminants or bacteria through testing. During a water quality emergency, all state and local requirements for testing, boil-water orders, customer notification, water-board notification, and other procedures will be satisfied.

Details of the customer notification procedures are described in PLMWC's "21 ENP Palomino 2017" document.