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Prime Responsibilities

- Provide safe drinking water.
- Provide potable water for sanitation purposes.
- Provide water for fire suppression.
- Prevent unnecessary loss of stored water.
- Restore the integrity of the entire water system as soon as possible.
- Maintain integrity and quality of supply.

Emergency Response and Recovery Actions

- Analyze the type and severity of the emergency.
- Provide emergency assistance to save lives.
- Reduce the probabilities of additional injuries or damage.
- Provide situational reporting to appropriate agencies as required.
- Perform emergency repairs based on priority demand.
- Return system to normal levels (recovery).
- Evaluate response and preparedness plan.
- Revise plan as necessary.
- Provide maps, notices, and direction necessary for water recovery.
Communication Checklist

In an emergency it will be important to contact the key people shown below. This will help reduce confusion and assist in ensuring any important messaging is done so correctly and quickly.

IF REQUIRED, CONTACT EMBC or Island Health BEFORE MAKING THE FOLLOWING CONTACTS AS PER THE EMERGENCY PLANS

RDN Priority Contacts

MANAGER OF WATER SERVICES
MURRAY WALTERS
(250) 668-4199

WATER SERVICES PROJECT ENGINEER
GERALD ST. PIERRE
(250) 713-6957

DIRECTOR OF WATER/WASTEWATER SRVCS
SEAN DE POL
(250) 713-5896

COMMUNICATIONS COORDINATOR
CHRISTINA GRAY
(250) 713-1075

MANAGER OF EMERGENCY SERVICES
CATHERINE MORRISON
(250) 713-2057

Key Communication Options

Management Support
• Contact Electoral Area Director
• Contact the local radio station and provide a brief message if public health and safety are at risk. Follow up with a press release and post on social media.

Field Staff Support
• Post notices on household front doors.
• Attach warning signs to existing Watering Restriction signs in each community.
• Put up roadside signage at the entrance to the community.

Administrative Support
• Provide information message on the RDN web site and social media.
• Review after-hours office and voice mail messaging.
• Provide notification to other RDN staff.
## Emergency Contact Numbers

### Personnel Contacts

<table>
<thead>
<tr>
<th>NAME</th>
<th>POSITION</th>
<th>PHONE / CELL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heather D</td>
<td>Chief Operator</td>
<td>(250) 248-4914</td>
</tr>
<tr>
<td>Dave W</td>
<td>Utilities Technician II</td>
<td>(250) 248-4914</td>
</tr>
<tr>
<td>Brian H</td>
<td>Utilities Technician III</td>
<td>(250) 248-4914</td>
</tr>
<tr>
<td>Randy S</td>
<td>Utilities Technician II</td>
<td>(250) 248-4914</td>
</tr>
<tr>
<td>Brad L</td>
<td>Utilities Technician III</td>
<td>(250) 248-4914</td>
</tr>
<tr>
<td>Lyndon J</td>
<td>Utilities Technician II</td>
<td>(250) 248-4914</td>
</tr>
<tr>
<td>Greg R</td>
<td>Utilities Technician II</td>
<td>(250) 248-4914</td>
</tr>
<tr>
<td>Shane P</td>
<td>Utilities Technician II</td>
<td>(250) 248-4914</td>
</tr>
<tr>
<td>Murray Walters</td>
<td>Manager of Water Services</td>
<td>(250) 668-4199</td>
</tr>
<tr>
<td>Gerald St. Pierre</td>
<td>Project Engineer, Water Services</td>
<td>(250) 390-6560</td>
</tr>
<tr>
<td>Deb Churko</td>
<td>Engineering Technologist</td>
<td>(778) 674-1700</td>
</tr>
<tr>
<td>Joe McCallum</td>
<td>Engineering Technician</td>
<td>(250) 816-0721</td>
</tr>
<tr>
<td>Dion Klassen</td>
<td>Bylaw Officer</td>
<td>(250) 668-9064</td>
</tr>
<tr>
<td></td>
<td>(Emerg. Coord. Alternate- 24hrs)</td>
<td></td>
</tr>
<tr>
<td>Chris Basara</td>
<td>Bylaw Officer</td>
<td>(250) 713-4872</td>
</tr>
<tr>
<td></td>
<td>(Emerg. Coord. Alternate- 24hrs)</td>
<td></td>
</tr>
</tbody>
</table>

### After-Hours Emergency Contact Numbers

- Water Services (on-call)  (800) 862-3429
- Wastewater Services (on-call)  (250) 729-6778
Electoral Area Directors

<table>
<thead>
<tr>
<th>Electoral Area</th>
<th>Director</th>
<th>Phone</th>
<th>E-mail Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chair</td>
<td>Ian Thorpe</td>
<td>250-713-9135</td>
<td><a href="mailto:ian.thorpe@nanaimo.ca">ian.thorpe@nanaimo.ca</a></td>
</tr>
<tr>
<td>A</td>
<td>Keith Wilson</td>
<td>250-722-3356</td>
<td><a href="mailto:keith.wilson@rdn.bc.ca">keith.wilson@rdn.bc.ca</a></td>
</tr>
<tr>
<td>B</td>
<td>Vanessa Craig</td>
<td>250-741-4589</td>
<td><a href="mailto:vanessa.craig@rdn.bc.ca">vanessa.craig@rdn.bc.ca</a></td>
</tr>
<tr>
<td>C</td>
<td>Maureen Young</td>
<td>250-754-5896</td>
<td><a href="mailto:maureen.young@rdn.bc.ca">maureen.young@rdn.bc.ca</a></td>
</tr>
<tr>
<td>E</td>
<td>Bob Rogers</td>
<td>250-468-9986</td>
<td><a href="mailto:bob.rogers@rdn.bc.ca">bob.rogers@rdn.bc.ca</a></td>
</tr>
<tr>
<td>F</td>
<td>Leanne Salter</td>
<td>250-248-8097</td>
<td><a href="mailto:leanne.salter@rdn.bc.ca">leanne.salter@rdn.bc.ca</a></td>
</tr>
<tr>
<td>G</td>
<td>Lehann Wallace</td>
<td>250-951-5327</td>
<td><a href="mailto:lehann.wallace@rdn.bc.ca">lehann.wallace@rdn.bc.ca</a></td>
</tr>
<tr>
<td>H</td>
<td>Stuart McLean</td>
<td>250-240-2263</td>
<td><a href="mailto:stuart.mclean@rdn.bc.ca">stuart.mclean@rdn.bc.ca</a></td>
</tr>
</tbody>
</table>

Government Agency Contacts

- Ministry of Environment Nanaimo (250) 751-3100
- RAPP Line (Report All Poachers & Polluters) Nanaimo 1-877-952-7277
- Department of Fisheries and Oceans Nanaimo (250) 754-0230
- Emergency Management BC (EMBC) Victoria 1-800-663-3456
- Island Health (Environmental Health Officer) Parksville (250) 947-8222
  - Stacey Sowa- Nanoose Bay Peninsula, Englishman River (Rivers Edge), and San Pareil Water Systems
  - Elizabeth Thomson- Surfside, Melrose, Whiskey Creek, Westurne Heights, and Horne Lake Water Systems
  - Shuja Awan- French Creek Water System
- Island Health (Environmental Health Officer) Nanaimo (250) 755-6215
  - Anthony Griffin- Decourcey Water System
  - Jill Lucko- Descanso Bay and Rollo McClay Water Systems
  - Murray Sexton, Public Health Engineer (250) 755-6293
  - Dr. Paul Hasselback, Medical Health Officer (250) 739-6304/ (800) 204-6166
- City of Parksville (250) 248-5412
  - Chief Operator, Scott Churko (250) 927-1856 (cell)
- Town of Qualicum Beach (250) 752-6921
  - Foreman, Cam Purdon (250) 927-1144 (cell)
- District of Lantzville (250) 390-4006
  - Superintendent, Fred Spears (250) 713-0980 (cell)
- North Cedar Improvement District (250) 722-3711
Government Agency Contacts Cont’d

Islands Trust Organization (Main office) Gabriola Isl (250) 247-2063
• Trustee Scott Colbourne Gabriola Isl (778) 679-1110
• Trustee Kees Langereis Gabriola Isl (250) 247-8281

Emergency Services

Hospital Nanaimo (250) 754-2141
Parksville (250) 248-2332 (Nan hospital)
Oceanside Ctr (250) 951-9550
Gabriola Clinic (250) 247-9922

Ambulance Nanaimo 911 or (250) 758-8181
Parksville 911 or (250) 248-3511

Police Nanaimo 911 or (250) 754-2345
Parksville 911 or (250) 248-6111
Gabriola Isl 911 or (250) 247-8333

Fire Department Parksville 911 or (250) 248-3242
Errington 911 or (250) 248-5601
Coombs-Hilliers 911 or (250) 752-2144
Nanoose Bay 911 or (250) 468-7141
Qualicum Beach 911 or (250) 752-6921
Dashwood 911 or (250) 752-5434
Cedar 911 or (250) 722-3122
Gabriola Isl 911 or (250) 247-5601

Priority Services

BC Hydro (Qualicum Beach number) (250) 752-8012 or
BC Hydro (Power Outages & Electrical Emergencies) 1-888-769-3766
Telus (250) 811-2323 or
• Amarjit Mann cell 250-927-0913 (250) 741-7713 or 741-7716
• Mark Vonhagen cell 250-927-3462
FortisBC (Terasen Gas) (250) 248-4880
Shaw Cable (Nanaimo) (250) 754-5571
CP Rail 1-800-716-9132
French Creek Pollution Control Centre (250) 248-5794
Chlorine Manufacturer (ClearTech) 1-800-387-7503
Community Contacts

District 69 School Board Office   (250) 248-4241
NanOOSE Bay School           (250) 468-7414
NanOOSE Children’s Centre     (250) 468-1784
NanOOSE Place                (250) 468-5339
NanOOSE Post Office          (250) 468-7722
Canadian Forces Base Nanoose (250) 756-5021 or 468-5004 or (250) 468-2260 (MP Stn-24hr)
Descanso Bay Reg Park- Calvin Nguyen/Jessica Sedlock   (250) 668-9161
Horne Lake Reg Park- Bill Woodhouse/RLC Enterprises (250) 927-4790

Excavation Services

Shoreline Equipment (Doug Penny)   (250) 468-7759 or 755-9502
Rite on Time Excavation & Trucking (Cody)   (250) 927-1645
Degnen Excavators (Gabriola Isl)   (250) 247-8817

Electrical Contractors

Raylec Power  servicerequest@raylecpower.ca  (250) 400-4266
Canem Electric   (250) 468-1887
HPS Power Ltd. (Harvey Sommerfeld)   (250) 954-7463
Ron Ruckman (Descanso Bay/Gabriola Isl)   (250) 247-0050

Other Services

Plumbing Services (Maci Motor - Pump Repair)   (250) 248-4423
JC Plumbing (Descanso Bay/Gabriola Isl)   (250) 247-7574 or 713-6700
EPCOR (Parksville)   (250) 951-2460
Sand and Gravel (Ozero)   (250) 752-1482
Sand and Gravel (Lussier & Sons)   (250) 468-9994
Sand and Gravel (DBL)    (250) 248-3693
Mainroad Contracting Road Maintenance Hotline 1-877-215-6006
Mainroad Contracting (Parksville) midisland@mainroad.ca (250) 586-8884
Mainroad Contracting (Nanaimo/Cedar) rheaslip@mainroad.ca 1-877-215-6006
### Other Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water Testing Lab (Bureau Veritas, formerly Maxxam)</td>
<td>(250) 385-6112</td>
</tr>
<tr>
<td>Pump Truck (Action Tank Service)</td>
<td>(250) 248-3833</td>
</tr>
<tr>
<td>Pump Truck (Coast Environmental)</td>
<td>(250) 390-5080</td>
</tr>
<tr>
<td>Pump Truck and Toilet Rentals (A-1 Septic)</td>
<td>(250) 248-4438</td>
</tr>
<tr>
<td>Portable Washrooms (Coast Toilet Rentals)</td>
<td>(250) 753-7552</td>
</tr>
<tr>
<td>Running Water Enterprises (Red Williams)</td>
<td>(250) 947-5197</td>
</tr>
<tr>
<td>BC Water Service (bulk water supply)</td>
<td>(250) 954-3628</td>
</tr>
<tr>
<td>Island Water Hauling (bulk water supply)</td>
<td>(250) 323-6363</td>
</tr>
<tr>
<td>VIP Water Inc (bulk water supply)</td>
<td>(250) 748-7309</td>
</tr>
<tr>
<td>Summer Rain Water Delivery (Gabriola Isl)</td>
<td>(250) 247-9136</td>
</tr>
<tr>
<td>Kalicum Drilling</td>
<td>(250) 245-1220</td>
</tr>
<tr>
<td>Bottled water supply (Water Pure &amp; Simple)</td>
<td>(250) 752-1373</td>
</tr>
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### Suppliers

<table>
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<tr>
<th>Supplier</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northstar Propane (Coombs)</td>
<td>(833) 548-3748</td>
</tr>
<tr>
<td>Four Star Waterworks (piping)</td>
<td>(250) 954-3546</td>
</tr>
<tr>
<td>EMCO Water Works</td>
<td>(250) 756-3344</td>
</tr>
<tr>
<td>Corix Water Products</td>
<td>(250) 746-8877</td>
</tr>
<tr>
<td>Andrew Sheret (Parksville)</td>
<td>(250) 954-9997</td>
</tr>
<tr>
<td>Andrew Sheret (Nanaimo)</td>
<td>(250) 758-7383</td>
</tr>
<tr>
<td>Island Equipment Rentals (equipment &amp; pumps)</td>
<td>(250) 248-1100</td>
</tr>
<tr>
<td>Irritex Pumps and Irrigation – (pumps)</td>
<td>(250) 248-7028</td>
</tr>
<tr>
<td>Windsor Plywood (miscellaneous building supplies)</td>
<td>(250) 752-3122</td>
</tr>
<tr>
<td>Albertsons Hardware (miscellaneous building supplies)</td>
<td>(250) 248-6888</td>
</tr>
<tr>
<td>Robinson Rentals</td>
<td>(250) 753-2465</td>
</tr>
<tr>
<td>United Rentals</td>
<td>(250) 758-3911</td>
</tr>
</tbody>
</table>

### Media Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christina Gray, RDN Communications Coordinator</td>
<td>(250) 713-1075</td>
</tr>
<tr>
<td>Radio Station (CKWV) Nanaimo and Parksville</td>
<td>(250) 758-1131</td>
</tr>
<tr>
<td>TV Station (CHEK)</td>
<td>(250) 383-2435</td>
</tr>
<tr>
<td>Newspaper (PQ News and The Weekender)</td>
<td>(250) 248-4341</td>
</tr>
<tr>
<td>Gabriola Sounder</td>
<td>(250) 247-9337</td>
</tr>
</tbody>
</table>
### Emergency Response ACTION PLANS

<table>
<thead>
<tr>
<th>Emergency (Listed Alphabetically)</th>
<th>Actions</th>
<th>Contact</th>
</tr>
</thead>
</table>
| Backflow or Back Siphonage        | - Notify Env. Health Officer  
- If microbiological contamination, notify users to boil water  
- If chemical contamination, notify users “Do Not Use”  
- Isolate the affected area  
- Use alternate supply if necessary (i.e. truck-in water to fill reservoir)  
- Verify integrity of distribution syst.  
- Check for cross connections  
- Check for pressure losses  
- Complete repairs  
- Purge and disinfect lines  
- Sample and re-sample | - Island Health  
- RDN Supervisory personnel |
<table>
<thead>
<tr>
<th>Emergency (Listed Alphabetically)</th>
<th>Actions</th>
<th>Contact</th>
</tr>
</thead>
</table>
| Bacteria Count (RDN Lab)         | - Notify Env. Health Officer  
- **If Total coliforms found**, verify integrity of treatment process  
- Verify chlorine residual present  
- Flush watermain in suspect area  
- Re-sample  
- **If E.Coli found**, post signs and/or deliver notices to boil water  
- Isolate the affected area  
- Increase disinfectant dosage in affected area  
- Flush watermains in affected area  
- Verify chlorine residual present  
- Verify integrity of distribution system  
- Check for cross connections  
- Check for pressure losses  
- Use alternate supply if necessary (i.e. truck-in water to fill reservoir)  
- Re-sample | - Island Health  
- RDN Supervisory personnel |
<table>
<thead>
<tr>
<th>Emergency (Listed Alphabetically)</th>
<th>Actions</th>
<th>Contact</th>
</tr>
</thead>
</table>
| **Broken Water Main** (also Leaking Water Main) | - Isolate the affected area  
- Throttle back the water main but keep positive pressure  
- Prevent backflow into main  
- Notify Env. Health Officer  
- Notify local fire chief  
- Post notice on social media  
- Arrange alternate water supply if necessary  
- Obtain utility clearance for excav.  
- Arrange for traffic control  
- Notify users of interruption  
- Complete repairs  
- Swab and flush the repaired section  
- Sample to verify disinfection residuals  
- Take bacteriological samples  
- Clean up site, restore surfaces  
- Enter the repair in asset database | - Island Health  
- RDN Supervisory personnel  
- Electoral Area Director  
- Local Fire Chief  
- Communications Coordinator  
- Receptionists |
| **Chlorine- High Levels** | - Verify integrity of chlorinator  
- Reduce the chlorine dosing rate  
- Notify users of high chlorine level  
- Notify Env. Health Officer  
- Arrange for repairs  
- Post notice on social media  
- Flush distribution system, if necessary  
- Follow dechlorination procedure for water discharged near creeks  
- Verify chlorine residuals present  
- Arrange alternate water supply if necessary (i.e. bottled water) | - Island Health  
- RDN Supervisory personnel  
- Communications Coordinator |
### Emergency Response Plan

#### Chlorination Failure

- Shut off well pumps and monitor reservoir levels
- Batch chlorinate in reservoir (if no UV present)
- Arrange chlorinator repairs
- Notify Env. Health Officer
- If no chlorine residual in distribution system, notify users (use Boil Water Notice)
- Post notice on social media
- Arrange for alternate disinfection if necessary (i.e. trucking chlorine from another RDN site)
- Arrange alternate water supply if necessary (i.e. bottled water)

#### Contamination of Source

- Spills, Accidents, Vandalism

- Shut down pumps
- Verify source of contamination
- Notify Env. Health Officer
- Notify users “Do Not Use”
- Contact local media
- Post notice on social media
- Arrange alternate source if necessary – i.e., bottled water
- Contact environmental consulting firm (with P.Geo or P.Eng) to determine extent of contamination and plan for remediation

#### Contact

- Island Health
- RDN Supervisory personnel
- Chlorinator Manufacturer
- Island Health
- EMBC (Emergency Management BC)
- RCMP if there has been vandalism
- Ministry of Environment
- RDN Supervisory personnel
<table>
<thead>
<tr>
<th>Emergency (Listed Alphabetically)</th>
<th>Actions</th>
<th>Contact</th>
</tr>
</thead>
</table>
| **Drought Management Plan**      | - Monitor local well levels, streamflow, prov. drought rating, and prov. wildfire rating  
 - Review history, predict shortages  
 - Promote conservation strategies  
 - Post notices on social media  
 - Maintain storage for fire flows  
 - Implement watering restrictions  
 - Reduce flows from all wells  
 - Adjust chlorine dosing levels | - Island Health  
 - EMBC (Emergency Management BC) |
<table>
<thead>
<tr>
<th>Emergency</th>
<th>Actions</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Illness or Quarantine</strong></td>
<td>- Notify Env. Health Officer</td>
<td>- Island Health</td>
</tr>
<tr>
<td></td>
<td>- Clean and sanitize work surfaces</td>
<td>- RDN Supervisory personnel</td>
</tr>
<tr>
<td></td>
<td>- Follow CDC health guidelines for self-quarantine if required</td>
<td>- Emergency Ops Center (EOC)</td>
</tr>
<tr>
<td></td>
<td>- Use social distancing practices</td>
<td>- Communications Coordinator</td>
</tr>
<tr>
<td></td>
<td>- Avoid sharing equipment, computers, keys, vehicles</td>
<td>- Employee and family resource programs</td>
</tr>
<tr>
<td></td>
<td>- Vary shifts if necessary</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Administrative staff to work from remote location if possible</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Keep at least 1 months’ worth of disinfection supplies and spare parts on hand in case of delivery delays or shortages</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Employ multiple operators in each water system</td>
<td></td>
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<tr>
<td></td>
<td>- Train all operators in all operational duties, in all water systems, where possible</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Seek advice from senior operators and manager by phone</td>
<td></td>
</tr>
<tr>
<td><strong>Loss of Source</strong></td>
<td>- Notify Env. Health Officer</td>
<td>- Island Health</td>
</tr>
<tr>
<td>(Loss Of Reservoir or Supply Lines)</td>
<td>- Ensure pumps are shut off (to protect pump)</td>
<td>- Ministry of Environment</td>
</tr>
<tr>
<td></td>
<td>- Notify users of interruption</td>
<td>- RDN Supervisory personnel</td>
</tr>
<tr>
<td></td>
<td>- Post notice on social media</td>
<td>- Local Fire Chief</td>
</tr>
<tr>
<td></td>
<td>- Arrange alternate source (i.e. trucked-in water from another RDN water system</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Arrange for temporary storage cistern</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Call for repairs</td>
<td></td>
</tr>
<tr>
<td>Emergency   (Listed Alphabetically)</td>
<td>Actions</td>
<td>Contact</td>
</tr>
<tr>
<td>------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------</td>
</tr>
</tbody>
</table>
| **Power Failure** | - Call BC Hydro. Ask how long?  
- Install back-up generators & fuel supply at each pumphouse  
- Use a portable back-up generator where necessary  
- Check on-site generators for effective operation & fuel supply  
- Notify Env. Health Officer  
- Notify users of interruption if necessary  
- Post signs and/or deliver notices  
- Post notice on social media  
- Arrange alternate source (i.e. trucked-in water from another RDN water system)  
- Arrange for temporary storage cistern if necessary  
- Arrange alternate disinfection if necessary (i.e. batch chlorinate in reservoir) | - BC Hydro  
- Island Health  
- RDN Supervisory personnel  
- Local Fire Chief |
| **Pump Failure** | - Notify users of interruption  
- Call for repairs  
- Notify Env. Health Officer  
- Arrange alternate source (i.e. trucked-in water from another RDN water system) | - Island Health  
- RDN Supervisory personnel |
| **Turbidity (Elevated)** | - Use Turbidity Decision Tree (attached on Page 34)  
- If source water has elevated turbidity, notify Env. Health Officer  
- Use alternate source if necessary (i.e. truck-in water from other RDN water system)  
- If elevated turbidity is within distribution system, flush affected area, notify Env. Health Officer  
- Monitor turbidity | - Island Health  
- RDN Supervisory personnel |
<table>
<thead>
<tr>
<th>Emergency (Listed Alphabetically)</th>
<th>Actions</th>
<th>Contact</th>
</tr>
</thead>
</table>
| UV Failure                       | - Maintain disinfection residual with chlorine  
- Check if UV unit is working and clean the UV bulb  
- Arrange for UV repairs  
- Notify Env. Health Officer  
- Use alternate source if necessary (i.e. bottled water)  
- Sample for disinfection by-products such as trihalomethanes | - Island Health  
- RDN Supervisory personnel  
- UV Manufacturer |