

**Whidbey West Water Association (WWWA)**  
**State ID No. 363146 / Island County Franchise No.327**  
**PO Box 852, Oak Harbor, WA 98277 <http://whidbeywestwater.org/>**  
**Emergency Response Plan**  
**Originally Issued June 20, 2020 Last Edited November 17, 2020**

**SYSTEM INFORMATION:**

**Purpose:** The primary responsibility of the Whidbey West Water Association (WWWA) is to provide safe, clean, and reliable drinking water and to protect the health and safety of our members' water supply. In an emergency, the mission is being prepared to respond immediately to a variety of possible events that may contaminate or disrupt the water supply.

**System ID Number:** 363146

**Location:** Whidbey Island, from Boreas Lane on the south to Swantown Road and Joseph Whidbey State Park on the north. See System Maps in Appendix 1.

**Description:** Group A Community water system serving up to 191 service connections. Four wells - Lavender Lane (active), Sandusky (active), Swantown (inactive), West beach (decommissioned). Two reservoirs - Sandusky (51k gallons) and Even'Down (42k gallons)

**System Owner:** Whidbey West Water Association, PO Box 852, Oak Harbor, WA 98277

**Board of Directors:** Consists of nine volunteer members with elected offices. Responsible for overall management and decision making for the water system.

**Management Agency:** [King Water Co.](#) Responsible for the day to day operations, maintenance, security, and billing administration.

**Chain of Command:** Board President, Vice President, Secretary, Treasurer. See current WWWA website, [WWWA](#), for contact information for WWWA Board members.

**RESOURCE DOCUMENTS:**

[Emergency Response Planning Guide for Public Drinking Water Systems January 2017 DOH Pub. 331-211](#)

[H2Ops Newsletter: Washington's Newsletter for Waterworks Operators and Water Systems](#)

[Truck Transportation Emergency water supply for public use January 2017 DOH 331-063](#)

[Coliform Public Health Advisory Packet](#)

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**CONTACT INFORMATION:**

<b>Immediate Water Emergency</b>	King Water Emergency 888-266-7048
<b>Non-Water Emergency</b>	911
<b>General Water Information</b>	King Water Office 360-207-3171
<b>Association Information</b>	See current <a href="#">WWWA website</a> for contact information for WWWW Board members

<b>WWWA Board of Directors</b>	
President	See the WWWW <a href="#">WWWA Contacts Page</a> for the Current Board Member Information
Vice President	
Secretary	
Treasurer	

<b>Additional Contact Information</b>	
<a href="#">Federal Bureau of Investigation Emergencies</a>	206-622-0460
<a href="#">Federal Emergency Management Agency Region 10 Contacts</a>	425-487-4600
<a href="#">Environmental Protection Agency Safe Drinking Water Hotline</a>	800-426-4791
<a href="#">Island County Emergency Management</a>	360-679-7370
<a href="#">Island County Sheriff's Office</a>	360-678-4422
<a href="#">Puget Sound Energy</a>	800-225-5773
<a href="#">Department of Health, Regional Office Kent</a>	253-395-6750
<a href="#">VanderYacht Propane Inc.</a>	360-707-5550

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**TYPES OF EMERGENCIES AND EMERGENCY PROCEDURES**

**LEVEL 1 (less than 24 hours to repair)**

Leak outside Homeowner's property*	King Water Emergency 888-266-7048
Leak inside Homeowner's property*	Advise shut off interior valve and contact local plumber (Scotties, etc.)
Area-wide short-term power outage (less than 3 hours)	Customers shall use water conservatively until power is restored.  Emergency generator should activate upon interruption of power.
Minor mechanical malfunctions (water not affected)	King Water Office 360-678-5336

\*The water meter is considered the border between outside and inside.

**LEVEL 2**

Transmission pump failure (not well pump) and water system not adversely affected	King Water Office 360-678-5336
Minor vandalism	Island County Sheriff and notify Association members and King Water office 360-678-5336
Disruption of chlorine/chemical feed to water system	King Water Office 360-678-5336 or if after hours King Water Emergency 888-266-7048
Power Outage lasting more than 24 hours	Emergency generator should activate upon interruption of power. Board members to coordinate keeping generator supplied with propane fuel.

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**LEVEL 3**

<p>Transmission Line Break</p> <p>Well Pump Failure</p> <p>Major Loss of Pressure</p> <p>Reservoir Failure/Compromise</p> <p>Significant Equipment Failure</p>	<ul style="list-style-type: none"> <li>• King Water Emergency 888-266-7048</li> <li>• Immediate email notification to members by WWWA Secretary <ul style="list-style-type: none"> <li>○ Emergency Water Shut down</li> <li>○ NO Water Use until further Notice for ANY REASON or other directions as appropriate</li> <li>○ Customers shall use personal bottled water supplies</li> </ul> </li> <li>• Place 'A' Boards at major intersections advising Emergency Water Shutdown ('A' Boards are kept in Sandusky Wellhouse with signs. Action to be taken by first Board member available: <ul style="list-style-type: none"> <li>○ NO Water Use until further Notice for ANY REASON</li> <li>○ Use personal bottled water supplies</li> </ul> </li> <li>• House to House In-person notification of Emergency. Each Board member to notify 18 Association members.</li> <li>• Should the need for water escalate above what is available via bottled water supplies, then trucked in water supplies in large volumes may be necessary. Trucked water arrangements can be made with the City of Oak Harbor Public Utilities-Water Department (metered hydrant water) and local rental companies (towed water bowl/tank and/or truck). <ul style="list-style-type: none"> <li>○ Before trucked water is ordered, DoH Kent shall be notified via phone (253-395-6750).</li> </ul> </li> </ul>
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<p>Confirmed E-coli Contamination</p> <p>Confirmed Chemical Contamination</p>	<p><b>ALL THE ABOVE, <i>Additionally:</i></b></p> <ul style="list-style-type: none"> <li>• Specific E Coli health advisory notices must be distributed to each connection. This to be done by WWWA Board members in coordination with King Water representatives. See Appendix 2 for notice.</li> </ul>
<p>Act of Terrorism resulting in water system damage and distribution disruption</p>	<p><b>ALL THE ABOVE, <i>Additionally:</i></b></p> <ul style="list-style-type: none"> <li>• 911 by First Board member available</li> <li>• Contact FBI local office by WWWA President, VP, Secretary, or Treasurer in association with King Water representative</li> </ul>

**NOTE:**

*When notified by DOH and/or other Health authorities that system water is once again safe to drink, email, A-Board and House-to-House notifications should be given. In addition, WWWA Secretary shall send email and/or mailed notification to customers.*

**LEVEL 4**

<p>Any event that cause extensive damage to any major part of the WWWA system - major pipelines, well houses, pumps, and/or reservoirs.</p>	<p><b>All Level 3 notifications should be given.</b></p> <p><b><i>Additionally:</i></b></p> <ul style="list-style-type: none"> <li>• Coordinate with the Board, King Water, Emergency Management, and local authorities to provide sources of bottled water to WWWA members as resources and infrastructure allows.</li> <li>• See Appendix 3 for bottled water and bulk water sources.</li> </ul>
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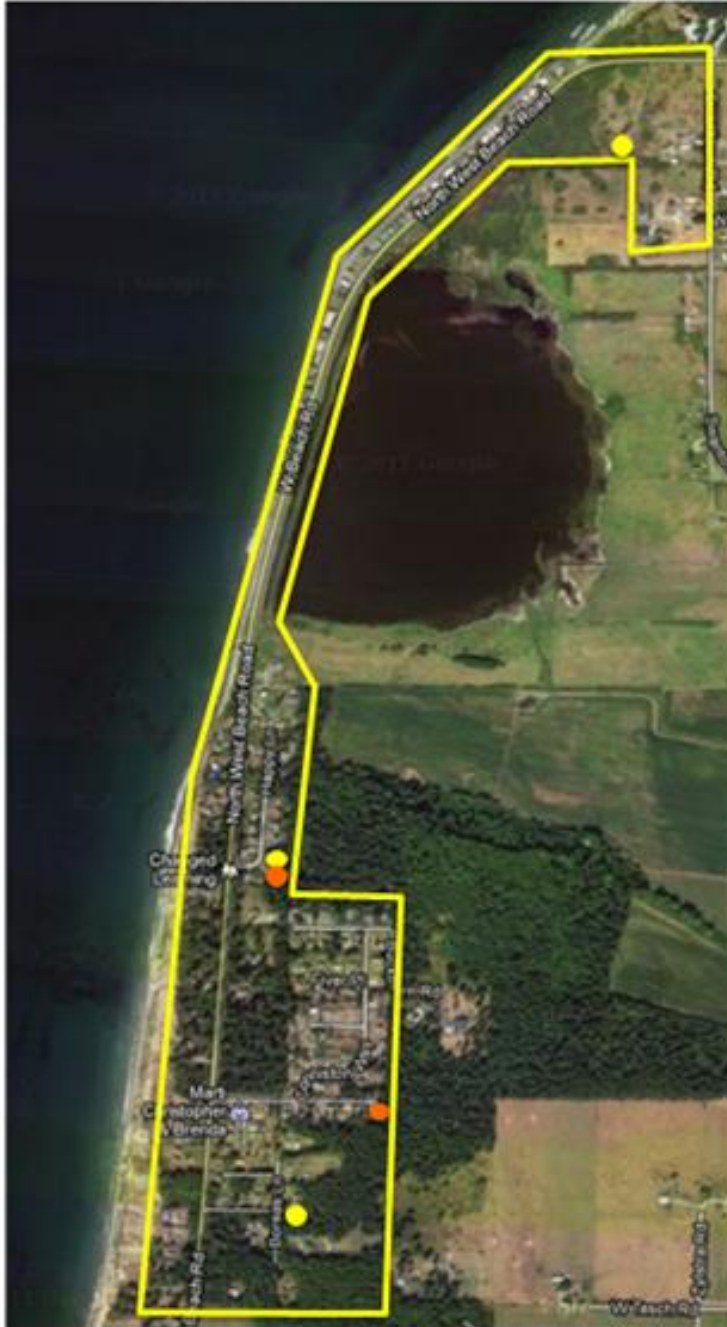
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**EMERGENCY PREPAREDNESS**

<b>Earthquakes</b>	<ul style="list-style-type: none"> <li>• Customer notifications by A-Boards, email, and website</li> <li>• Physically secure pressure tanks, filters and booster pumps</li> <li>• Post copy of Engineering Drawings for the System in each pump house</li> <li>• Post copy of Emergency Shutdown procedure in each pump house</li> </ul>
<b>Extended Power Outage</b>	<ul style="list-style-type: none"> <li>• Customer notifications by A-Boards, email, and website</li> <li>• Backup Generator(s) in place</li> <li>• Fuel source available for generators. See contacts for our supplier for propane.</li> <li>• Board members understand operation to switch over to emergency generator</li> <li>• Generator is tested periodically and our supplier for propane checks and fills the propane tanks as needed.</li> </ul>
<b>Flood</b>	<ul style="list-style-type: none"> <li>• Identify potential areas of system flooding or potential mudslide damage to facilities.</li> <li>• Identify how to isolate section of flooded system</li> </ul>
<b>High Winds</b>	<ul style="list-style-type: none"> <li>• Identify potential trees, branches, or debris that could damage facilities</li> <li>• Trim overhanging branches from reservoirs and pumphouses</li> <li>• See instructions above under 'Extended Power Outage'</li> </ul>
<b>Ice Storms</b>	<ul style="list-style-type: none"> <li>• While not common in this area, it is possible. Follow instructions above for 'Extended Power Outage'.</li> </ul>
<b>Severe Drought</b>	<ul style="list-style-type: none"> <li>• Member notifications regarding possible water usage restrictions as water availability may diminish voluntary reduction in water usage.</li> <li>• If drought continues, member notifications to direct no or limited outside water usage and reductions in household usage.</li> </ul>

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**APPENDIX 1 MAP**



Solid Yellow Line – Whidbey West Water Association catchment area  
Yellow Dots – Whidbey West Water Association wells  
Orange Dots – Whidbey West Water Association reservoirs

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**APPENDIX 2 E-COLI NOTICE / LOSS OF PRESSURE NOTICE**

King Water Company performs required testing to determine water quality. Once contamination is confirmed the health advisory is to be distributed in person within 24 hours to each member house. A health advisory will remain in effect until the water is tested and results show that it meets public health drinking water standards.

Choose the [Drinking Water Warning template](#) or the [Door Hanger template](#) to provide public notice to customers in an emergency. Distribute one or both of these templates to all customers within 24 hours.

**DRINKING WATER WARNING**  
***E. coli* MCL Violation**

The \_\_\_\_\_ Water System, ID \_\_\_\_\_, located in \_\_\_\_\_ County is contaminated with *E. coli* bacteria.

*E. coli* bacteria were detected in the water supply on \_\_\_\_\_. These bacteria can make you sick and are a particular concern for people with compromised immune systems. Boiled or purchased bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.

What should you do? **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a rolling boil, for 1 minute, and let it cool before using. Boiling kills bacteria and other organisms in the water.

*E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems.

The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice about drinking water from their health care provider.

What happened? What is the suspected or known source of contamination?

The following is being done to correct the problem:

We will consult with the State Department of Health about this incident. We will provide you notification when you no longer need to boil the water. We anticipate resolving the problem by \_\_\_\_\_.

For more information please contact: \_\_\_\_\_  
(owner/operator) (phone #) (address) (email)

*Please share this notice with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

This notice is sent to you by \_\_\_\_\_ Water System on \_\_\_\_ / \_\_\_\_ / \_\_\_\_



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**WARNING:**  
**Do not drink tap water**  
**without boiling it first!**

- Fecal coliform  
 E. coli bacteria  
 Other: \_\_\_\_\_

were detected in the water supply on:  
(date) \_\_\_\_\_.

**Boiling kills bacteria and other organisms in the water:**

- **Bring water to a rolling boil for one minute**
- **Let water cool before using**

**To avoid possible illness:** use boiled or purchased bottled water for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice.

**Contact your doctor, if you experience one or more of these symptoms:** nausea, cramps, diarrhea, jaundice, headache and/or fatigue. People with chronic illnesses, infants and the elderly may be at higher risk and should seek medical advice.

**Water System:** \_\_\_\_\_  
**I.D.:** \_\_\_\_\_  
**County:** \_\_\_\_\_  
**Contact:** \_\_\_\_\_  
**Telephone:** \_\_\_\_\_  
**Date notice distributed:** \_\_\_\_\_

**What is fecal coliform and E. coli?**

Fecal coliform and E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these waters can cause short-term effects, such as diarrhea, cramps, nausea, headaches or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.

**How long will this warning be in effect?**

We will consult with the Washington State Department of Health about this incident. We will notify you when you no longer need to boil the water.

*Vea al reverso para la versión en Español.*

October 2008

**WARNING:**  
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**Water System:** \_\_\_\_\_  
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October 2008

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[Drinking Water Warning: Loss of Pressure Form](#)

**DRINKING WATER WARNING: LOSS OF PRESSURE**  
Public Notification

The \_\_\_\_\_ Water System, ID \_\_\_\_\_, located in \_\_\_\_\_ County may be contaminated because of a loss of pressure in the water system. Even if you didn't lose water pressure, your tap water may still be contaminated.

**Until Further Notice, Boil Your Tap Water Before Drinking.** Bring all water to a roiling boil for one minute. Let it cool before using. You should use boiled or purchased bottled water for drinking, making ice, brushing teeth, washing dishes, and food preparation. Boiling kills bacteria and other organisms in the water.

*When pressure loss occurs, contamination from the environment or from human or animal waste can be drawn into the water system. Microbes in these wastes can cause short-term health effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems. These symptoms are not only caused by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice about drinking water from their health care provider.*

**What caused the pressure loss?**

**What is the affected area?**

**What are we doing to correct the problem?**

**What should you do when we restore pressure to the water system?**

**We will notify you when you no longer need to boil the water.**

For more information, please call \_\_\_\_\_ at (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ or email \_\_\_\_\_.

Please share this notice with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments and businesses). You can post it in a public place, share copies by hand, or mail it.

The \_\_\_\_\_ Water System sent this notice to you on \_\_\_\_/\_\_\_\_/\_\_\_\_

**For Water Utility Use Only:**

<p><b>Pressure Loss Public Notice Certification Form</b>  Within 10 days of notifying your customers, please complete this certification form and return a copy of each type of notice you distributed (hand-delivered notice, news release, email, phone transcript, etc.) to our regional office. Call 1-800-521-0323 for the regional office address.</p>		
<p>Distribution was completed on ____/____/____.</p> <p>Were the water users notified within 24 hours?  <input type="checkbox"/> Yes   <input type="checkbox"/> No</p>	<p>Check all that apply:</p> <input type="checkbox"/> Hand delivery, <input type="checkbox"/> News release (TV, radio, newspaper, etc.), <input type="checkbox"/> Posting at _____ <input type="checkbox"/> Other _____	
<p>_____  Signature of owner or operator</p>	<p>_____  Position</p>	<p>_____  Date</p>

DOH Form 331-493 (6/14)  
For people with disabilities, this form is available on request in other formats. To submit a request, please call 800-525-0127 (TDD/TTY 711).

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**APPENDIX 3**

The Department of Health, Kent, shall be notified when WWWA needs bottled, bulk water, or temporary reservoirs.

Members should be advised regularly that it is their responsibility to provide initial emergency bottled water for their households. The American Red Cross recommends three (3) gallons of water per person, per day.

Oak Harbor Public Utilities is the alternate source for water should a degradation (not caused by natural disaster) in our water system occur.

1. Department of Health, Office of Drinking Water (Kent), shall be notified. Customer Assistance (360)-253-6750.
2. A request to Oak Harbor Public Utilities / Water Department will be made for water. Oak Harbor Water Department will identify a hydrant within the vicinity of West Beach available for use. Metered water will be drawn and stored in a transportable water tank.
3. Transportable water tanks will be obtained from a local rental company. (Jet City Rental, Diamond Rental, SRV Construction). The distribution method will be determined based on the nature of the degradation and the extent of the customers affected.