# CA PWS ERP Guidance

# Appendix A

# Table 6.1- “Example” Water System Chain of Command (Internal Notification)

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| **Title / Name** | **Responsibilities During an Emergency** | **Contact Information** |
| [John DoeWater System ManagerWUERM] | [Overall management and decision making for the water system. WUERM is lead for managing the emergency and contacting the regulatory agencies.WUERM contacts the public and news mediaAll communications to external parties are approved by the WUERM] | [111-111-111 Office 111-111-1111 Cell 111-111-1111 Pager 111-111-1111 HomeJohn.doe@example.com Email]  |
| [Jane SmithWater System Operator] | [In charge of operating the water system.Performs inspections, maintenance, sampling of the system and relaying critical information to the WUERM.Assess facilities and provides recommendations to the WUERM.] | [111-111-111 Office 111-111-1111 Cell 111-111-1111 Pager 111-111-1111 HomeJane.smith@example.com Email] |
| [Mark JonesWater Treatment Plant Operator] | [In charge of running water treatment plantPerforms inspections, maintenance, sampling of the WTP and relaying critical information to the WUERM.Assess WTP facilities and treatment provided and provides recommendations to the WUERM.] | [111-111-111 Office 111-111-1111 Cell 111-111-1111 Pager 111-111-1111 HomeMark.jones@example.com Email] |
| [John DoeWater Quality Manager] | [In charge of collecting samples, having samples analyzed by certified labs, receiving the results.Determines the quality of the water being served meets all drinking water and public health requirements.] | [111-111-111 Office 111-111-1111 Cell 111-111-1111 Pager 111-111-1111 HomeJohn.doe@example.com Email] |
| [Beth HunterOffice Administrator] | [Responsible for administrative functions in the office.Receives customer phone calls and maintains a log of complaints and calls. In an emergency, could provide a standard carefully pre-scripted message for customers who call with general questions.]  | [111-111-111 Office 111-111-1111 Cell 111-111-1111 Pager 111-111-1111 HomeBeth.hunter@example.com Email] |
| [Jack TaylorField Staff] | [Delivers water quality notices or door hangersProvides backup to water system operator. Conducts site inspections of all facilities.] | [111-111-111 Office 111-111-1111 Cell 111-111-1111 Pager 111-111-1111 HomeJack.taylor@example.com Email] |
| [Karen ConnerPublic Information Officer (PIO)] | [Coordinate with all the other agencies PIOs. Report and work with the joint information center (JIC) if more than one agency is involved.] | [111-111-111 Office 111-111-1111 Cell 111-111-1111 Pager 111-111-1111 HomeKaren.conner@example.com Email] |