# CA PWS ERP Guidance

# Appendix A

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

|  |  |  |
| --- | --- | --- |
| **Title / Name** | **Responsibilities During an Emergency** | **Contact Information** |
| [John Doe  Water System Manager  WUERM] | [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 media  All communications to external parties are approved by the WUERM] | [111-111-111 Office  111-111-1111 Cell  111-111-1111 Pager  111-111-1111 Home  [John.doe@example.com](mailto:John.doe@example.com) Email] |
| [Jane Smith  Water 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 Home  [Jane.smith@example.com](mailto:Jane.smith@example.com) Email] |
| [Mark Jones  Water Treatment Plant Operator] | [In charge of running water treatment plant  Performs 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 Home  [Mark.jones@example.com](mailto:Mark.jones@example.com) Email] |
| [John Doe  Water 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 Home  [John.doe@example.com](mailto:John.doe@example.com) Email] |
| [Beth Hunter  Office 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 Home  [Beth.hunter@example.com](mailto:Beth.hunter@example.com) Email] |
| [Jack Taylor  Field Staff] | [Delivers water quality notices or door hangers  Provides 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 Home  [Jack.taylor@example.com](mailto:Jack.taylor@example.com) Email] |
| [Karen Conner  Public 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 Home  [Karen.conner@example.com](mailto:Karen.conner@example.com) Email] |