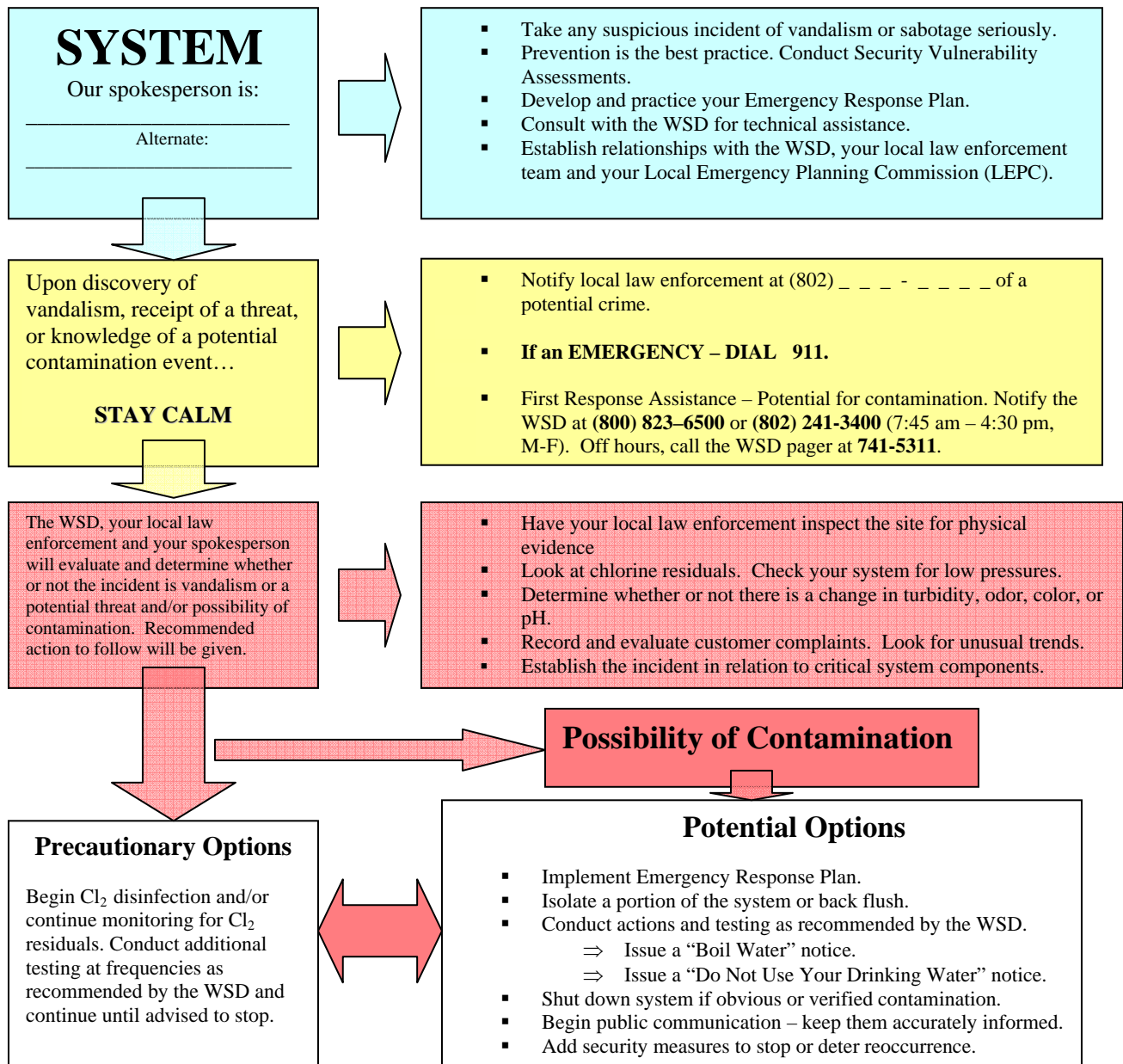


A VERMONT UTILITY GUIDE FOR SECURITY DECISION MAKING



These guidelines are designed to assist Vermont Drinking Water Systems in determining the level of security concern if a break-in or threat incident occurs and to assist in appropriate decision making and response actions. These various steps and actions can be adjusted to meet the needs of specific situations; however, specific actions should be undertaken after consultation with the Vermont Water Supply Division (WSD). Technical assistance is available from the WSD and from the Vermont Rural Water Association (VRWA) 800-556-3792 for prevention initiatives, such as, vulnerability assessments (VA), emergency response planning (ERP), and security enhancements.



- ✓ Do not delay calling your local law enforcement, dialing 911, or calling the WSD.
- ✓ Do not disturb evidence and document what you see. Keep notes and take photos as you go.
- ✓ Properly collect the samples for future analysis and store them appropriately.
- ✓ Alert other officials as appropriate and keep the public informed (designate one spokesperson).
- ✓ Preventative measures are the best practice to prevent such an incident.
- ✓ Prior communication with your local law enforcement authorities, emergency response entities, and LEPC prevents confusion and defines who has the responsibility for what, when an incident occurs.

A Joint Collaboration between the National Rural Water Association (NRWA), Association of State Drinking Water Administrators (ASDWA), Vermont Rural Water Association (VRWA), Vermont Homeland Security Unit, and the Vermont Water Supply Division (WSD)

Prevention First!

Simple security precautions and procedure should be first priority for all systems. Conducting a security vulnerability assessment and developing and practicing your emergency response plan in cooperation with the WSD or VRWA, your local law enforcement and your local emergency response entities prior to an incident is essential for a proper response to any emergency.

Discover or Receipt of Threat

- Take any suspicious activity or evidence of vandalism or sabotage seriously
- Contact local law enforcement at _____.
- Notify the Vermont Water Supply Division. When you call: Identify yourself and state your business. State the nature and accurate details of the incident. Stay on the line until you are disconnected. Give phone number where you can be reached. Give your FAX number if you have one.
- Document what you see. Take photos and keep notes as you go.
- Document and map customer complaints.

In the event of an actual incident, such as break-in, damage, altering controls, and/or contamination:

1) Call your local law enforcement

- 2) Call the WSD** at toll free in-state: 1-800-823-6500, or (802) 241-3400 (between 7:45 AM-4:00 PM) or for off hours, call (802) 741-5311 for the WSD pager, wait for the beep, then enter the phone number where you can be reached.

An initial evaluation must be made by local law enforcement in cooperation with the WSD to make appropriate decisions for any actions that should be taken. The initial evaluation should include a review of:

- Physical evidence such as containers or material in the area;
- A quick check for chlorine residuals in all parts of system and any indication of low pressures
- A visual check of the finished water turbidity, odor, color, and pH;
- Intrusion or incident location in relation to critical system components such as finished water supply; and
- Other items and areas relevant to the system operation and environment.

Consultation in Decision Making:

The system official(s) must obtain assistance in the evaluation process and obtain input for determining appropriate action necessary to mitigate impact on public health. This input is best obtained from those with expertise in law enforcement, and those with expertise in drinking water supply, treatment, storage, and distribution. Work with the WSD, your local law enforcement, as well as, emergency response agencies, in the decision making process. These decisions must be made jointly to ensure public health protection and to avoid adverse affects. For example, a non-water person may suggest that the system be drained. This has ramifications in fire protection and could influence the integrity and safety of the water supply for major businesses as well as residential individual customer.

Technical assistance for implementation of preventative or remedial measures is available from the WSD or VRWA.

Actions to Consider

After consulting with relevant state and local officials, the WSD will make decisions as to what level of action must be taken to perform due diligence in protecting the public health and providing a safe quality water supply. Actions can range from a determination that the incident is a prank with no action needed to implementing additional monitoring as a precautionary measure. If contamination is indicated, the system may declare an emergency and implement their emergency response plan. These decisions impact public health and safety and should be made in cooperation with law enforcement officials and the WSD.