Working with Water After the Emergency is Over

Recovery Assistance for Water Utilities Dealing with the Effects of an Emergency

Colorado Department of Public Health and Environment

Water and wastewater is of vital importance to a community. The Water Quality Control Division has resources available to assist your water and wastewater system through an emergency recovery process:

Request needed resources to get your system back on line

Your first priority is to return service, but you may need special equipment, additional start-up personnel, or supplies to get your system up and running. CoWARN (www.cowarn.org) is a response network of utilities helping other utilities with the resources they need to recover quickly from an emergency. For help acquiring recovery resources contact the **Local Assistance Unit** at **(303)692-3665**.

Stay in compliance during an emergency

During an emergency event, special circumstances may impact your regular compliance monitoring. In order to protect public health through an emergency and be able to stay in compliance, contact the **Compliance Assurance Section** at **(303)692-3556** for drinking water systems; for wastewater systems contact the **Engineering Section** at **(303)692-6298**.

Communicate effectively with your customers during and after an event

During and after an emergency, customers will increasingly contact your system with concerns about taste and odor changes, chances of service interruption, risks associated with contamination, and the duration of effects. You will need a communication strategy in order to respond directly and effectively. For more information about how to respond to specific customers concerns and public notification templates, contact the **Local Assistance Unit** at **(303)692-3665**.

Assess changes to raw water quality

You must understand your raw water quality in order to treat cost effectively and protect public health. For information about how your raw water quality may have been impacted by your recent emergency and raw water sampling support, contact the **Engineering Section** at **(303)692-6298**.

Update or modify designs during rebuilding process

After an emergency is an opportunity to make updates to your system while you repair and replace damaged equipment. Your system may need additional treatment processes due to water quality changes. Physical modifications that result in changes to water quality require Division approval. If you plan on modifying your treatment system contact the **Engineering Section** at **(303)692-6298**.

Plan for the future

As a result of the emergency, you will need to revise your budget and asset management plans to reflect increases in treatment costs and additional infrastructure. Prepare for demand fluctuations and potential new vulnerabilities to your system such as droughts, floods, and power outages. For information about ways to manage new costs and vulnerabilities associated with your recent emergency event contact the **Local Assistance Unit** at **(303)692-3665**.

Please call the Incident Reporting Hotline at 1-877-518-5608 to report an emergency incident or acute situation.