

*APPENDIX F*

***WSSC Standard Procedures #0 96-01  
(Formerly Known As: WSSC Water Demand  
Reduction Plan)***



*File*

**STANDARD PROCEDURES  
OF THE  
WASHINGTON SUBURBAN SANITARY COMMISSION**

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**SUBJECT**  
EMERGENCY WATER USE RESTRICTIONS FOR THE WASHINGTON SUBURBAN SANITARY DISTRICT

**Purpose:**

This procedure describes the Washington Suburban Sanitary Commission (WSSC) response plan for periods of water supply emergency to ensure the safety of customers in the area(s) affected by unavailability of an adequate or safe water supply. The procedure includes guidelines for implementing water use restrictions for a range of emergency situations which could affect the entire Washington Sanitary District (WSSD) or which may be limited to localized outages within the WSSD. This standard procedure replaces the 1981 "Administrative Procedure—WSSC Water Demand Reduction Plan."

**Procedure:**

Initiation

This plan may be initiated directly or in conjunction with other related WSSC or area-wide emergency plans. (See Appendix F.) Emergency conditions which could lead to implementation of this plan include, but are not limited to, shortages caused by drought or distribution system problems, hazardous material in the raw water supply, inability of the treatment plants to effectively remove contaminants, distribution system contamination, or natural disaster.

Anyone who becomes aware of or is notified of any of the conditions noted in the previous paragraph or any other event which may potentially jeopardize the Commission's ability to deliver an adequate supply of safe water to all major areas of the Sanitary District shall contact (directly or through the Control Center) the Water Operations Division (WOD) Manager who will initiate the plan. The WOD Manager is the designated Water Emergency Coordinator (hereinafter referred to as "the Coordinator"); in the event the WOD Manager cannot be immediately contacted by the Control Center, the WOD Duty Supervisor will take on Coordinator responsibilities until relieved by proper authority and shall immediately report this through the chain of authority. The Coordinator will normally notify the General Manager through the chain of authority; if a manager is not immediately available when immediate action is required, reporting will be made to the next higher level. The Control Center will generally be designated by the coordinator as the "WSSC water emergency operations center" during a water emergency. (To minimize confusion throughout this procedure, "Control Center" will be used in lieu of "WSSC water emergency operations center".) The Coordinator will coordinate when and what levels of contact and restriction levels require implementation based on guidelines set forth in this procedure. Recommendations by the Coordinator for implementation or modification of any water restrictions will be made to the General Manager for approval or, for Levels C and higher, for coordinating approval by the Commission (e.g., phone contact through the Secretary's Office); in the event the General Manager is

unavailable, responsibility for approval or coordination of Commission approval will be passed to the next senior manager in the Operations chain of authority (i.e., Chief Operating Officer, followed by Operations Bureau Director, followed by Water Operations Division Manager).

#### Authority and Enforcement

The Annotated Code of Maryland, Art. 29 (See Appendix E.), §9-101, authorizes WSSC to limit or regulate the use and supply of water service in any area within the WSSD on a temporary basis for purposes of public safety without the 30-day advance publication normally necessary for WSSC regulations. §18-104 makes violations of these rules a criminal misdemeanor; upon conviction, a violator is subject to a fine not to exceed \$1,000 or imprisonment not to exceed 30 days, or both. Primary enforcement will be vested with local and county police. (Although violation actions would be processed by the State's Attorney's Office, see the "County emergency operations centers" paragraph in the "Expanded Notification" section on page 4 of this procedure regarding the intent for "passive enforcement.")

#### Restriction Levels

This procedure describes nine "standard" levels of water use restrictions for implementation based on the degree and type of problem in the system; these may be tailored to meet the emergency, and any level may be called at any time. In recommending reduction in restriction levels, the Coordinator must consider the impact of "instantaneous" demand on the system. Drought related restrictions will be coordinated through existing interagency agreements; they will generally be downgraded after 14 days if the demand/supply ratio has dropped below the initiation level and long range weather forecasts are consistent with diminished water demand. The following provides a brief description of applicability (Restriction details are available in Appendix A.) of the standard levels:

Level A Water Shortage Alert: This level serves as an alert to WSSC customers that there is significant probability that restrictions will be required in the near future. For drought response, this level may be called when total withdrawals from the Potomac River are within 50% of total river flow and water impoundment facilities are close to exhaustion. This level may be particularly applicable to an upstream river spill emergency where there may be considerable advance notice of a problem. Due to inherent delays in messages reaching the public, this method may not be applicable to "urgent" scenarios such as loss of primary feed to a large area.

Level B Water Shortage Voluntary Restrictions: This is the lowest level of actual use restriction and depends upon voluntary customer implementation. For drought response, this level may be called when total withdrawals from the Potomac River are within 100 million gallons per day of total river flow. Level B could also be initiated when daily average demand exceeds 95% of safe water supply or distribution system capability. After initial delay in customer response (possibly as much as two to three days), this restriction level could reduce peak demand by 15% with minimal reduction in average daily flows. Due to inherent delays in messages reaching the public, this method may not be applicable to "urgent" scenarios such as loss of primary feed to a large area. (i.e., consider proceeding directly to Level D restrictions.)

Level C Extended Water Shortage Mandatory Restrictions: This is a set of three progressively stringent mandatory restriction levels primarily for drought response and will be implemented when Level B restrictions are inadequate to maintain water usage low enough to protect public safety. It is expected that Level C-1 restrictions will reduce peak consumption by 15% to 20% within the first twenty-four hours and by up to 40% long term; this level will be initiated when average demand exceeds 100% of water supply or distribution system capabilities. Level C-2 may be required when the capacity of the distribution system has been exceeded for five days or if C-1 restrictions are not sufficient; long term anticipated demand reduction is projected at up to 60%. Level C-3 is the highest and most drastic level of the drought restrictions; it would be called when reductions over 60% are required.

Level D Emergency Water Shortage Mandatory Restrictions: This mandatory restriction level will be implemented when Level B (voluntary) restrictions are inadequate to maintain water usage low enough to protect public safety for "urgent" scenarios such as loss of a large water main. This level may be implemented immediately (without first utilizing voluntary restrictions) when a quicker public response is required. It is expected this level of restriction will reduce consumption by 15% to 20% within the first twenty-four hours and by up to 40% long term.

Level E Consumptive Water Use Restrictions: Under this restriction level, customers would be advised that the water cannot be consumed without additional treatment; the water would however, be safe for non-consumptive domestic use. Actual home treatment procedure (e.g., boiling water) will be specified by the State.

Level F Consumptive Water Use Prohibition: Under this restriction level, customers would be advised that the water is not safe for consumption; the water could however, be determined (by the State) to be safe for domestic utility use such as bathing and dish washing. Customers would be instructed to use bottled water for cooking and drinking. This type of restriction might be implemented in the event of distribution system contamination (e.g., backflow) or if a chemical contaminant in the raw water supply were not removed by the treatment process and entered the distribution system prior to detection.

Level G Full Water Use Prohibition: This restriction level would be implemented if necessary to provide immediate fire flow requirements or if distribution system water were not safe for any type of usage. Water use would be restricted to use only in an extreme emergency (e.g., fire fighting).

#### Initial Notification

The Coordinator will normally notify the General Manager through the chain of authority; if a manager is not immediately available when immediate action is required, reporting will be made to the next higher level. The County Executive(s), the Commission and General Manager staff offices will be notified, as deemed appropriate, through the General Manager's Office. (As discussed in "Expanded Notification", the Control Center maintains a list of these contacts.) Once the General Manager indicates that initiation of, or change in, a restriction level has been approved, the Control Center will proceed to expanded notification. The Coordinator will be responsible for initial contact with required State regulatory officials when there is any indication that water in the distribution system may not meet minimum drinking water standards.

Expanded Notification

Except as noted in the Notification Diagram (Appendix C) and specifically delineated below for WSSC organizational units, all expanded notification will be done by the Coordinator through the Control Center; notification procedures will vary for different types of emergencies. [Sample notification lists for various scenarios are included in Appendix D; with the exception of Communications contacts and individual customers, the Control Center maintains a current master phone list (with alternates) for all notifications; the Water Operations Division is charged with verifying this list, through actual phone calls, by June and December of each year.] Appendix C contains a generic notification tree depicting the contacts described below.

County emergency operations centers will be contacted [once the General Manager has notified the County Executive(s)] to provide the coordination link through the Control Center for the Coordinator. (These centers are, in Montgomery County, the "24 hour Emergency Communications Center" and in Prince George's County, the "Combined Communication Facility"; these include the fire boards once the centers have been activated.) The designated liaison (Maintenance Administrative Support Section Head) may be dispatched to one of the county emergency operations centers (especially if significant MEMA or FEMA involvement is anticipated), however, alternative or additional personnel (e.g., Water Pumping Station Superintendent) may be utilized for this function as deemed appropriate for the type of emergency (e.g., if a SCADA link is appropriate). Direct communication will be maintained with the Fire Board to maximize availability for actual fire workload. County police will be requested to provide "passive" restriction enforcement (i.e., although police would actively look for and stop illegal water use, prosecutions would be initiated only in cases of clear abuse ) and to provide a contact phone number for public use in reporting restriction violations; a copy of applicable State Code (Appendix E) will be faxed to the emergency operations center if there is any question of enforcement authority. All contact with MEMA (Maryland Emergency Management Agency) and FEMA (Federal Emergency Management Agency) will be made through the county emergency centers.

MDE (Maryland Department of Environment Public Drinking Water Program Office) will be contacted for information purposes during water emergencies, and, in the case of contaminant-related emergencies, as detailed in the "Special Procedures for Water Quality Related Emergencies" section of this plan. Note that the Public Drinking Water Program office coordinates directly with State and affected county health officials to estimate health effects and provide descriptions of possible treatment recommendations; therefore no direct liaison with these agencies is included in this plan.

DC/OEP (District of Columbia Office of Emergency Preparedness) will be contacted for liaison in area-wide emergencies covered under the "Metropolitan Washington Water Supply Emergency Plan."

ICPRB (the Interstate Commission on the Potomac River Basin), coordinating with WAD (Washington Aqueduct Division - the Army Corps of Engineers unit which provides water to the District of Columbia), will be the primary outside contact agency in the event of drought-induced water restrictions in accordance with existing operating agreements.

Other area water utilities will be contacted to provide information to answer customer questions relative to their own service areas. Wholesale customers, either permanently or temporarily connected to the WSSC system, will be notified of the implications for their systems [e.g., Howard County, Bowie, the District of Columbia, Rockville, and Andrews AFB (Although technically a "large customer", for purposes of this paragraph, Andrews AFB will also be notified as a utility due to the large number of on-site connections.)].

Local bottled water suppliers (e.g., Giant and Safeway) may be contacted to alert them that bottled water supplies from outside the WSSD to area stores may need to be increased.

Internal contacts will be made, by the Control Center, as required by the particular emergency:

Customer Services to (1) brief Customer Information Representatives and modify the Customer Services phone message in coordination with the Office of Communications, (2) call large water users directly to notify them of Level C-2, C-3, or D restrictions when implemented (Through coordination with Maintenance Services, Customer Services will maintain, and update once every six months, a telephone list for customers with a daily average consumption greater than 10,000 gallons; by December of each year, they will verify these contact phone numbers; the list will include hours of operation, the contact person with implementation authority, and the primary purpose for which the water is used.), (3) provide a copy of the large user list, with car washes highlighted, to Regulatory Compliance, to the Office of Communications, and to the Customer Services Representatives, and (4) when feasible (e.g., for small areas) and when requested by the Coordinator, make direct phone notification to individual customers in urgent health-related emergencies;

Facilities Maintenance to turn off automatic sprinklers and fountains at WSSC facilities;

Maintenance Reconstruction to immediately discontinue all flushing for cleaning and lining contracts in the affected area if water quantity restrictions are implemented;

Maintenance Services to (1) upgrade response priority for all reported leaks in the affected area, (2) modify the emergency maintenance phone message in coordination with the Office of Communications, (3) notify hospitals to implement their water emergency plans (e.g., utilizing tank truck or bottled water contracts pre-negotiated to meet accreditation requirements), and (4) when applicable, provide a list of WSSC customers served by other water utilities (e.g., along the DC or other jurisdictional border);

Meter Services to (1) immediately discontinue all meter testing in the affected area if water quantity restrictions are implemented, (2) discontinue issuance of fire hydrant meters targeted for use in the affected area, and (3) notify existing major fire hydrant meter users likely to be working in the affected area;

Office of Communications to direct all customer and media interface (The Control Center will provide continuous situation updates including

providing map mark-ups and a description of areas impacted; the Control Center will then work with Communications to finalize "clean" maps and area descriptions; wherever possible, simplified definitions such as major highways, county lines, or zip codes will be used to delineate areas; when available, GIS map preparation should be used.);

Office of Laboratory Services to provide analysis assistance for contaminants and for evaluating treatment alternatives;

Regulatory Compliance assisted by Security and Safety to provide enforcement assistance for large water users (To minimize customer confusion and frustration, non-recycling car washes, as determined by Regulatory Compliance, will have the highest enforcement priority.);

Systems Maintenance to (1) coordinate field operation (and repair) of the distribution system, (2) discontinue all routine flushing in the affected area if restrictions on quantity of usage are implemented, and (3) distribute informational flyers or door hangers (prepared by Communications) and/or bottled water for customers if only a small area is impacted; and

Water Resources Planning to provide modeling assistance for re-routing water transmission and for determining feasibility of drawing water through interconnections with adjoining water suppliers. (An inventory of these interconnections with associated gradients is maintained in the Control Center.)

To minimize message distortion, these units will be contacted directly by the Control Center; the units, in turn, will be responsible for reporting their participation in emergency operations through their respective chain of authority.

#### Public Notification

The Office of Communications will be responsible for essentially all customer and media contact during the emergency. All inquiries by customers will be directed to Customer Information Representatives who will be provided a "script" by the Office of Communications; the only exceptions are technical questions (e.g., from large water users) which will be referred to the Control Center and enforcement requests which will be referred to the civilian police contact phone number (making it clear that 911 should NOT be used!). All inquiries by the media will be referred directly to the Office of Communications. Coordination with other affected agency communication officers will also be handled through the Office of Communications to ensure a consistent message is provided to the public.

Several mechanisms may be used to notify customers when restrictions have been implemented or changed:

- ♦ In conjunction with the Control Center, Communications will prepare "clean" maps and written descriptions of affected areas.
- ♦ A news release will be issued at the time of implementation or of any status change in restriction conditions. Examples of three news releases and related maps are included in Appendix B. The section below, "Special Procedures for Water Quality Related Emergencies" addresses legal

requirements for water quality related public releases. In all media releases during quantity use restrictions when recycling car washes are exempt, Communications shall include a statement so indicating.

- ◆ For long-term restrictions, applicable literature, such as news releases, restrictions and area maps, could be made available at public libraries in the affected area.
- ◆ Depending on the urgency to notify the public, use of the Local Emergency Broadcasting System (LEBS), available through the county emergency operations center(s), should be considered for all restrictions requiring immediate implementation. The Office of Communications will maintain working relationships (possibly using memorandums of understanding) to facilitate rapid use of LEBS when deemed necessary by WSSC.
- ◆ The Communications Office will develop a "script" for Customer Information Representatives and text for a recorded message for their phone system to provide customers information on the current status of water restrictions.
- ◆ The Communications Office will assist Maintenance Services in preparing a recording for their customer phone line message system.
- ◆ The Communications Office may contact, as a courtesy, city mayors and other officials as time allows and as deemed appropriate for the situation.
- ◆ For small affected areas, depending on the nature of the emergency and the possibility for customer confusion, customers may be contacted by telephone by the Customer Services Division. (Door hangers, discussed below, would likely still be required since valid phone numbers for all customers are not likely to be available.) If at all possible, this method should be used for primary notification when contaminant related restrictions have been implemented in other jurisdictions but that water serves a limited number of WSSC customers (e.g., temporary interconnections or services along the Washington, DC, border).
- ◆ Similarly, depending on the size of the affected area, the nature of the emergency, and the possibility for customer confusion, flyers or door hangers may be delivered door-to-door by Systems Maintenance Division. If at all possible, this method should be used in addition to direct phone notification when contaminant related restrictions have been implemented in other jurisdictions but that water serves a limited number of WSSC customers (e.g., temporary interconnections or services along the Washington, DC, or other jurisdictional border).

#### Special Procedures for Water Quality Related Emergencies

In the case of water quality concerns or violation of Safe Drinking Water Act Standards, special procedures apply. The State of Maryland requires reporting of any violations to the MDE Public Drinking Water Program Office within one hour of knowledge of possible violation. In such an event, the Coordinator will immediately notify the General Manager and will, within one hour, verify available information and report to the State. The Office of Communications will also be notified to begin preparation of a public notice regarding the violation.

Although Federal regulations legally allow 72 hours for public notification, EPA guidance states it is to be done immediately when there is an imminent health threat; upon verification by the State that there is a health threat, the Coordinator will immediately notify the General Manager and then contact the Communications Officer to finalize an "immediate" broadcast news release; this release must contain exact language as required by law and as described in EPA publication, General Public Notification For Public Water Systems, EPA 570/9-89-002. (Sample notice in Appendix B.3.)

The Coordinator will request additional investigative sampling through the Office of Laboratory Services or through contract laboratories as required. In the case of a microbiological violation, both plants will increase total chlorine residual to 3.0 ppm, and Water Pumping Station personnel will monitor and adjust chlorine levels at system application points to 3.0 ppm (after allowing for delay time for increased plant residuals to reach the field).

### Closure

The Coordinator will recommend, through the chain of authority, to the General Manager when the emergency should be ended. Once the General Manager has conferred with the affected county executive(s) and confirmed that the event should be concluded, the Coordinator will again initiate the notification chain (previously used for activation) to pass on that the event has ended. This includes notification of the Office of Communications which will handle all such notification to the public and to the media.

The Water Operations Division is charged with exercising this plan by December of each year if it has not been activated in that year. By January 31 each year, the WOD Manager shall forward, through appropriate channels, a memo of verification to the General Manager indicating specifics (including problem areas) of the prior year's implementation or exercise of this plan.

### Distribution List:

#### MASTER VOLUME LIST:

General Manager's Office  
Human Resources Division  
Office of Secretary/Internal Audit

#### OUTSIDE DISTRIBUTION:

Montgomery County Division of Emergency  
Management Department of Fire and  
Rescue Services  
Prince George's County Division of  
Emergency Management  
Montgomery County Office of  
Environmental Protection  
Prince George's County Office of  
Environmental Resources

#### OTHER DISTRIBUTION:

General Counsel  
Office of Communications  
Administrative Branch  
Operations Branch  
Administrative Services Bureau  
Construction Bureau  
Customer Affairs Bureau  
General Services Bureau  
Maintenance Bureau  
Bureau Operations  
Planning and Design Bureau  
Treasurer/Finance Bureau  
Customer Services Division  
Facilities Maintenance Division  
Maintenance Reconstruction Division  
Maintenance Services Division  
Meter Services Division  
Planning and Engineering Division  
Public Affairs Office  
Regulatory Compliance Division  
Security and Safety Office  
Systems Maintenance Division  
Water Operations Division  
Office of Laboratory Services  
Water Resources Planning Section

## Appendix A.1

## Level A Restrictions

This level is actually a water shortage alert; it would be activated when there is an indication that a potential shortage of water may occur. News releases aimed at educating the public to prepare for and understand the emergency measures which may need to be implemented should be considered. News releases will be tailored to the event; for example, in the case of an oil spill not expected to curtail water production for ten to twelve hours, customers would likely be advised to store water using the bath tub and available containers and to complete water-use activities by a fixed time. (This strategy could lower initial system storage, allowing increased production while raw water supply was still available.) Publication of physical limitations to the water system will be made with a request to governmental, commercial, and industrial water users as appropriate to check for system leakage:

- A. check for system leakage by temporarily shutting off automatic water make-up on chilled water and heating hot water boiler systems,
- B. assuring that automatic bleed controls are in proper calibrations for cooling towers
- C. establish twice daily water meter reading programs to detect overnight flow as an indication of leakage
- D. maintain correct water levels in cooling towers to prevent overflow on shutdown
- E. inspect total plumbing system to assure watertight conditions and
- F. educate their personnel to prepare for and understand the emergency measures which may be required.

## Appendix A.2

## Level B Restrictions

This is the lowest level of water use restriction and primarily depends upon voluntary customer participation to reduce water use, especially during the high demand periods of the day.

- A. As a goal, residents are requested to limit water consumption to one shower per person per day, and one laundry per person every fourth day (approximately 75 gallons per person per day).
- B. Minimize the use of hoses, sprinklers, or other means for sprinkling or watering of shrubbery, trees, lawns, grass, plants, vines, gardens, vegetables, flowers, or any other vegetation. All watering hoses to be provided with self closing nozzle valves. [Depending on the cause generating the water restriction a modification may be made allowing lawn watering based on address with the last digit in the address being the key (e.g., on odd days of the month (i.e., 1<sup>st</sup>, 3<sup>rd</sup>, 5<sup>th</sup>, etc.), those with the last digit being odd may water).] Adjust automatic or control landscape watering systems to avoid runoff. Confine watering and sprinkling between the hours of 10 p.m. to 6 a.m. with the exception of commercial florists, nurseries and agricultural usage and facilities with private or separate source of water (i.e., private pond, lake or well).
- C. Restrict the use of water for washing automobiles, trucks, trailers, trailer-houses, or any other type of mobile equipment, except where automatic car washing equipment is employed and a recirculating system is used, which reuses at least 50% of the water. Restriction, again, depends on odd/even street address.
- D. Except for make-up (e.g., compensation for evaporation and/or spillage), swimming or wading pools are only to be filled or refilled by tank trucks supplied with water from outside the restricted area.
- E. For restaurants, drive-ins, fast food, and miscellaneous eating facilities request general conservation of inside water use:
  - 1. Dishwashers to be loaded to maximum capacity when used. (Paper service could be used in lieu of glassware.)
  - 2. Use minimum amount of water for washing vegetables, fruits and other produce.
  - 3. Discontinue use of garbage disposal.
  - 4. Reduce floor washing in customer area. Sweep only and damp mop.
  - 5. Customers to be served water on request only.
- F. In older tank type toilets, insert plastic bottle filled with water to reduce the effective tank volume.
- G. Discontinue operation of all water-demanding amenities such as ornamental fountains, waterfalls, and reflecting ponds.

- H. Discontinue the washing of streets, driveways, parking lots, service station aprons, apartments, sidewalks, exterior of homes, office buildings or other outdoor surfaces. The use of buckets of water for such purposes is permitted.
- I. The use of water from fire hydrants is prohibited for purposes other than construction, fire extinguishing or water interconnection, except for essential static or residual fire plan tests.
- J. Washing machines to be loaded to full capacity when used. Businesses such as, but not limited to, beauty salons, barber shops, and car washes that wash linens in on-premises washing machines are to load to full capacity and at minimum wash cycle.

## Appendix A.3

## Level C.1 Restrictions

- A. Implement all operations of Plan B with the following modifications and additions. Notify local governments, water suppliers, U.S. General Services Administration, and the public of the Emergency condition and the following emergency measures.
- B. Residents to limit water consumption to 50 gallons per person per day (1 bath, 1 flush per person per day; 1 laundry per person every fourth day).
- C. The following restrictions apply to all commercial, industrial, and governmental operations. WSSC and County inspectors with proper identification will be used to enforce restrictions. County Police will be used to supplement and/or enforce restrictions as necessary.
1. Buildings with cooling towers to raise building temperatures to 78° and/or raise chill water temperature to achieve 78° temperature. Do not start up air conditioning system for the day until inside temperature reaches or exceeds 78° and shut down system one half hour before closing. Food facilities that require cooling for food storage and preservation are exempted.
  2. Restaurants, Drive-In and Fast Food Facilities:
    - a. Use paper service in lieu of china and glassware.
    - b. No water to be served, except on request and then only half glass servings.
    - c. Turn off all water not consumed in food or drink preparation.
    - d. Discontinue use of garbage disposal.
    - e. Reduce floor washing in customer area. Sweep only and damp mop.
  3. Restrooms:
    - a. Shut off hot water to public restrooms and reduce cold water pressure to bare minimum.
    - b. Reduce hot and cold water pressures to employee restrooms to bare minimum.
    - c. Lower hot water temperature to 100° (except in food facilities).
    - d. Stores to close off all restrooms except for one men's and one women's, where appropriate.
    - e. Water Shortage - Conservation signs to be installed.
  4. Department and Retail Stores:
    - a. In addition to Plan C-1: Sections A, C.1, C.2 & C.3, permanently turn off all water valves located on exterior of building by closing stop valves located inside building or replacing exterior valve with pipe plug.

- b. When possible, set pressure down on main water service when entering building.
  - c. Permanently close down half of the Beauty Salon sinks and secure towel washing machine.
  - d. Disconnect all customer drinking fountains.
5. Hotels, Motels, Inns and Boarding Houses:
- a. Implement all procedures and curtailment of Plan C-1: Section A, C.1, C.2, C.3 & C.4.
  - b. Change bed linen every other day except where change of occupant occurs.
  - c. Disconnect all public convenience ice cube making machines.
  - d. Instruct maid service as to use of bucket for bathroom cleaning.
  - e. Post water conservation signs at each point of water usage in individual rooms as well as public areas.
6. Health Care Facilities including Hospitals, Clinics, Sanitariums, Nursing Homes, Pharmacies, Laboratories, Ambulance Services and Rescue Squads:
- a. Implement only those procedures and curtailment of Plan C-1: Sections A, C.1, C.2, C.3, C.4 & C.5 which do not endanger intended services.
7. Dentists and Doctors:
- a. Implement Plan C-1: Sections A, C.1, C.2, C.3, C.4, C.5 & C.6.
  - b. Turn off all continuous water running devices.
8. Universities & Colleges - Public, Private:
- a. Implement all procedures and curtailment of Sections A, C.1, C.2, C.3, C.4 & C.5, as applicable.
  - b. Laundry Rooms are to be closed during the hours of 11 a.m. to 7 p.m.
9. Private Clubs, Public Parks, Golf Courses, Country Clubs and other recreational facilities:
- a. Implement all procedures and curtailment of Sections A, C.1, C.2, C.3, C.4 & C.5
10. Landscape & Lawn Watering:
- a. Confine watering and sprinkling between the hours of 12 p.m. to 4 a.m. with the exception of commercial florists, nurseries and agricultural usage and facilities with certified private or separate source of water.

## Appendix A.4

## Level C.2 Restrictions

- A. Implement all operations of Plan C-1 with the following modifications and additions.
- B. Residents to limit consumption to 40 gallons per day per person (1 bath, 1 flush per person per day).
- C. The use of water from private/independent sources is prohibited in order to maintain a reserve for fire purposes and as a source of potentially potable water.
- D. The following restrictions apply to all commercial, industrial, and governmental operations. WSSC and County inspectors with proper identification will be used to enforce restrictions. County Police will be used to supplement and/or enforce restrictions as necessary.
  1. Industrial, Commercial, Retail and Office Buildings:

Buildings with cooling towers to raise building temperature to 80° and/or raise chill water temperature to achieve 80° temperature, plus close all bleed off valves. Where multi-units are used, cut off one air conditioner unit. Food facilities that require cooling for food storage and preservation are excepted. Manufactured products, computer rooms, laboratory and research equipment that are similarly heat-sensitive are exempted.
  2. Restaurants, Drive-In and Fast Food Facilities:
    - a. No water to be served to customers.
    - b. Evaluate for all additional conservation measures.
    - c. Reduce and/or eliminate use of steamers for warming of foods.
    - d. Ice cream dipper fountains to be turned off.
    - e. Discontinue use of ice cubes.
  3. Restrooms:
    - a. Shut off cold water to all public restroom sinks.
    - b. Restrict urinals and toilets to minimal water flow.
  4. Department and Retail Stores:
    - a. Implement all procedures and curtailments of Plan C-2: Sections A, D.1, D.2 & D.3.

- b. Permanently turn off steam boiler used only for alterations. Use steam irons as alternative.
  - c. Beauty and Barber Shops to do single rinse shampoo only; when doing hair cuts, spray bottles to be used to wet hair instead of sink; disposable paper towels to be used, or linens and towels washed by commercial laundry located in non-impacted area, when possible.
  - d. In summer, reduce interior heat loads by turning off as many lighting fixtures as possible.
5. Hotels, Motels, Inns and Boarding Houses:
- a. Implement all procedures and curtailments of Plan C-2: Sections A, D.1, D.2 & D.3 & D.4.
  - b. Change bed linens every third day except where change of occupant occurs.
  - c. Provide only one set of other than bed linen per occupant per day.
  - d. All linens and towels to be washed by commercial laundry located in non-impacted area, when possible.
  - e. Discontinue use of ice cubes except for food preservation.
6. Commercial Laundries:
- a. Reduce water consumption by at least 30% minimum.
7. Bottling Plants:
- a. Discontinue refilling returnable bottles.
  - b. Reduce water consumption by at least 40% minimum.
  - c. Wherever possible, use trucked-in water for all washing and bottling needs.
8. Car Washing and Landscape or Lawn Watering:
- a. All car washing, including commercial facilities which recycle, is prohibited.
  - b. The use of water for outside watering and sprinkling is to be discontinued.
9. General:
- a. Washing of sidewalks and exterior paved areas, vehicles, building windows and other non-essential items is prohibited.

## Appendix A.5

## Level C.3 Restrictions

- A. Implement all of Plan C-2 with the following modifications and additions.
- B. Residents to limit consumption to 30 gallons per person per day (1 flush per person per day; 1 bath per person every other day).
- C. Commandeer all lakes, wells and other private water supplies.
- D. Establish Emergency Water Supply Points with water tank truck or trailers to provide minimum essential supplies of potable water to residents for human consumption at a rate of  $\frac{1}{2}$  gallon of water per person per day.
- E. Establish water purification points on available water sources (e.g., lakes, quarries), and/or arrange with non-affected Water Suppliers for the establishment of resupply points, for refilling of water transport vehicles used to provide potable water to Emergency Water Supply Points.
- F. Prepare for fire suppression operations utilizing the following:
  1. Available "tank wagons".
  2. Tank wagons obtained under mutual aid agreements with non-affected jurisdictions.
  3. When needed, water transport vehicles from Emergency Water Supply Points.
  4. Fire department water resupply point locations identified in advance and established by local fire departments at streams, ponds or other water sources.
  5. When needed, water resupply points established to refill water transport vehicles from Emergency Water Supply Points.
- G. Prescribe hygienic measures for human waste disposal in recognition that a water outage precludes flushing of toilets. Use local health and environmental agencies to determine specific measures for the particular situation including the following:
  1. Prescribing sources of water for collection (rainwater or streams and ponds not safe for human consumption) which can be used for periodic toilet flushing.
  2. Use of expedient toilets made with trash or garbage cans or similar containers partially filled with  $\frac{1}{2}$  measuring cup of household laundry bleach per gallon of water sufficient to cover waste material.
  3. Use of outside "slit" trenches with available lime to cover waste material.
  4. Location of commercial chemical toilets at public locations, such as near Emergency Water Supply Points.

5. Publicizing necessary measures for public information.
- H. The following restrictions apply to all commercial, industrial, and government operations. WSSC and County Inspectors with proper identification will be used to enforce restrictions. County Police will be used to supplement and/or enforce restrictions as necessary.
1. Water-cooled air conditioning units to be turned off. Food facilities that require cooling for food storage and preservation are excepted. Manufactured products, computer rooms, laboratory and research equipment that are similarly heat-sensitive are excepted.
  2. 65% of all machines in laundrettes or laundromats are to be secured. All water supply to sinks is to be secured.
  3. All concrete batching plants are to use only trucked-in water from resources out of the impact area.
  4. All manufacturing plants using water as the base of product shall use only trucked-in water from resources out of the impact area.

## Appendix A.6

## Level D Restrictions

This mandatory restriction level will be implemented when Level B (voluntary) restrictions are inadequate to maintain water usage low enough to protect public safety for "urgent" scenarios such as loss of a large water main. This level may be implemented immediately (without first utilizing voluntary restrictions) when a quicker public response is required. In Level D, the following Level B restrictions have been expanded:

- A. Prohibit all use of hoses, sprinklers (including automatic systems), or other means for sprinkling or watering of shrubbery, trees, lawns, grass, plants, vines, gardens, vegetables, flowers, or any other vegetation. The use of buckets of water for such vegetation is permitted. Facilities with private or separate source of water (i.e., private pond, lake or well) are excepted, and watering by commercial florists, nurseries and agricultural operations is permitted between the hours of 10 p.m. to 6 a.m.
- B. Prohibit all use of water for washing automobiles, trucks, trailers, trailer-houses, or any other type of mobile equipment, except where automatic car washing equipment is employed and a recirculating system is used, which reuses at least 50% of the water.
- C. Swimming or wading pools are only to be filled or refilled by tank trucks supplied with water from outside the restricted area. This includes make-up water.
- D. Restaurants, drive-ins, fast food, and miscellaneous eating facilities:
  - 1. Discontinue all dish washing. (Paper service could be used in lieu of china and glassware.)
  - 2. Discontinue use of garbage disposal.
  - 3. Reduce floor washing in customer area. Sweep only and damp mop.
  - 4. No water to be served except on request.

The following Level B restrictions remain unchanged in Level D:

- E. In older tank type toilets, insert plastic bottle filled with water to reduce the effective tank volume.
- F. Operation of all water-demanding amenities such as ornamental fountains, waterfalls, and reflecting ponds is prohibited.
- G. Washing of streets, driveways, parking lots, service station aprons, apartments, sidewalks, exterior of homes, office buildings or other outdoor surfaces is prohibited. The use of buckets of water for such purposes is permitted.
- H. The use of water from fire hydrants is prohibited for any purpose other than fire extinguishing or water interconnection, except for essential static or residual fire plan tests.
- I. Washing machines to be loaded to full capacity when used. Businesses such as, but not limited to, beauty salons, barber shops, and car washes that wash linens

in on-premises washing machines are to load to full capacity and at minimum wash cycle.

Level D includes the following in addition to Level B restrictions:

- J. Residents should limit water consumption to one shower, one flush per person per day, and one laundry per family every other day (approximately 75 gallons per person per day).
- K. Hotels, motels, inns and boarding houses:
  - 1. Change bed linen every other day except when there is a change of occupant.
  - 2. Shut off water supply to all public convenience ice cube making machines.
  - 3. Instruct maids to use buckets for bathroom cleaning.

## Appendix A.7

## Level E, F, and G Restrictions

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Level E Restrictions

Level E Consumptive Water Use Restrictions: Under this restriction level, customers would be advised that the water cannot be consumed without additional treatment; the water would however, be safe for domestic use. The most likely scenario would be a coliform or turbidity violation which would require a boil water order, requiring customers to boil water prior to consumption or to use bottle water. Note that a three minute (vigorous) boiling time is included in sample notification for coliform contamination provided in the EPA publication, Emergency Disinfection of Drinking Water, EPA 810F-93-002. Actual boiling time or other recommended home treatment procedure may be different and will be specified by the Maryland (MDE) Water Supply Program Office on a case-by-case basis; for example, for cryptosporidium, EPA and MDE both recommend one minute boiling.

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Level F Restrictions

Level F Consumptive Water Use Prohibition: Under this restriction level, customers would be advised that the water is not safe for consumption; the water could however, be determined (by the State) to be safe for domestic utility use such as bathing and dish washing. This type of restriction might be implemented in the event of distribution system contamination (e.g., backflow) or if a chemical contaminant in the raw water supply were not removed by the treatment process and entered the distribution system prior to detection. Determination of health hazard would be made by the Maryland (MDE) Water Supply Program Office on a case-by-case basis.

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Level G Restrictions

Level Full Water Use Prohibition: These restrictions would be implemented when the water in the distribution system is not safe for any type of usage, or if there is only enough water for fire fighting purposes. Water use would be restricted to use only in an extreme life threatening emergency (e.g., fire fighting). [Determination of health hazard would be made by the Maryland (MDE) Water Supply Program Office on a case-by-case basis.]

Appendix B.1 SAMPLE NEWS RELEASE - C-1 RESTRICTIONS FOR THE MONTGOMERY  
COUNTY HIGH ZONE AND MONTGOMERY COUNTY ZONES DEPENDENT ON THE HIGH ZONES

Washington Suburban Sanitary Commission  
14501 Sweitzer Lane, Laurel, MD 20707  
Phone: (301) 206-8100

FOR RELEASE:           {Release date}          

FOR FURTHER INFORMATION CONTACT: **MARJORIE JOHNSON, COMMUNICATIONS DIRECTOR**  
(301) 206-8100

WSSC Issues Emergency Water Restrictions For Parts Of Montgomery County  
— Level C-1 Restrictions with Modifications —

Limited water supply brought on by (state reason for emergency i.e., broken water main, pumping station failures, fire damage, electrical power failure) has resulted in the Washington Suburban Sanitary Commission's issuance of water restrictions today for customers in parts of Montgomery County.

Montgomery County residents located north of a boundary extending from the Prince George's County line; west along Randolph Road to Montrose, Falls, Glen and Travilah Roads, to the Potomac river, will be affected.

WSSC requests customers living in these areas to employ the following emergency practices immediately:

- ◆ use of hoses and sprinklers should be restricted to odd days of the month for customers whose address ends with an odd number; similarly, even addresses are limited to even days;
- ◆ operation of all ornamental fountains, waterfalls, reflecting ponds and the like should cease;
- ◆ washing of vehicles and other mobile equipment is restricted to the same odd/even day rule, except for car washes which recycle at least 50% of their water;
- ◆ washing streets, driveways, parking lots, house exteriors and other outdoor surfaces is prohibited;
- ◆ swimming or wading pools should not be filled or refilled; make-up water is okay (Tank trucks may be used to bring water in from outside of the area.);
- ◆ fire hydrant use is prohibited for any purpose other than fire extinguishing;
- ◆ all business and residential washing machines should be loaded to capacity before use; and
- ◆ eating establishments should turn off dish washing equipment and all water not required for food or drink preparation; discontinue use of garbage disposals; and sweep and damp mop floors in customer areas.

Today's announcement of water restrictions comes after (state reason and if possible duration of water use restriction or what the duration of the water restriction is dependent upon.) These restrictions must be imposed for safety purposes to conserve the available water to deliver a minimum quantity of water to all the customers in the affected area and try to maintain fire protection in the affected community.

-MORE-

ADD ONE  
WASHINGTON SUBURBAN SANITARY COMMISSION

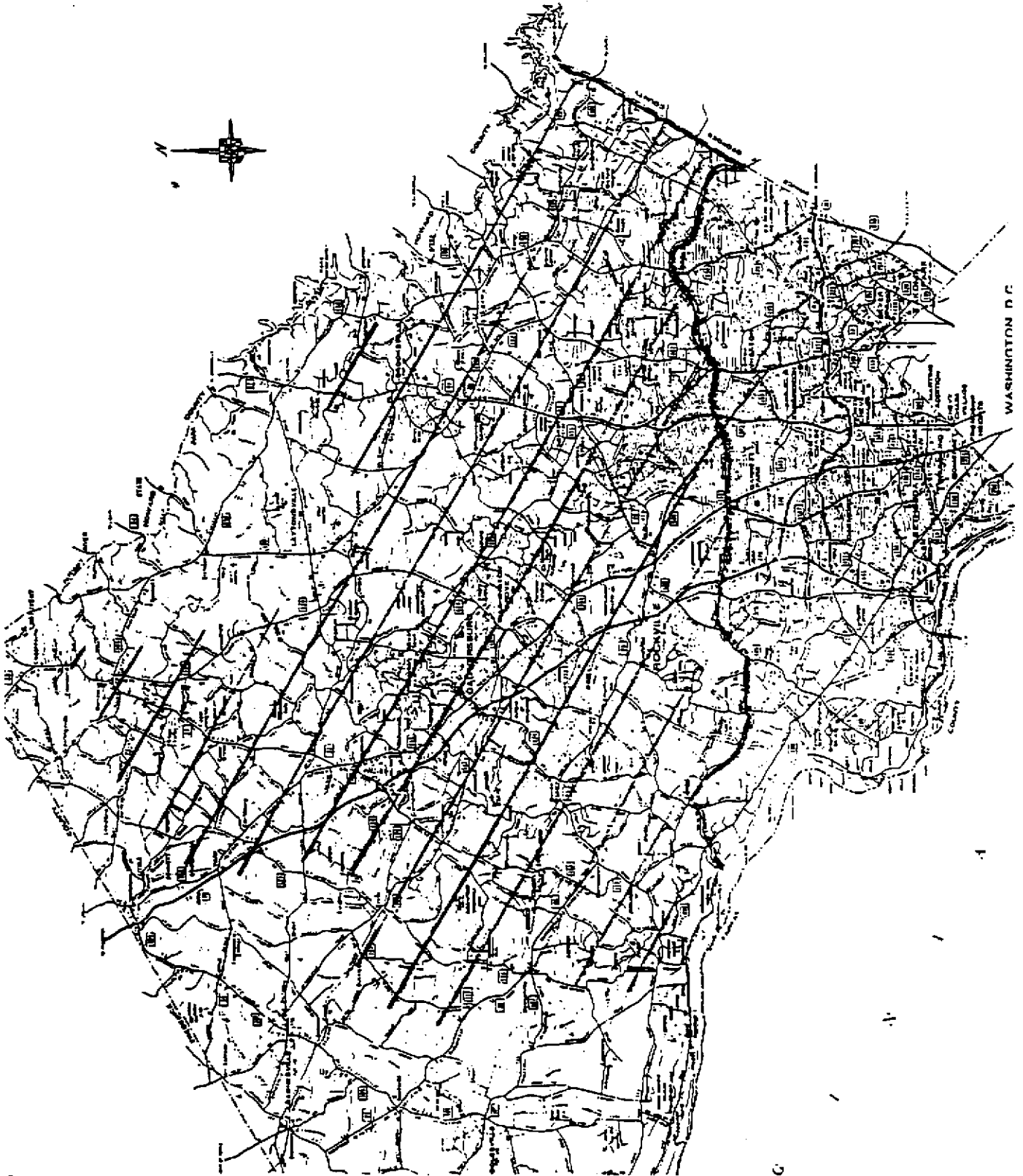
For more information contact the Office of Communications at (301) 206-8100. Printed copies of the restrictions are available at County libraries in the affected area.

These Level B restrictions are expected to remain in effect for at least 14 days. If conditions worsen, more comprehensive Level C-2 or C-3 restrictions may be required. Changes in restriction level will be communicated through news releases. Additionally, during the emergency, customers can call (301) 206-7473 to get a recorded update on the current restriction level.

###

Appendix B.1a

The Montgomery County High Service Area



## Appendix B.2 SAMPLE NEWS RELEASE — C-1 RESTRICTIONS FOR THE BOWIE ZONE

Washington Suburban Sanitary Commission  
14501 Sweitzer Lane, Laurel, MD 20707  
Phone: (301) 206-8100

FOR RELEASE:           (Release date)          

FOR FURTHER INFORMATION CONTACT: MARJORIE JOHNSON, COMMUNICATIONS DIRECTOR  
(301) 206-8100

WSSC Issues Bowie Area Emergency Water Restrictions  
— Level C-1 Restrictions with Modifications —

The Washington Suburban Sanitary Commission today issued emergency water restrictions affecting the Bowie area due to high consumer demand and limited fire flow capacity.

The area south of Goddard Space Center and the National Agricultural Research Center, east of Good Luck Road, northeast of state route 193, and north of John Hanson Highway (Rt. 50) will be affected. Although WSSC has a number of projects underway to relieve the problem, residents are asked to start employing the following water conservation practices immediately:

- ♦ use of hoses and sprinklers should be restricted to odd days of the month for customers whose address ends with an odd number; similarly, even addresses are limited to even days;
- ♦ operation of all ornamental fountains, waterfalls, reflecting ponds and the like should cease;
- ♦ washing of vehicles and other mobile equipment is restricted to the same odd/even day rule, except for car washes which recycle at least 50% of their water;
- ♦ washing streets, driveways, parking lots, house exteriors and other outdoor surfaces is prohibited;
- ♦ swimming or wading pools should not be filled or refilled; make-up water is okay (Tank trucks may be used to bring water in from outside of the area.);
- ♦ fire hydrant use is prohibited for any purpose other than fire extinguishing;
- ♦ all business and residential washing machines should be loaded to capacity before use; and
- ♦ eating establishments should turn off dish washing equipment and all water not required for food or drink preparation; discontinue use of garbage disposals; and sweep and damp mop floors in customer areas.

The restrictions are being issued because increased development has out-paced the Commission's attempts to update and improve system pressure in the Bowie area. Fire hydrant tests conducted over the past five years indicate a steady deterioration of system pressure.

-MORE-

ADD ONE  
WASHINGTON SUBURBAN SANITARY COMMISSION

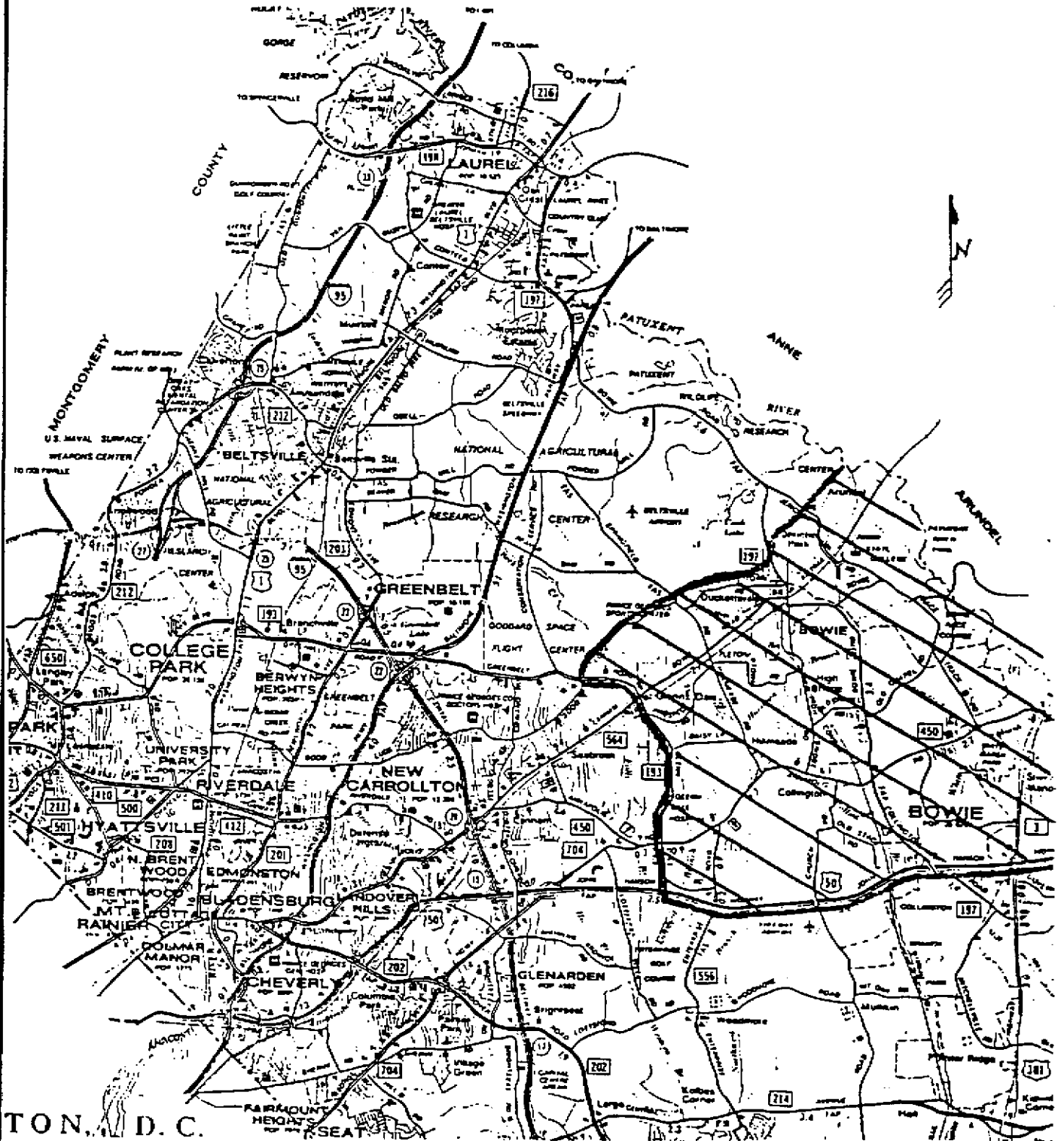
For more information contact the Office of Communications at (301) 206-8100. Printed copies of the restrictions are available at County libraries in the affected area.

These Level C-1 restrictions are expected to remain in effect for at least 14 days. If conditions worsen, more comprehensive Level C-2 or C-3 restrictions may be required. Changes in restriction level will be communicated through news releases. Additionally, during the emergency, customers can call (301) 206-7473 to get a recorded update on the current restriction level.

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Appendix B.2a

The Bowie Service Area



## Appendix B.3

## SAMPLE MEDIA RELEASE FOR LEVEL E RESTRICTIONS

Washington Suburban Sanitary Commission  
14501 Sweitzer Lane, Laurel, MD 20707  
Phone: (301) 206-8100

FOR RELEASE:           (Release date)          

FOR FURTHER INFORMATION CONTACT: MARJORIE JOHNSON, COMMUNICATIONS DIRECTOR  
(301) 206-8100

## MARYLAND WATER DISTRICT VIOLATES MICROBIOLOGICAL REQUIREMENTS; CUSTOMERS SHOULD BOIL THEIR WATER OR SEEK ALTERNATIVE WATER SUPPLIES.

THE WASHINGTON SUBURBAN SANITARY COMMISSION HAS VIOLATED FEDERAL DRINKING WATER REGULATIONS WHICH PROHIBIT FECAL COLIFORM BACTERIA IN THE DRINKING WATER.

MARJORIE JOHNSON, WSSC'S SPOKESPERSON, SAID THAT THE PROBLEM APPEARS TO BE RELATED TO THE WATER DISTRIBUTION SYSTEM WHICH SERVES BOTH MONTGOMERY AND PRINCE GEORGE'S COUNTIES IN MARYLAND, BUT THE SOURCE OF THE CONTAMINATION HAS NOT YET BEEN LOCATED. THE PROBLEM WAS DISCOVERED           (Date test results read)          . SINCE THAT TIME, RESIDUAL CHLORINE LEVELS THROUGHOUT THE WATER DISTRIBUTION SYSTEM HAVE BEEN INCREASED TO A MAXIMUM OF 3 MILLIGRAMS PER LITER, BUT POSSIBLE CONTAMINATION COULD STILL POSE A RISK FOR WSSC CUSTOMERS. JOHNSON RECOMMENDED THAT ALL WSSC CUSTOMERS BOIL THEIR WATER VIGOROUSLY FOR THREE FULL MINUTES BEFORE CONSUMPTION OR USE BOTTLED WATER FOR DRINKING UNTIL FURTHER NOTICE.

ACCORDING TO JOHNSON, THE UNITED STATES ENVIRONMENTAL PROTECTION AGENCY (EPA) SETS DRINKING WATER STANDARDS AND HAS DETERMINED THAT THE PRESENCE OF FECAL COLIFORMS OR E. COLI IS A SERIOUS HEALTH CONCERN. FECAL COLIFORMS AND E. COLI ARE GENERALLY NOT HARMFUL THEMSELVES, BUT THEIR PRESENCE IN DRINKING WATER IS SERIOUS BECAUSE THEY USUALLY ARE ASSOCIATED WITH SEWAGE OR ANIMAL WASTES. THE PRESENCE OF THESE BACTERIA IN DRINKING WATER IS GENERALLY A RESULT OF A PROBLEM WITH WATER TREATMENT OR THE PIPES WHICH DISTRIBUTE THE WATER, AND INDICATES THAT THE WATER MAY BE CONTAMINATED WITH ORGANISMS THAT CAN CAUSE DISEASE. DISEASE SYMPTOMS MAY INCLUDE DIARRHEA, CRAMPS, NAUSEA, AND POSSIBLY JAUNDICE, AND ASSOCIATED HEADACHES AND FATIGUE.

-MORE-

ADD ONE

WASHINGTON SUBURBAN SANITARY COMMISSION

THESE SYMPTOMS, HOWEVER, ARE NOT JUST ASSOCIATED WITH DISEASE-CAUSING ORGANISMS IN DRINKING WATER, BUT ALSO MAY BE CAUSED BY A NUMBER OF FACTORS OTHER THAN YOUR DRINKING WATER. EPA HAS SET AN ENFORCEABLE DRINKING WATER STANDARD FOR FECAL COLIFORMS AND E. COLI TO REDUCE THE RISK OF THESE ADVERSE HEALTH EFFECTS. UNDER THIS STANDARD ALL DRINKING WATER SAMPLES MUST BE FREE OF THESE BACTERIA. DRINKING WATER WHICH MEETS THIS STANDARD IS ASSOCIATED WITH LITTLE OR NONE OF THIS RISK AND SHOULD BE CONSIDERED SAFE. STATE AND LOCAL HEALTH AUTHORITIES RECOMMEND THAT CONSUMERS TAKE THE FOLLOWING PRECAUTIONS: CUSTOMERS SHOULD BOIL THEIR WATER BEFORE CONSUMPTION OR SEEK ALTERNATIVE WATER SUPPLIES SUCH AS BOTTLED WATER.

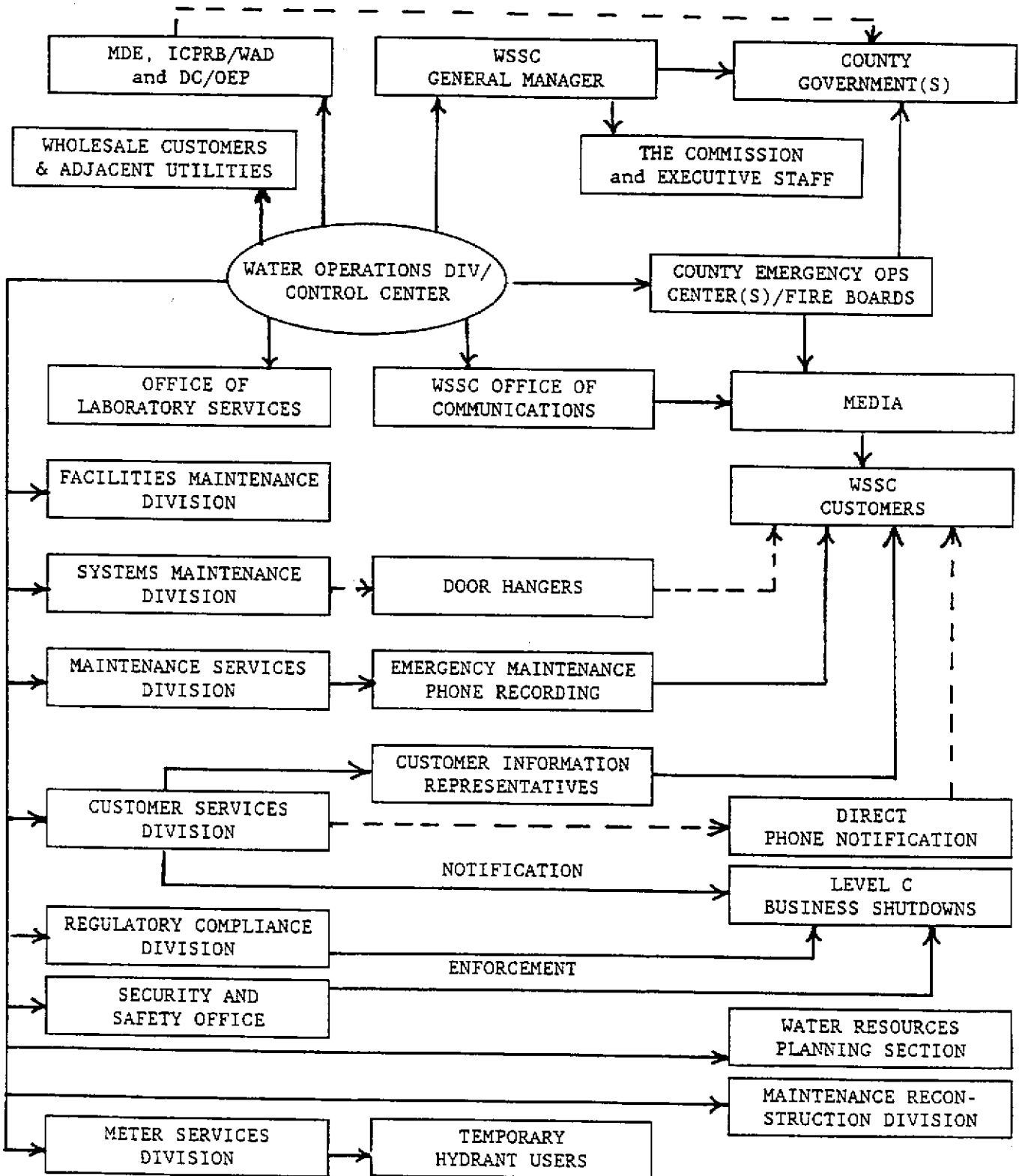
WSSC IS CONDUCTING ADDITIONAL SAMPLING THROUGHOUT ITS DISTRIBUTION SYSTEM TO LOCATE THE CAUSE OF SYSTEM CONTAMINATION. JOHNSON SAID SHE WOULD NOTIFY CUSTOMERS WHEN THEY COULD RETURN TO USING THEIR NORMAL WATER SUPPLY.

RESIDENTS WHO WOULD LIKE MORE INFORMATION ABOUT THE SITUATION SHOULD CONTACT THE WASHINGTON SUBURBAN SANITARY COMMISSION'S COMMUNICATIONS OFFICE BETWEEN 8:15 A.M. AND 5:00 P.M. THE PHONE NUMBER IS (301) 206-8100.

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Appendix C

NOTIFICATION DIAGRAM



## Appendix D.1 NOTIFICATION OUTLINE FOR DROUGHT INDUCED RESTRICTIONS

Drought Induced Restrictions imposed during an area wide drought, will be coordinated by the Interstate Commission on the Potomac River Basin (ICPRB). The ICPRB will be managing water releases from water impoundments and allocating water withdrawal rates from the area resources among Washington Aqueduct, Fairfax County Water Authority, City of Rockville and the WSSC. The ICPRB will be in daily contact with the Systems Control Center/Water Operations Division.

- A. Water Operations Division Manager will notify the General Manager and provide specifics for the needed levels of reduction and recommended courses of action as conditions change
- B. Systems Control Manager/Water Operations Division will notify Maintenance Services Division, Systems Maintenance Division, Customer Services Division, Maintenance Reconstruction Division, Howard County, Andrews AFB, and area water purveyors, Montgomery and Prince George's County OEPs and Fire Boards, the Regulatory Compliance Division, Office of Security and Safety Services and
- C. The General Manager will notify the Montgomery County and Prince George's County Executives, the Office of Communications, the WSSC Commissioners.
- D. The Office of Communications will notify the news media, maintain the recorded information line, provide informational flyers at county libraries, provide information to Communications Office at Andrews AFB
- E. Systems Maintenance Division will increase the priority given for all water leaks
- F. Maintenance Services Division will increase priority on repairs on all water leaks, discontinue routine flushing and flushing for discolored water complaints, monitor all leaks on property closer and require prompter repairs or turn off if necessary, provide information on recorded message
- G. Customer Services Division will notify businesses for water service interruption and provide information on recorded message
- H. Meter Services Division will contact metered fire hydrant users
- I. Maintenance Reconstruction Division will discontinue flushing for Cleaning and Lining contracts
- J. Regulatory Compliance Division will provide assistance if necessary to enforce the water restrictions
- K. Office of Security and Safety Services will provide assistance if necessary to enforce the water restrictions
- L. Andrews AFB would be asked to reduce their water demand and implement water conservation
- M. Howard County could be asked to reduce their demand or provide water depending on the drought situation

## Appendix D.2 NOTIFICATION OUTLINE FOR DISTRIBUTION SYSTEM RESTRICTIONS

Water Distribution System Restrictions caused by a water main failure, pumping station failure, demands which exceed the water distribution systems capacity

- A. Water Operations Division Manager will notify the General Manager and will determine the percent of reduction needed to maintain fire protection and water supply
- B. Systems Control Manager/Water Operations Division will notify Maintenance Services Division, Systems Maintenance Division, Customer Services Division, Maintenance Reconstruction Division, Howard County, Andrews AFB, and possibly area water purveyors, Montgomery and Prince George's County OEPs and Fire Boards, Water Resources Planning
- C. The General Manager will notify the Montgomery County and Prince George's County Executives, the Office of Communications, the WSSC Commissioners.
- D. The Office of Communications will notify the news media, maintain the recorded information line, provide informational flyers at county libraries, provide information to Communications Office at Andrews AFB
- E. Systems Maintenance Division will increase the priority given to all water leaks
- F. Maintenance Services Division will increase priority on repairs on all water leaks, discontinue routine flushing and flushing for discolored water complaints, monitor all leaks on property closer and require prompter repairs or turn off if necessary, provide information on recorded message
- G. Customer Services Division will notify businesses for water service interruption and provide information on recorded message
- H. Meter Services Division will contact metered fire hydrant users
- I. Maintenance Reconstruction Division will discontinue flushing for Cleaning and Lining contracts
- J. Water Resources Planning to evaluate the possibility of using water from the adjacent water purveyors
- K. Howard County could be requested to reduce its water demand or provide water
- L. Andrews AFB could be asked to reduce their water demand and implement water conservation

## Appendix D.3

## NOTIFICATION OUTLINE FOR HAZARDOUS SPILL

A hazardous material spill on the Potomac River would affect other area water purveyors and a spill on the Patuxent River would primarily affect the WSSD

- A. Water Operations Division Manager will notify the General Manager and will determine the percent of reduction needed to maintain fire protection and water supply
- B. Systems Control Manager/Water Operations Division will notify Maintenance Services Division, Systems Maintenance Division, Customer Services Division, Maintenance Reconstruction Division, Howard County, Andrews AFB, and area water purveyors, Montgomery and Prince George's County OEPs and Fire Boards, Water Resources Planning
- C. The General Manager will notify the Montgomery County and Prince George's County Executives, the Office of Communications, the WSSC Commissioners.
- D. The Office of Communications will need to coordinate very carefully with communication officers from other water purveyors in the area since the news of this will most probably be out to the public; a coordinated message must be delivered to minimize the confusion which will unavoidably result. The Communications Office will notify the news media, maintain the recorded information line, provide informational flyers at county libraries, provide information to the Communications Office at Andrews AFB
- E. Systems Maintenance Division will give all water leaks increased priority
- F. Maintenance Services Division will increase priority on repairs on all water leaks, discontinue routine flushing and flushing for discolored water complaints, monitor all leaks on property closer and require prompter repairs or turn off if necessary, provide information on recorded message
- G. Customer Services Division will notify businesses for water service interruption and provide information on recorded message
- H. Meter Services Division will contact metered fire hydrant users
- I. Maintenance Reconstruction Division will discontinue flushing for Cleaning and Lining contracts
- J. Water Resources Planning to evaluate the possibility of using water from the adjacent water purveyors

## Appendix D.4 NOTIFICATION OUTLINE FOR WATER SUPPLY CONTAMINATION

Terrorist threat of introducing a contaminant into the water distribution system

- A. Water Operations Division Manager will notify the General Manager, Maryland Department of the Environment
- B. Systems Control Manager/Water Operations Division will notify D.C.'s OEP, Maintenance Services Division, Systems Maintenance Division, Customer Services Division, Maintenance Reconstruction Division, Howard County, Andrews AFB, and area water purveyors, Montgomery and Prince George's County OEPs, Consolidated Laboratories
- C. The General Manager will notify the Montgomery County and Prince George's County Executives, the Office of Communications, the WSSC Commissioners.
- D. Maryland Department of the Environment would contact the Montgomery and Prince George's County Health Departments and EPA Region III
- E. The Consolidated Laboratories will provide information on the contaminant and will conduct testing for the possible contaminants and contact and/or arrange for testing outside of the Commission's Laboratories if deemed necessary
- F. The Office of Communications will need to coordinate very carefully with communication officers from other water purveyors in the area. A coordinated message must be delivered to minimize the confusion which will result. The Communications Office will notify the news media, maintain the recorded information line, provide informational flyers at county libraries
- G. Systems Maintenance Division may be able to isolate the contaminant by closing valves or deliver bottled water if it is deemed necessary (and if the impacted area is small)
- H. Maintenance Services Division will provide information on recorded message
- I. Customer Services Division will provide information on recorded message
- J. Office of Security and Safety Services will contact Federal law enforcement officials

## Appendix D.5 NOTIFICATION OUTLINE FOR WATER TREATMENT PROBLEMS

The water supply is contaminated or does not meet the minimum requirement as outlined by the Safe Drinking Water Act

- A. Water Operations Division Manager will notify the General Manager and within one hour, the Maryland Department of the Environment
- B. Systems Control Manager/Water Operations Division will notify D.C.'s OEP, Maintenance Services Division, Systems Maintenance Division, Customer Services Division, Maintenance Reconstruction Division, Howard County, Andrews AFB, and area water purveyors, Montgomery and Prince George's County OEPs, Consolidated Laboratories
- C. The General Manager will notify the Montgomery County and Prince George's County Executives, the Office of Communications, the WSSC Commissioners.
- D. Maryland Department of the Environment would contact the Montgomery and Prince George's County Health Departments and EPA Region III
- E. The Consolidated Laboratories will conduct testing for the possible contaminants and contact and/or arrange for testing outside of the Commission's Laboratories if deemed necessary
- F. The Office of Communications will need to coordinate very carefully with communication officers from other water purveyors in the area since the news of this will most probably be out to the public; a coordinated message must be delivered to minimize the confusion which will unavoidably result. The Communications Office will notify the news media, maintain the recorded information line, provide informational flyers at county libraries
- G. Systems Maintenance Division will deliver bottled water if it is deemed necessary and if the impacted area is small enough to make this feasible (e.g., a repeat, site-specific positive fecal coliform sample.)
- H. Maintenance Services Division will provide information on recorded message
- I. Customer Services Division will provide information on recorded message

Reprinted from the Annotated Code of Maryland  
and 1994 Cumulative Supplement

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**ARTICLE 29.**

**WASHINGTON SUBURBAN SANITARY  
DISTRICT.**

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**TITLE 9.**

**MISCELLANEOUS POWERS AND DUTIES OF WSSC.**

**§ 9-101. Power to make and enforce rules and regulations; notice;  
effect.**

(a) *Authority of WSSC.* — (1) Except as otherwise provided by this article, the WSSC may adopt rules and regulations to carry out the provisions of this article and any other laws the enforcement and administration of which is vested in the WSSC.

(2) The WSSC may:

(i) Limit or regulate the use and supply of water service and sanitary sewer service on a temporary basis in any area or to any premises served by the WSSC's facilities, as the needs of the occasion and the protection of the WSSC's systems require;

(ii) Adopt rules and regulations not inconsistent with law that the WSSC considers necessary for the public safety, health, comfort, or convenience in the construction, operation, maintenance, expansion, relocation, replacement, renovation, and repair of the WSSC's water system and sanitary sewer system; and

(iii) Fix the forms of permits and specify the nature, type, and amount of information, detail, and engineering data that a person must submit to the WSSC for any permit authorized or required by this article.

(b) *Notice.* — Except for the immediate preservation of the public health and safety or for emergency provisions required to protect the WSSC's systems, the WSSC shall publish separate notices of any new rules and regulations which are authorized by this section at least 30 days before their effective date in at least 1 newspaper published in each county.

(c) *Force and authority of law.* — Any rule or regulation adopted by the WSSC under this section has the force and authority of law. (1981, ch. 805, § 1; 1982, ch. 767, § 1; 1983, ch. 57, § 2; 1987, ch. 685; 1988, ch. 647, § 4.)

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TITLE 18.

MISCELLANEOUS PROVISIONS.

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§ 18-104. Penalties.

(a) A person who violates any of the following provisions is guilty of a misdemeanor and on conviction is subject to a fine not exceeding \$1,000 or imprisonment not exceeding 30 days or both:

- (1) Construction of private or municipal systems . . . . . § 3-103 (a) (3).
- (2) Service connections . . . . . § 3-104.
- (3) Control and disposition of surface waters . . . §§ 3-202 through 3-207.
- (4) Bonds and anticipation notes . . . . . §§ 4-101 through 4-112.
- (5) WSSC rules and regulations (except for those specified in subsections (f) and (g) of this section) . . . . . § 9-101.
- (6) Public utilities construction . . . . . § 10-104.
- (7) Flood control and navigation bonds . . . . . § 13-102.
- (8) Tampering with WSSC system in Anne Arundel County . . . § 14-103.
- (9) Tampering with WSSC system in Howard County . . . . . § 15-105.
- (10) Unlawful use of WSSC property, except for the rules and regulations governing publicly owned watershed property . . . . . § 18-101.
- (11) Leaving dead animals or fecal matter unburied . . . . . § 18-102.

(b) A person who violates §§ 11-101 through 11-117 (Merit System) of this article is guilty of a misdemeanor and on conviction is subject to a fine not exceeding \$500.

(c) A person who violates § 3-206 of this article (special provisions applicable to Takoma Park and Prince George's County, except the City of Bowie) is guilty of a misdemeanor and on conviction is subject to a fine not exceeding \$500 or imprisonment not exceeding 30 days or both.

(d) Any person who violates § 12-106 of this article (prohibited acts) is guilty of a misdemeanor and on conviction is subject to a fine not exceeding \$1,000 or imprisonment not exceeding 1 year or both.

(d-1) A person who violates § 3-109 of this article by committing a prohibited act listed under § 14-308 of the State Finance and Procurement Article is, on conviction, subject to the penalties provided under that section.

(e) A person may be convicted of a second or subsequent violation of any provision of this article or any rule or regulation adopted under this article.

(f) A person who violates § 9-101 of this article (rules and regulations governing publicly owned watershed property) has committed a WSSC infraction and shall pay to the WSSC a civil fine as provided in § 18-104.1 of this article.

(g) A person who violates any of the following provisions has committed a WSSC infraction and shall pay to the WSSC a civil monetary fine as provided in § 18-104.2 of this article:

- (1) Rules and regulations governing sewer cleaning . . . . . § 3-301.
  - (2) Rules and regulations governing plumbing . . . . . § 8-101, § 8-102, § 8-103, § 9-101, § 14-102, or § 15-104.
  - (3) Rules and regulations governing erosion and sediment control for utility construction . . . . . § 9-101.
  - (4) Rules and regulations governing gasfitting . . . . . § 9-102.  
(1981, ch. 805, § 1; 1982, ch. 767, § 1; ch. 768, § 1; ch. 769, § 2; 1983, ch. 57, § 2; 1984, ch. 673; 1986, ch. 770; 1987, ch. 505; 1989, ch. 5, § 1; 1992, ch. 1989.)
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## Appendix F

## RELATED PLANS, AGREEMENTS AND PUBLICATIONS

COPIES OF THE FOLLOWING CURRENT PLANS, AGREEMENTS, AND PUBLICATIONS ARE MAINTAINED AT THE CONTROL CENTER:

Emergency Water Use Restrictions For the WSSD—SOP - 1995  
COG Water Supply Emergency Agreement - 1979  
COG Metropolitan Washington Water Supply Emergency Plan - 1994  
Potomac River Low Flow Allocation (LFA) Agreement - 1978  
    LFA Agreement Modification No. 1 - 1982  
    LFA Agreement Modification No. 2  
    LFA Agreement Ancillary Agreement No. 1  
    LFA Agreement Memorandum Of Intent  
Water Supply (Drought) Coordination Agreement - 1982  
    Drought-Related Operations Manual (abridged)  
Potomac River Reservoir Agreements  
    Contract For Future Water Supply Storage In The Bloomington Reservoir  
    Novation Agreement For Initial Water Supply In Bloomington Reservoir  
    Original MD Water Authority Contract For Water Supply In Bloomington  
    Novation Agreement Regarding DC's Payment To The Potomac Water Authority  
    Bloomington Lake Payment Agreement  
    Little Seneca Lake Cost-Sharing Agreement  
    Savage Reservoir Maintenance And Operation Cost-Sharing Agreement  
Plan For Actual Or Threatened Tampering With Water Supply - Part I (METRO) - 1983  
Plan For Actual Or Threatened Tampering With Water Supply - Part II (WSSC) - 1983  
Toxics Threat Manual - 1987  
Emergency Action Plan - Little Seneca Dam - 1990  
Emergency Action Plan - Brighton Dam - 1989  
EPA General Public Notification For Public Water Systems - 1989

COPIES OF THE FOLLOWING INACTIVE PLANS, AGREEMENTS, AND PUBLICATIONS ARE MAINTAINED AT THE CONTROL CENTER FOR REFERENCE ONLY:

COG Water Supply Emergency Plan -1979  
WSSC Emergency Operating Center Operations Manual - 1981  
WSSC Water Demand Reduction Plan - 1981  
    Plan A - Water Shortage Alert Stage - 1981  
    Plan B - Water Shortage Restriction Stage—Voluntary Up To 15% - 1981  
    Plan C-1 - Water Shortage Emergency Stage—Mandatory 15% To 40% - 1981  
    Plan C-2 - Water Shortage Emergency Stage—Mandatory 40% To 60% - 1981  
    Plan C-3 - Water Shortage Emergency Stage—Mandatory 65% Plus - 1981  
Emergency Water Use Restrictions - Montgomery County High Zone—SOP - 1990  
Emergency Water Use Restrictions - Bowie Zone—SOP - 1990