Appendix 1

After Action Review Questionnaire--WATER CRISIS 2014

Agency: American Red Cross West Virginia Region

Prepared by: Erica Mani, Regional CEO & John Bernard, Region Disaster Programs Officer

Date of review: May 25, 2014

Key Participants

Name	Job Title	Role
Volunteers	*Various*	*The workforce that made our response a success. Names of are on file.*
Scott Smith	Asst Director for Operations	Oversaw day-to-day operation of ERV deliveries in support of County EMAs.
Diane Damron	Asst Director for Logistics	Ensured personnel, material, and consumable needs were in place to meet operational needs.
Pat Booker	External Relations	Served a liaison between the Red Cross and other entities and staffed requests.
Jennifer Carpenter	Staff Services	Managed check-in, recruiting and assignment of personnel assigned to Red Cross response.
Tommy Meek	Logistics / Fleet Mgr	Schedule ERV assignments, oversaw emergent maintenance, and ensured vehicles were ready to deploy.
Krista Farley	Information Officer	Coordinated & provided up-to-date information to media, social media and public on Red Cross efforts.
Becky Howard	Fundraising	Ensured that donations were properly recorded and routed for response efforts.
Susan Shew	Fundraising	Assisted with ensuring that donations were properly recorded and routed for response efforts.
John Bernard	Job Director	Oversight of response efforts to include mobilization and demobilization.
Janine Brown	Division Disaster Director	Mentor for Job Director
Erica Mani	Chief Executive Officer	Senior Regional Officer in Charge of initial response, to include budgetary approval; External Communication Lead with Key Partners &
Keith Alvey	Division Disaster Executive	Senior Division Officer in Charge once response effort increased beyond regional limitations.

Summary of role. ARC WV provided bulk distribution of water, sanitation and other supplies from county Emergency Managers' hubs to locations they identified in their communities. These mainly consisted of apartment buildings and routes in residential neighborhoods. ARC WV also provided meals to personnel staffing several county hubs, assisted in handing movement of supplies in warehouses, and staffed distribution points loading water into people's cars. In total, ARC WV supported the water crisis response effort with 15 vehicles and 86 volunteers and staff.

The evening of the crisis, after learning of the National Guard's intent to provide major deliveries to the county level, ARC WV secured its position in the response by making it known to all partners that it would support the effort at the county level, enabling ARC to serve people in the most direct means possible. We also summoned all five of our Emergency Response Vehicles (ERVs) to Charleston from around the state and were prepared to begin operations the next day. Eight other ERVs were ordered into the state and several rental trucks were procured, bringing ARC WV to steady-state capability within 48 hours.

ARC-WV remained in constant contact with the State EOC by staffing the State EOC through the duration of the crisis and until deactivated. ARC-WV provided a POC to each affected county emergency manager and staffed county EOCs and DHHR's health command.

Once steady-state operations were reached, ARC WV assigned ERVs to affected counties as determined by conversations between those counties Emergency Managers and ARC WV External Relations personnel. This usually resulted in two ERVs being assigned to a county, delivering water during daylight and evening hours, then shutting down for the day. Toward the end of the crisis, ARC WV routinely and often called county Emergency Managers to ensure they did not have any unmet needs and to prevent premature demobilization efforts.

What went well and why?

What went well and why?	How to ensure success in the future
Flow of relief supplies from intake to P.O.D.s.	The physical act of moving supplies from their initial intake to the public was accomplished so quickly that in many cases, there was more water than could be distributed.
Communication flow with county Emergency Managers	ARC WV personnel already have close working relationships with county Emergency Managers. This served as our foundation of the success of our efforts. All partners must engage in relationship management in order to be successful.

What can be improved?

What can be improved?	Recommendations
Initial event notification to VOAD and NGOs did not happen; these entities were notified via evening news casts.	Considering that the NGOs are a critical part of the response to any disaster in WV, the earlier they are notified, the sooner response and relief operations can begin. In the future, ARC, WV VOAD and disaster response leaders of other NGOs must be notified immediately if thru an established process.
E-Team requests did not have a definitive process for handling. This lead to multiple instances of confusion, duplication, or delay in response.	There needs to be a well-thought out process for the intake, assignment, evaluation, and support of all requests that is routinely exercised.

Appendix 2

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

Public Health Service

Centers for Disease Control
and Prevention (CDC)
Atlanta GA 30333

RECEIVED
AUG 11 2014
GOVERNOR'S GENERAL COUNSEL

August 4, 2014

RECEIVED
AUG 08 2014
By

Mr. Peter G. Markham
General Counsel
Office of the Governor Earl Ray Tomblin
Room M-146
1900 Kanawha Boulevard, East
Charleston, West Virginia 25305

Dear Mr. Markham:

Thank you for your letter requesting the Centers for Disease Control and Prevention (CDC)/ Agency for Toxic Substances and Disease Registry's (ATSDR) participation in Governor Tomblin's After Action Review of the State of West Virginia's emergency response to the January 9, 2014, Elk River chemical spill. We appreciate the opportunity and are pleased to assist.

We believe the State's review, in addition to reviews conducted by other local and federal agencies involved in this response, will help identify lessons learned from the Elk River spill that may be applied to help improve future emergency responses.

Enclosed, please find CDC/ATSDR's survey responses. Please excuse our delay in response, as we worked to provide the most comprehensive responses and recommendations possible. We look forward to participating in a follow-up discussion with the federal, state, and local agencies involved.

Sincerely,

Robin M. Ikeda, MD, MPH
Deputy Director, Noncommunicable Diseases,
Injury and Environmental Health
Centers for Disease Control and Prevention

Enclosure

After Action Review Questionnaire
Water Crisis 2014 (MCHM)

Agency/Commission: Centers for Disease Control and Prevention/Agency for Toxic Substances and Disease Registry (CDC/ATSDR)

Prepared by: CDC/ATSDR

Date of Review: June 2014

Key Participants:

Name	Job Title	Role in the Emergency
Larry F. Cseh	Emergency Response Coordinator, Division of Toxicology and Human Health Sciences, ATSDR Captain, U.S. Public Health Service	Emergency response support – developed immediate short-term drinking water screening level and provided technical assistance to state health officials
Lora Siegmann Werner, Dr. Karl Markiewicz, Robert Helverson	Regional Director, Senior Toxicologist, and Environmental Health Scientist, Division of Community Health Investigations, ATSDR Region 3, Philadelphia office	Emergency response support – coordinated communications and provided technical assistance and liaison support to CDC/ATSDR Headquarters (HQ), U.S. Environmental Protection Agency (EPA) Region 3, U.S. Department of Health and Human Services (HHS) Region 3, Federal Emergency Management Agency (FEMA) Region 3, state and local authorities, and Poison Control Centers
Dr. Vikas Kapil	Chief Medical Officer and Associate Director for Science, CDC/ATSDR HQ	Senior leadership and scientific and technical oversight, CDC/ATSDR spokesperson
Dr. Mary Anne Duncan	Epidemiologist, Environmental Health Surveillance Branch, Division of Toxicology and Human Health Sciences, ATSDR HQ Commander, U.S. Public Health Service	Directed Assessment of Chemical Exposures (ACE) medical records survey epidemiological assistance (Epi-Aid)

Dr. Lauren Lewis	Chief, Health Studies Branch, Division of Environmental Hazards and Health Effects, National Center for Environmental Health (NCEH), CDC HQ Captain, U.S. Public Health Service	Directed Community Assessment for Public Health Emergency Response (CASPER) survey Epi-Aid
Dr. Edward Murray	Acting Director, Division of Toxicology and Human Health Sciences, ATSDR HQ U.S. Public Health Service	Senior leadership and scientific and technical oversight

Request: Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

January 9 – At the request of the state health department of West Virginia, ATSDR emergency response developed a preliminary short-term screening level for 4-methylcyclohexanemethanol (MCHM) in drinking water affected by the chemical spill using limited information available in the material safety data sheet. The ATSDR regional office began providing technical assistance and coordinating with CDC/ATSDR HQ, EPA Region 3, HHS Region 3, FEMA Region 3, state and local authorities, and the West Virginia Poison Control Center.

January 10 – CDC/ATSDR contacted Eastman Chemical to obtain the full toxicological studies referenced in the material safety data sheet. Eastman Chemical provided eight non-published studies that it designated as proprietary.

January 12 – Toxicological studies from Eastman Chemical were provided to a federal interagency workgroup composed of the National Institute of Environmental Health Sciences, National Toxicology Program, National Institutes of Health, EPA, and CDC/ATSDR. The workgroup reviewed and confirmed the short-term screening level for MCHM in drinking water.

January 15 – CDC/ATSDR sent a letter to West Virginia Health Secretary Karen L. Bowling providing specifics on the calculation of the MCHM drinking water screening number. The letter also included the statement: "Due to limited availability of data, and out of an abundance of caution, pregnant women may wish to consider an alternative drinking water source until the chemical is at non-detectable levels in the water distribution system."

January 16 – At request of the state health department, CDC/ATSDR deployed an ACE Epi-Aid response team to review medical records from emergency room visits, survey hospitals, assess disaster epidemiology capacity, and make recommendations. The team abstracted and analyzed medical chart data for 369 patients who were affected by the chemical release of MCHM into the Elk River in West Virginia. They also surveyed 10 hospitals that reported patients who sought hospital emergency department care for MCHM exposure.

January 17 – CDC/ATSDR began posting spill-related information on CDC/ATSDR's website. Information included short-term screening level calculations and explanations, as well as links to other supporting materials and resources. At FEMA's request, CDC/ATSDR deployed an environmental health advisor to provide technical support and guidance on health impacts to West Virginia.

January 21 – At the request of the state health department, CDC/ATSDR participated by phone in a grand rounds with the state health department at Women and Children's Hospital in Charleston, West Virginia, to address questions from physicians.

January 22 – At the request of FEMA and HHS Region 3, CDC/ATSDR provided technical assistance and answered health questions from FEMA health and safety staff members deployed to the Charleston, West Virginia, area.

January 24 – At the request of West Virginia American Water, CDC/ATSDR began providing technical assistance to the newly formed propylene glycol phenyl ether (PPH) laboratory discussion group—a group of technical experts from government and the private sector sharing information on PPH analytical questions in support of the emergency response.

February 3 – At the request of the state health department, CDC/ATSDR worked with EPA Region 3 to provide information regarding formaldehyde.

February 4 – At the request of the state health department, CDC/ATSDR developed a short-term screening level for PPH and posted this information on the CDC/ATSDR website.

February 5 – At the request of Governor Tomblin, Dr. Tanja Popovic (then-Acting Director of NCEH and ATSDR) and Dr. Ed Murray (Acting Director, Division of Toxicology and Human Health Sciences, ATSDR) traveled to West Virginia to participate in a press conference with the Governor and other local, state, and federal officials.

February 9 – At the request of EPA and the state health department, CDC/ATSDR participated in planning discussions regarding residential tap water sampling program approaches with EPA and the state.

February 11 – CDC/ATSDR released a factsheet for health professionals. CDC/ATSDR developed and reviewed this fact sheet in collaboration with medical and clinical toxicology experts at the West Virginia Poison Control Center and the Mid-Atlantic Center for Children's Health and the Environment: www.childrensnational.org/~/media/cnhs-site/files/research-and-education/partners-collaborators/macche/charleston_wv_health_professionals_factsheet.ashx?la=en. The state health department distributed the fact sheet.

April 7 – At the request of the state health department, CDC/ATSDR deployed a team to conduct a CASPER Epi-Aid to address community perceptions around psycho-social and economic impacts to help the state understand how the Elk River chemical spill affected households.

April 23 – CDC/ATSDR and the state health department released findings of the emergency department record review:
www.wvdhhr.org/Elk%20River%20Chemical%20Spill%20Health%20Effects%20-%20Findings%20of%20Emergency%20Department%20Record%20Review.pdf

July 7 – The state health department released findings of the CASPER Epi-Aid (provided by CDC/ATSDR), which surveyed a representative sampling of households across the nine county area affected by the Elk River chemical spill:
www.dhhr.wv.gov/News/2014/Documents/WVCASPERReport.pdf

What went well and why?
(What steps were taken toward successfully achieving your objective?)

Successes	How to Ensure Success in the Future
CDC/ATSDR's 24/7 emergency response technical support system provided timely technical support.	CDC/ATSDR will continue to maintain 24-hour response capability and ensure subject matter experts are available to provide critical technical information when we receive requests for assistance.
CDC/ATSDR deployed two Epi-Aid response teams (ACE and CASPER).	CDC/ATSDR should continue to share information about Epi-Aid capability and value with emergency response and public health partners. CDC/ATSDR should also keep all stakeholders and incident command informed about the purpose, objectives, and outcomes achievable from this kind of rapid environmental public health work.
CDC/ATSDR secured proprietary toxicology studies from Eastman and collaborated and shared toxicological information effectively with a team of federal agency experts to review and validate screening levels developed by CDC/ATSDR.	CDC/ATSDR should continue to collaborate and conduct emergency response exercises with critical public health partners (e.g., Poison Control Centers, local and state agencies, industry).
CDC/ATSDR helped develop and distribute a factsheet for health professionals.	CDC/ATSDR should continue to maintain relationships with critical public health partners like Poison Control Centers and support infrastructure that facilitates rapid health communications with the medical community.

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
For this response, commands existed at the capitol building, water utility, health department, and spill site. For future improvement, CDC/ATSDR recommends consolidating multiple incident commands and eliminating ambiguity about which entity is responsible for what, and about who is lead and support on different aspects of the response.	Emergency responses should be conducted according to a structure that defines lead and support roles, as well as the responsibilities of each entity to facilitate coordination between all responders (including all levels of government with public, private, and nongovernmental organizations). • Identify one incident commander for the entire incident. • Identify a safety officer and a public information officer. • Implement a command structure that is specific to the incident. The scope of requests for technical assistance with public health emergencies should be clear between federal and state officials and with the broader incident command (if one has been activated).
CDC/ATSDR recommends streamlining and centralizing inter-agency (federal, state, local) incident communications to improve delivery of critical public health messages.	Designate a lead information officer and a joint information center that more fully integrate health communications at the federal, state, and local levels.

Appendix 3

After Action Review Questionnaire
WATER CRISIS 2014

Agency/Commission: Office of Governor Earl Ray Tomblin

Prepared by Office of General Counsel Date of Review: 8-5-14

Key Participants:

Name	Job Title	Role in Emergency
Earl Ray Tomblin	Governor	Commanded WV's emergency response, working particularly close with the West Virginia National Guard, the Department of Homeland Security and Emergency Management ("DHSEM"), and other state agencies implicated in the emergency response; proclaimed State of Emergency; broadcasted "Do Not Use" order; activated the National Guard and Emergency Operations Center ("EEOC"); requested and obtained Federal Emergency Disaster Declaration; sought health affects guidance from the Centers for Disease Control and Prevention ("CDC"); maintained open communications with West Virginia American Water Co. ("WVAW") and included it in press conferences; distributed water; ordered After Action Review; worked cooperatively with the Federal Emergency Management Agency ("FEMA") on its emergency response efforts; answered media inquiries and led press conferences; requested additional scientific studies from CDC and its partners; established the West Virginia Testing Assessment Project ("WVTAP"); consulted with WVTAP managing scientists; sought assistance from charities, businesses, and other

		organizations; met with constituents and stakeholders; worked with the Superintendent of Schools to ensure students received instruction during the State of Emergency; introduced and signed the Aboveground Storage Tank Act; ordered razing of aboveground storage tanks at Freedom Industries' Elk River location; and provided guidance to the Department of Environmental Protection ("DEP") on regulations implementing Senate Bill 373.
Charles Lorensen	Chief of Staff	Assisted Governor Tomblin in fulfilling the roles identified above; provided strategic advice to Governor Tomblin; supervised and directed emergency management efforts of Governor's Office staffers and state agencies implicated in the emergency response; assisted in drafting the Aboveground Storage Tank Act; and facilitated synergy between the Governor's Office, the National Guard, and the state agencies that assisted in the emergency response.
Jason Pizatella Hallie Mason	Deputy Chief of Staff / Legislative Director Director of Public Policy	Primarily focused on providing continuity of legislative and public policy operations; monitored and resolved issues affecting WV outside of the State of Emergency areas; provided strategic advice to Governor Tomblin; and distributed water.
Peter Markham	General Counsel	The General Counsel and his staff drafted emergency proclamations; advised on emergency strategies and legal implications; distributed water; negotiated and drafted emergency procurement contracts; served as liaison to WVTAP and consulted with its scientists; advised on communications strategies; drafted aspects of the Aboveground Storage Tank Act with assistance from DEP and

		business and industry stakeholders; gathered information for state agency filings in the Freedom Industries bankruptcy; worked with the Attorney General's Office on bankruptcy filings; supervised and drafted the After Action Review ordered by Governor Tomblin; and worked with DEP to develop regulations implementing Senate Bill 373.
Amy Goodwin	Director of Communications	The Communications Director and her staff developed communications strategies; issued media releases; assisted the Governor in preparing public remarks; responded to media inquiries; distributed water; facilitated meetings between citizens and government officials; managed communications strategies of state agencies; facilitated communications between the Governor's Office and WVTAP consulting scientists; and organized and managed press conferences.
Patricia Burdette	Director of Constituent Services	The Director of Constituent Services and her staff helped constituents who needed emergency assistance by placing them in contact with the appropriate state agency; distributed water; informed first responders and state agencies of constituent issues; and ensured first responder and state agency follow-up.
Becky Neal	Executive Aide to the Governor	Acted as National Guard, DHSEM, and School Board liaison; sent staff to businesses, associations, and individuals to collect water donations; organized donation drop off to National Guard; coordinated with Rural Water Association to obtain information on affected Public Service Districts; and managed and coordinated Governor Tomblin's telephone calls and briefings.

Sherri Stone	Executive Scheduler	Scheduled press conferences and emergency response meetings; cancelled prior scheduled meetings; organized and facilitated communications with federal and state agency contacts; scheduled meetings with legislators; and met with constituents who required assistance.

Please provide a detailed summary of your Agency/Commission's role in responding to the State of Emergency.

Please see "Role in Emergency" section, above.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Quick communication of State of Emergency to the public—State of Emergency issued within one hour of Governor Tomblin learning of the water contamination.	Maintain open lines of communication with emergency services and agencies of the state.
Quick action once potential problem was identified—ability to mobilize resources and bring usable water into affected areas.	Maintain open communication with federal emergency services and emergency services for surrounding states.
Identified point persons for emergency response coordination with the military and private sector.	Be aware of the various strengths and resources of different individuals in state government and assess each individual's ability to assist in emergency situations.
Working with private entities for water distribution—effectively communicated with Kroger, Walmart, and other major retailers to ensure water could be transported into the state without delay.	Maintain up to date business contacts.
Setting up drop-off points for all non-FEMA water distribution at West Virginia National Guard location in Kanawha City.	Continue emergency response coordination with the National Guard.
Constituent Services tracking where water was needed via information from the public and various state agencies.	Keep the Constituent Services Office well-staffed during a State of Emergency.
Maintaining lists of water distribution sites	Work in conjunction with the media to

and getting this information to the public as quickly as possible.	transmit information to the public; also use social media, radio, television, and newspaper to convey information.
Transparency of test results received—provided raw data to the public.	Continue openness with the public and provide documents and data to public once results are confirmed.
Responded to Freedom of Information Act ("FOIA") requests from media as quickly as possible.	Keep in communication with requesting entities when responding to a FOIA request so that it is aware of progress.
Coordinated communications with WVAW to ensure that no mixed messages were being transmitted to the public.	Maintain open lines of communication with key entities during a State of Emergency.
Worked closely with local governments and public service districts affected.	Maintain up to date contact information and emergency telephone numbers for local and state officials.
Good coordination with cabinet secretaries and interagency collaboration.	Maintain up to date contact information and emergency numbers for essential state officials.
Worked closely with Rural Water Association to obtain lists of public service districts not affected to see if water tankers could be filled at their locations.	Maintain up to date contact information and emergency numbers for local and state officials.
Proactive commitment to completing an After Action Review.	Continue to complete self-evaluations to learn from successes and shortcomings.
Staffing the phone lines at the Governor's Office to answer calls from constituents.	Work with the Office of Technology to make sure all calls that cannot be answered are rolled to an answering service for call-back.

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Information delivery to the public.	Ensure consistent information is provided from all state agencies and correct any inaccurate information reported by media outlets.
Improve information published on the Governor's website and other state agency websites.	Ensure all state agency websites have a link to the Governor's website.
Governor's social media information.	Create a Facebook page for the Governor or

	DHSEM that can be used to transmit information during crisis situations. Also include links to state agency websites and the Governor's website on this Facebook page.
Better coordinate press conferences to transmit critical information to the public in a clear and concise manner.	Only have key individuals with pertinent information speaking at press conferences. Transmit critical information and then open the floor for questions. Use visual aids and graphics where helpful.
Improve press conference accessibility for persons who are deaf or hard of hearing.	Continue having sign-language interpreter on-call for emergency situations. Work with the media to ensure that the news coverage includes a visual of the interpreter.
Improve clarity of information provided to the public.	Ensure that the information being communicated by the Governor or his staff is accurate, clear, and trustworthy.
Better connection with outside groups affected by an emergency, *i.e.*, small businesses, local restaurants, *etc.*	Set meetings or conference calls with groups earlier in an emergency to identify problems and needs and determine how these businesses can remain open to serve the public.
Have centralized staff and agency briefings.	Set up a predetermined conference call so that every morning and evening during an emergency the Governor's staff and other state agencies can be briefed together to ensure that accurate and consistent information is being transmitted to the public.
Complete additional training for Governor's Office staff for managing emergency situations and responses.	Complete National Incident Management Systems ("NIMS") training. Identify individuals at state agencies who should also complete this training.
Maintain a federal contact list.	Maintain a centralized contact list for federal agencies and administrators at the Governor's Office.
Evaluate additional legislative needs.	Consider additional legislation regarding the Governor's emergency powers, small business operations in a State of Emergency, and regulation of hazardous chemicals.
Improve education operations during and after a State of Emergency.	Improve coordination with local school superintendents and school boards to

	shuttle kids from affected areas to schools or school districts that are unaffected. Also create a way to be able to serve meals that may not square with the nutritional requirements set forth in the Code of State Regulations (*i.e.*, propose exemptions for emergency situations).
Create "troubleshooters" team.	Consider adding additional staff to the Constituent Services Office during a State of Emergency to better aid the public. Fully utilize the Governor's regional representatives throughout the state.
Be better aware of issues outside of area of State of Emergency.	Identify a member of the Governor's staff to stay abreast of activities, information, and issues in other areas of the state not impacted by the crisis. Be available to those locales as needed.
Create and publish a state and local emergency contact list.	Create an emergency contact list for state and local officials and distribute this to those agencies to maintain on file in case of crisis.
Tracking of state costs during State of Emergency.	Implement procedures for tracking state costs above and beyond normal operations (require standardized forms to be filled out by agency and submitted to DHSEM). This will help ensure that the Attorney General can take proper action as needed to recover costs.
Facilitate inter-departmental assistance when needed.	In times of crisis it may be necessary to request assistance from staff of other agencies to help facilitate daily operations of the Governor's Office.

Appendix 4

WEST VIRGINIA
AMERICAN WATER

RECEIVED
MAY 27 2014
By

Jeffrey L. McIntyre
President
West Virginia American Water
1600 Pennsylvania Avenue
Charleston, WV 25302
P: 304-340-2000
F: 304-340-2076
E: Jeffrey.McIntyre@amwater.com

RECEIVED
MAY 27 2014
GOVERNOR'S GENERAL COUNSEL

May 27, 2014

Peter G. Markham, General Counsel
Office of the Governor
State Capitol
1900 Kanawha Boulevard, East
Charleston, WV 25305

RE: After Action Review Questionnaire
West Virginia American Water Company

Dear Mr. Markham:

Please find enclosed the After Action Review Questionnaire prepared by West Virginia American Water. We appreciate the opportunity to document the efforts made by our employees to respond to the Elk River chemical spill and to outline our company's role in the related state of emergency.

The health and safety of our customers has always been and will continue to be our number one priority. Restoring full water service and full confidence in our water was not just our job. It was our promise to our neighbors and our families in the communities we serve. After all, this community is our home too. Today, our customers can be confident that their water is truly the great quality they've come to expect from West Virginia American Water.

Our state is not only blessed with good people, but also with skilled emergency responders. We were proud to work alongside them as part of the interagency emergency response team. The WVDHHR, WVDEP, local and state emergency management agencies, and many other organizations demonstrated their expertise, persistence, and compassion throughout this event. We owe particular gratitude to the monumental efforts of National Guard civil support teams from West Virginia, Virginia, Kentucky, Pennsylvania, Tennessee, Ohio, and Washington, D.C. who performed skillfully and tirelessly together with our employees in these response efforts.

Please do not hesitate to contact me should you have any questions regarding our responses to the questionnaire.

Very truly yours,

Jeffrey L. McIntyre, President

JLM/lej

AFTER ACTION REVIEW QUESTIONNAIRE

Company: WEST VIRGINIA AMERICAN WATER COMPANY

Project/Event: Response to Elk River Chemical Spill and related State of Emergency

Prepared by: Jeffrey L. McIntyre, President Date of Review: May 27, 2014

In responding to the following questions, please use additional sheets as necessary.

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
Jeffrey L. McIntyre	President	Coordinate efforts to restore water service for all uses to customers in the Kanawha Valley service area.
Sean Graves	Director of Operations	Coordinate efforts to restore water service for all uses to customers in the Kanawha Valley service area.
Billie Suder	Water Quality Manager	Handle customer water quality questions and lead water quality team responding to customer inquiries
Jon Jarvis	Water Quality & Environmental Supervisor – Kanawha Valley	Oversight of water quality and chief operator at the Kanawha Valley plant
Andrea Thomas	Senior Operational Risk Management Specialist	Coordinate deployment of water tankers throughout the Kanawha Valley service area and responsible for maintaining safe working environments and safe operating procedures for the Company's employees.
Laura Jordan	External Affairs Manager	Coordinate communications to the Company's internal and external stakeholders, governmental regulators and the public.
Joe Sisson	Production Supervisor - Central Operating Area	Oversight of operations at the Kanawha Valley Water Treatment Plant and associated facilities.

Please provide a detailed summary of your Company's role in responding to the state of emergency.

On January 9, an undetermined amount of 4-Methylcyclohexanemethanol (MCHM) leaked into the Elk River from an above ground storage tank at a Freedom Industries facility, located about 1.5 miles above our Kanawha Valley water treatment plant.

We first learned of the Freedom Industries spill from the West Virginia Department of Environmental Protection around noon. Our water quality personnel reacted quickly to evaluate the situation in the water treatment plant itself, then went to the location of the spill to learn what they could about the nature and extent of the spilled chemical. As an added precaution, the treatment plant operators took steps to augment the normal treatment methods, including the addition of powdered activated carbon (PAC), and stepped up their monitoring of the water in various stages of the treatment process in order to assure that the spilled chemical was being effectively removed.

After our water quality team determined that the augmented treatment process was not fully removing the chemical, we and the West Virginia Bureau for Public Health considered the existing circumstances and potential options and jointly determined that the best course of action for the safety of the community was to keep the water treatment plant running and issue a "Do Not Use" order to all customers of our Kanawha Valley system.

As of January 9, the Kanawha Valley system had experienced a significant number of line breaks caused by extreme cold associated with the polar vortex followed by warming weather. Because of the line breaks and customers running their taps to prevent pipes and services from freezing, system storage was low and losing water even though the water treatment plant was running near full capacity. Our best judgment, based on these circumstances, was that shutting down the plant would quickly result in the loss of the entire distribution system, meaning no water would have been available for any purposes. Further, starting the plant back up after the chemical leak was stopped or contained, then replenishing and re-pressurizing the entire Kanawha Valley distribution system, would have taken more than one month even under optimum conditions. After considering the existing circumstances and potential options, we and the West Virginia Bureau for Public Health determined that the best course of action was to keep the water treatment plant running and institute the "Do Not Use" order for several critical reasons:

1. In addition to loss of water for drinking, cooking and bathing, a shutdown would have quickly resulted in the loss of basic sanitation capabilities for approximately 300,000 people;

2. A shutdown would also have quickly resulted in a loss of fire protection (*e.g.*, no water pressure to fire hydrants and sprinkler systems) in the nine counties we serve;

3. We had no way, at that time, to determine or estimate the duration of the chemical spill or resulting plume that would affect the water treatment plant; and

4. Shutting down the plant, losing the system, then re-starting it would have been a prolonged, difficult process, keeping customers out of water for any use for a substantially longer period of time than the "Do Not Use" order was actually in place. Restarting after system loss would have required us to use chlorinated water to disinfect

pipes that had been depressurized and exposed to air, flush that chlorinated water, and refill and re-pressurize this highly complex system with approximately 1,900 miles of mains, more than 100 water storage tanks, and 179 pressure zones.

Following the issuance of the Do Not Use order, experts at the U.S. Centers for Disease Control (USCDC) established a 1 ppm screening level for MCHM in drinking water, calculated conservatively using multiple safety factors, below which water is acceptable for all uses. The West Virginia Bureau for Public Health and the US EPA concurred in this decision. WVAW and BPH used the USCDC standard in the process of lifting the Do Not Use order. We worked with the National Guard to conduct extensive and continuous testing of water in the impacted areas, including the river's raw water, finished water leaving the Kanawha Valley plant, and hundreds of points throughout the distribution system. As of February 25, levels of the chemical are below the lower non-detectable level of two parts per billion (ppb) throughout the Company's water distribution system. This level is 500 times below the protective standard established by the USCDC.

When emergency response efforts began following the chemical spill on January 9, West Virginia American Water immediately deployed 14 water tankers and 6 truckloads of bottled water to assist as bulk water distribution sites, including 16,000 gallons of bulk water from Pennsylvania American Water. I particularly want to thank Pennsylvania American Water and its employees for their support and contribution to our efforts. We also purchased two additional 7,000 gallon bulk tanker trailers, which arrived on January 30 and were made available on February 1 after being licensed, having undergone food-grade washes and the addition of distribution headers.

In total, West Virginia American Water purchased 35 truckloads of bottled water, which equaled more than 130,000 one-gallon jugs. We made our bulk water resources available to customers for seven weeks following the spill. All water distribution was coordinated through the West Virginia National Guard for deployment, and we were proud that we could mobilize our resources immediately to help provide water while state and FEMA resources arrived, as well as long beyond the date FEMA discontinued its water distribution.

What went well and why?

(What were the successful steps taken towards achieving your objective?)

SUCCESSES	HOW TO ENSURE SUCCESS IN THE FUTURE
No Company employee was injured during service restoration efforts and there were no safety or OSHA violations.	Continue ongoing emphasis on safety and employee safety training activities.
Participation in the interagency team and establishment of a Command Center to coordinate all service restoration efforts, including developing a protocol to test for MCHM in water and developing a procedure for flushing, sampling and testing water throughout the Kanawha Valley water distribution system.	Continue to maintain good working relationships with state and county emergency response officials and regulators and utilize company-wide resources to quickly establish command centers and/or communication centers when necessary. Establish interagency teams early in an emergency event.
Event management calls with team members to update status of and coordinate restoration efforts. The calls allowed the team to allocate resources to address issues.	Establish key teams and contacts early in an emergency event.
Regular, scheduled debriefings with entire interagency team to ensure everyone was informed of the status and progress of the service restoration efforts.	Establish debrief schedule and protocol early in an emergency event.
Ongoing working relationship with Company's regulators.	Maintain good working relationships with Company's regulators.
Technical knowledge, experience and dedication of the Company's workforce – in distribution, production and water quality.	Continue to develop the Company's workforce through training and succession planning.
The Company's affiliates provided assistance in the form of employees and equipment.	Continued support of affiliate relationship.
The Company's use of social media (Facebook, Twitter), press releases and its website to communicate with its customers, regulators and the general public.	Continue Company's use of social media and explore new methods of communicating to the general public.
Customer Service Center (24-hour call center) prioritized WV customer calls improving average speed of answer to 18 seconds between Jan.12 and Jan. 19.	Ensure that the Customer Service Center is kept informed of the Company's emergency response efforts.
Implementation of automated calls using information from our customer account database to alert customers of the initial "Do Not Use" order and, later, the status of the zones as the order was lifted	Periodically encourage customers to update their contact information in our customer database
Creation of an interactive web-based map for West Virginia customers to determine	Continue to leverage the Company's extensive resources to provide helpful and effective tools.

when the Do Not Use was lifted for their zone	
Creation of a hotline for West Virginia customers that was staffed 24/7 by twenty WVAW employees, including temporary employees, to answer specific questions regarding the lifting of zones	Continue to utilize company resources and encourage innovative solutions

What can be improved and how?

(What could have been done better? What can your company do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

WHAT CAN BE IMPROVED	RECOMMENDATIONS
Coordination of response-related information provided to the public	Coordinate with local, state and federal agencies to provide consistent information to the public. Recommend regularly scheduled joint press conferences at designated times, even if there is no new information to present. Ensure that public health officials at the state and local levels are presenting consistent and not conflicting information.
Up-to-date customer contact information for automated phone calls	Periodically remind customers to update phone numbers and other contact information in the company's customer database.
Timely information updates to employees	Enhance internal communication options for quick communications with field and office employees that will be effective even during off-hours, such as a texting service.
Customer preparedness	Partner with local offices of emergency management to communicate emergency preparedness best practices to customers, such as storing at least one gallon of water per person per day for a minimum 3-day supply.

Appendix 5

S Sow
RECEIVED
MAY 23 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: WV Bureau of Senior Services

Prepared by Commissioner Robert E. Roswall **Date of Review:** May 19, 2014

Key Participants:

Name	Job Title	Role in Emergency
Robert Roswall	Commissioner, Bureau	Oversight of the Bureau Emergency Response Team
Nancy Cipoletti	FAIR Director, Bureau	Shares FEMA and Emergency Responsibilities for the Bureau
Jenni Sutherland	State ADRN Director, Bureau	Shares FEMA and Emergency Responsibilities for the Bureau
Bill Carpenter	Deputy Director, Lincoln County Opportunity Co.	Senior Services Lincoln County Contact
Paulette Justice	Director, Kanawha Valley Senior Services	Senior Services Kanawha County Contact
Judy Easter	Director, Boone County Community Organization	Senior Services Boone County Contact

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

The Bureau notified all the nine affected County Aging Programs and maintained contact; helped to facilitate response to needs of affected Senior Center operations, Seniors homebound and disabled. Provided contact information to access MRE's and available water.

Staff: Sutherland and Cipoletti coordinated information and contact with FEMA, Red Cross and Office of Emergency Services.

Bureau also made calls on behalf of the County Aging Programs for verifying the Providers connection to the Bureau and facilitated water and MRE's access.

The Bureau linked the Governor's website information to the Bureau's website to maintain central source of current and accurate information.

Via our County Aging Programs we maintained a log of Seniors and Families with needs and forwarded to the appropriate Agencies. Also assisted in pinpointing needed drop-off locations; assisted with delivery of both water and other supplies through our County Senior Services Providers.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Quick action and information to Aging Staff be aware.	Updated the Bureau staff after having contact information maintained by the Commissioner, Executive Secretary and the Bureau's (2) FEMA Contact Staff.
Emailed to all affected County Programs to maintain contact with OES for water or other needs.	Need to develop and maintain after hours and personal contact information for all Bureau Contract Agencies.
Water needs were met as was food needs for in-home clients that had no water for cooking or food supply depleted.	Assure that for most Emergency situations that water and MRE's are readily available as soon as possible.

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Initial announcement lacked signing staff for the hearing impaired; also, T.V. stations often wandered from including the signer in the camera shots.	Assure that a sign language expert is available as soon as possible when emergencies occur and make information available in multiple formats.
Update State Government Contact information, including Governor's Staff.	Have OES numbers, Government and Department Head contact information available for all Departments and Commissions.
Facebook by the community was very helpful in getting the word out as was the websites.	Supply a link to the Governor's Website on all State Websites and via Facebook to maintain continuity of messages.
MRE's contact person gave the Senior Programs difficulty in obtaining MRE's due to the high sodium content and not good for Seniors.	Clear the sodium hurdle for MRE's distribution; short term sodium use by Seniors should be minimal reactions.

Appendix 6

RECEIVED
MAY 23 2014
GOVERNOR'S GENERAL COUNSEL

STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
OFFICE OF THE CABINET SECRETARY

EARL RAY TOMBLIN
GOVERNOR

ROSS TAYLOR
CABINET SECRETARY

May 21, 2014

Peter Markham, General Counsel
Office of the Governor
Building 1, Room 1 – Capitol Complex
1900 Kanawha Blvd., East
Charleston, WV 25305

Dear Mr. Markham:

Attached are the Department of Administration's (DOA) responses to your request for an "After Action Review" of the water crisis. As you will see, only the General Services Division (GSD), the Real estate Division (RED), the Aviation Division, and the Office of Technology (OT) had a significant role in responding to the crisis. The Purchasing Division and the Division of Personnel (DOP) had an indirect role in the State's response. The remaining agencies and commissions within DOA had no role in responding to the crisis. For your convenience, I have summarized the highlights of the attached responses.

General Services Division

By January 14 all DOA buildings were flushed, except those buildings that were still under a "no contact" order from WV American Water. From January 12 to January 17 GSD provided bottled water and hand sanitizer to DOA buildings. GSD's recall of personnel to respond to the urgent staffing needs was proficient. Flushing of buildings 5, 6, and 7 was difficult due to the small diameter and the age of the drain lines. GSD recommends reviewing the plumbing in DOA buildings to ensure that all drains flow properly. GSD did not have access keys to all facilities on the Capitol Campus and therefore GSD's response time was delayed. GSD will request access keys to all facilities on the Capitol Campus or devise a procedure for coordinating with Protective Services to gain access in the event of an emergency.

Real Estate Division

RED contacted landlords regarding the flushing process and compiled a list of all properties under RED control. RED did not have contact information for the state facilities that are exempt from RED jurisdiction. RED will ask all state spending units to provide a report to RED with an inventory of their property and essential contact information.

Aviation

Aviation was able to successfully transport all water samples in a timely fashion, and will be available to perform similar functions in the future, if required. The only difficulty experienced involved a passenger that went to the wrong airport with the water samples. Aviation will work to provide a point of contact for passengers who are unfamiliar with the State Aviation facility.

Office of Technology

The WVOT Enterprise Operations Center was engaged to support the Poison Control Hotline and Disaster Hotline. Some of these hotlines experienced difficulties. For example the disaster hotline did not function as expected and was temporarily unavailable to the public. The call capacity for the hotline was also exceeded, which caused a poor customer experience. OT recommends reviewing the current needs, expanding the capacity of the disaster hotline, and working with the poison control staff to develop a policy for engaging OT support.

Purchasing Division

The Purchasing Division effectively communicated emergency procurement requirements to agencies. Mandatory purchasing training for state officials (passage of SB356) will assist in further educating decision-makers on the procurement process.

Division of Personnel

The Division of Personnel was able to respond to many inquiries from agencies and personnel pertaining to the release of personnel and the charging of leave for employees who could not report to work. DOP will continue to develop policies to address these issues. DOP also believes it would be beneficial for agencies to purchase temporary hand washing stations and eye washing stations (depending on the type of work) to safeguard workplace sanitation and safety.

Full responses for each agency/commission are attached to this letter for your review.

Please contact me if you have any questions.

Sincerely,

Ross Taylor

ROSS TAYLOR
Cabinet Secretary

RTY:CH:jj
enclosures

Agency/Commission/Division:_____General Services Divison_____

1. **Key Participants:**

**Add more names as needed*

Name	Job Title	Role in Emergency
Parsons, David	Maintenance Manager	Flushing water systems in DOA buildings within area
Hawley, James	Custodial Manager	Assist with flushing, maintain hand sanitizer in restrooms
Cummings, John	Grounds Manager	Helped transport and deliver bottled water to DOA buildings
Barry, Bill	Deputy Director	Supervised General Services efforts

2. **Detailed Summary of Agency/Commission/Division's role in responding to the state of emergency:**

Notified night of 9 January at approximately 1845 that I needed to respond back to campus to light emergency beacon and prepare for General Services response to crisis. Made calls at 1930 to key managers to add staff to effort to secure water sources within the Capitol, Capitol Campus and other DOA buildings in affected areas. Began status reporting.

Major Milestones:

- By end of business 9 January, Thursday night/Friday morning GSD had posted No Contact with Water signs and bagged over the water fountains around the Capitol and Campus as well as posted No Contact signs at: buildings 20 (Correctional Industries), 74 (South Charleston DNR), 22 (Tax and Revenue), 27 (Surplus Property), 86 (Greenbrooke Building), 88 (7 Players Club), 29 (Yeager State Hangar), 36 (One Davis Square), 37 (DEP/PEIA), 84 (Corrections)
- 10 January: continued placement of no contact signage and physically barricading water sources (placing plastic bags over) on outlying buildings in the affected area. Completed all buildings within the DOA portfolio before close of business Friday, 10 Jan
- 12 Jan: recalled significant portion of staff to begin preliminary flushing of water systems. By end of business Sunday night/Monday morning the Executive Mansion, Capitol and buldings 5, 6, 7 were flushed with exception of water fountains/ice machines that had filters installed (filters had to be ordered prior to placing back into service)
- 13 and 14 Jan, continued flushing. By end of business Tuesday, 14 Jan majority of all DOA owned buildings had been flushed with the exceptions of Yeager Hangar, Corrections, Surplus Property, Players Club and Holly Grove. All (except Holly Grove (unoccupied)) not flushed were due to WV American Water not lifting the no contact order for these buildings.
- 13 – 17 January GSD provided water bottles for state office use from the loading dock under the East Wing of the Capitol. Also during this time period stocked hand sanitizer in restrooms in DOA buildings in the affected area.

- 15 Jan, both Capitol Food Court and Day Care passed Kanawha County Health Department inspections in preparation for resuming food service
- By close of business Friday, 17 Jan all occupied buildings had been flushed
- By end of month January all water fountains and ice makers with filters had been flushed, filters changed and placed back into service.

3. **What went well and why (Specific Details)?**
   a. Success: Recall of personnel to respond to urgent staffing needs across GSD was outstanding.

      How to ensure this success in the future: Continue to update regularly the call down rosters.

   b. Success:

      How to ensure this success in the future:

   c. Success:

      How to ensure this success in the future:

**Add more recommendations as needed*

4. **What can be improved and how (specific details)?**
   a. What Can be Improved (problem)? Problem with flushing water in buildings 5, 6, 7 complex due to small diameter (or compromised (crushed, partially blocked, etc.) water drain line. Minor flooding in various locations due to overwhelming the system.

      Recommendation for improvement (solution)? Determine if building drain is compromised and correct. Realize that internal plumbing was not designed for such a simultaneous evacuation of water; slow the pace of flushing to account for design parameters (ie: not designed for rapid full system flushing of neither sanitary nor potable water systems).

   b. What Can be Improved (problem)? Key access to (in particular) Capitol Campus facilities was a constant challenge to GSD being able to access certain areas during this crisis.

      Recommendation for improvement (solution)? If General Services is not to have keys to certain areas (as agency responsible for maintenance of all utility and emergency detection/suppression systems, request that this be considered) then perhaps Protective Services could be allowed such control within their 24 hour staffed command cell which has a key control protocol.

c. <u>What Can be Improved (problem)?</u>

<u>Recommendation for improvement (solution)?</u>

**Add more recommendations as needed*

Agency/Commission/Division: Public Employees Grievance Board

1. **Key Participants:**

*Add more names as needed

Name	Job Title	Role in Emergency
Not Involved in Response		

2. **Detailed Summary of Agency/Commission/Division's role in responding to the state of emergency:**

The extent of the Grievance Board's response consisted of the following: The agency provides water and coffee to individuals who come to the Charleston and Westover offices to take part in a grievance proceeding. Until the water was declared safe, we used bottled water to make coffee and to offer to individuals.

3. **What went well and why (Specific Details)?**
   a. Success:

      How to ensure this success in the future:

   b. Success:

      How to ensure this success in the future:

   c. Success:

      How to ensure this success in the future:

*Add more recommendations as needed

4. **What can be improved and how (specific details)?**
   a. What Can be Improved (problem)?

      Recommendation for improvement (solution)?

   b. What Can be Improved (problem)?

      Recommendation for improvement (solution)?

   c. What Can be Improved (problem)?

      Recommendation for improvement (solution)?

*Add more recommendations as needed

`**Agency/Commission/Division:** West Virginia Office of Technology

1. **Key Participants:**

**Add more names as needed*

Name	Job Title	Role in Emergency
Carlos Necuzzi	**Information Systems Specialist 4**	**Telephony Support**
Ahmed Diallo	**IP Telephony Contractor**	**Telephony Support**

2. **Detailed Summary of Agency/Commission/Division's role in responding to the state of emergency:**

WVOT Enterprise Operations Center was engaged in support of both real and perceived failures of the Poison Control Hotline and the Disaster Hotlines for the following issues:

- Single line used to both activate and call the disaster line (800-887-4304) did not function as expected once the system was activated (This was design and documentation failure from the vendor, Verizon). The 800 number was mapped to a system administration number (304)347-2414 which could only be used for activation or deactivating the hotline functions. This resulted in the Disaster Hotline not being available to the public.
- Call capacity for the hotline was exceeded, resulting in poor customer experience and confusion for external customers. This was due to flaws in system design and capacity, not an operational failure.
- Administration line was reported to be non-functional. This turned out to be a misunderstanding of the system by end user. The menu system is designed to wait until the end of message before accepting input for menu choice selection. WVPC staff attempted to enter menu value out of sequence, resulting in confusion when system did not respond as expected.

WVOT EOC staff worked with multiple contacts to address the issues as reported and to assist with resolving issues and improving functionality of the system during an event that exceeded the systems designed capacity. This exposed design, documentation and communication failures between WVPC, WVOT and the vendor who designed and deployed the solution.

3. **What went well and why(Specific Details)?**

   a. Success:
      - The Poison Control hotline (800-222-1222) rings in on local number 304-347-2412. This number rings in correctly to the Poison Control Center.

      How to ensure this success in the future:
      - Scheduled audits to test functionality at standard interval to ensure reliable functionality of core emergency services. Routine Testing.

   b. Success:

- The Disaster Hotline administration line worked as expected.

How to ensure this success in the future:

- Scheduled audits to test functionality at standard interval to ensure reliable functionality of core emergency services. Routine Testing.

**Add more recommendations as needed*

4. **What can be improved and how (specific details)?**
   a. What Can be Improved (problem)?
      - Concurrent Call Capacity for the Disaster Hotline. This was limited to 23 simultaneous calls between the 2 hotlines (Poison Control and Disaster). If call volume exceeds this capacity, then anyone dialing receives a fast/busy signal.

      Recommendation for improvement (solution)?
      - We have reconfigured these to be 20 incoming and 3 outgoing lines.
      - The Office of Technology recommends having the 21st caller be routed to our SIP trunks, which would give them much more capacity for calls (we estimate capacity for 150 additional calls). Even if all available agents and volunteers are on a call, the caller would get an automated greeting instead of a busy signal.

   b. What Can be Improved (problem)?
      - Verification of the documentation of the current system as it was delivered by vendor and expectations of WVPC needs and expectations for the functionality of this system.

      Recommendation for improvement (solution)?
      - Review current state against customer need and devise a plan to engineer solutions and support model to address any and all current deficiencies

   c. What Can be Improved (problem)?
      - Disaster Hotline was mapped to the system administation line, resulting in failure of Disaster Hotline

      Recommendation for improvement (solution)?
      - Modification has been made to leave the 800 number mapped to 347-2414 and change the admin line to be 957-3530. This change has been documented and communicated to WVPC.

   d. What Can be Improved (problem)?
      - Communication model for reporting problems with Hotline functionality and WVPC telecommunications systems.

      Recommendation for improvement (solution)?
      - Partner with WVPC to advise on best practice for engaging WVOT for support.

**Add more recommendations as needed*

Agency/Commission/Division: West Virginia Division of Personnel

1. **Key Participants:**

**Add more names as needed*

Name	Job Title	Role in Emergency
Joe Thomas (and Employee Relations staff)	Assistant Director	Advised agencies and employees regarding office closure and charging of leave for absences
Janie Fouty	Senior Personnel Specialist	Updated DOP website when guidance was received from the Governor's Office

2. **Detailed Summary of Agency/Commission/Division's role in responding to the state of emergency:**

The Division of Personnel (DOP) played a limited role during this crisis. We responded to several telephone and email inquiries from both agencies and employees pertaining to release of employees and the requirement to charge leave when employees were unable to report to work. We also provided information for agencies and employees on the DOP Bulletin Board and Stateline Newsroom pages of our web site.

3. **What went well and why (Specific Details)?**

a. Success:

DOP provided consistent information when responding to inquiries about reporting to work and charging leave when unable to report.

How to ensure this success in the future:

Maintain constant communication with Cabinet Secretary and Governor's Office to ensure consistency and accuracy in responding to inquiries. Continue to develop formal policies regarding attendance and leave protocol for similar situations.

b. Success:

DOP provided timely and practical information to agencies and employees via our web site.

How to ensure this success in the future:

Maintain a user friendly web site and make users aware of its availability as a resource for information during such crises.

c. Success:

Internally, DOP provided employee hand sanitizer since water was not available for hand-washing. We also provided employees with additional drinking water.

How to ensure this success in the future:

Ensure that there remains a process in place to secure needed supplies in a timely manner.

4. **What can be improved and how (specific details)?**

a. What Can be Improved (problem)?

Address certain workplace safety and sanitation issues.

Recommendation for improvement (solution)?

Hand sanitizer has its limitations so it would be beneficial to have temporary hand-washing stations available. Also, dependent upon work performed, eye-washing stations should be available. This also could have become an issue given the specifics of this particular crisis.

b. What Can be Improved (problem)?

Recommendation for improvement (solution)?

c. What Can be Improved (problem)?

Recommendation for improvement (solution)?

Agency/Commission/Division: _____Prosecutors Institute_____

1. **Key Participants:**

**Add more names as needed*

Name	Job Title	Role in Emergency
Philip Morrison	Executive director	Directing this agency only

2. **Detailed Summary of Agency/Commission/Division's role in responding to the state of emergency:**

The prosecutors institute played no role regarding remedial measures undertaken as a result of the water crises.

3. **What went well and why(Specific Details)?**
   a. Success:

      How to ensure this success in the future:

   b. Success:

      How to ensure this success in the future:

   c. Success:

      How to ensure this success in the future:

   **Add more recommendations as needed*

4. **What can be improved and how (specific details)?**
   a. What Can be Improved (problem)?

      Recommendation for improvement (solution)?

   b. What Can be Improved (problem)?

      Recommendation for improvement (solution)?

   c. What Can be Improved (problem)?

      Recommendation for improvement (solution)?

Agency/Commission/Division:_____Public Defender Services_____

1. **Key Participants:**

**Add more names as needed*

Name	Job Title	Role in Emergency
N/A		

2. **Detailed Summary of Agency/Commission/Division's role in responding to the state of emergency:**

   **Add more space as needed*

The agency had no role in responding to the state of emergency. However, as the Executive Director of the agency, I can attest to the fact that the agency's offices in Hillcrest Tower was impacted by the state of emergency. However, the agency was continually informed about the status of the emergency, was continually alerted to the supply of potable water, and was continually able to send employees to obtain the bottles of water. Accordingly, the agency's employees endured some personal discomfort at home, but, at the agency, these employees were not hindered in any manner in the performance of their duties.

3. **What went well and why(Specific Details)? N/A**
   a. Success:

      How to ensure this success in the future:

   b. Success:

      How to ensure this success in the future:

   c. Success:

      How to ensure this success in the future:

   **Add more recommendations as needed*

4. **What can be improved and how (specific details)? N/A**
   a. What Can be Improved (problem)?

      Recommendation for improvement (solution)?

b. What Can be Improved (problem)?

Recommendation for improvement (solution)?

c. What Can be Improved (problem)?

Recommendation for improvement (solution)?

**Add more recommendations as needed*

Agency/Commission/Division: Department of Administration/Purchasing Division

1. **Key Participants:**

Name	Job Title	Role in Emergency
David Tincher	Purchasing Director	Approve emergency purchases and advise on procedures
Mike Sheets	Assistant Purchasing Director/ACA	Coordinate processing of emergency purchases
Diane Holley-Brown	Assistant Purchasing Director/CTS	Address communication issues

2. **Detailed Summary of Agency/Commission/Division's role in responding to the state of emergency:**

In accordance with §15-5-6(g) of the ***West Virginia Code***, the governor has the authority to suspend certain laws, rules and/or regulations regarding the acquisition of commodities and services by public organizations in the event the governor declares an emergency. Purchasing Director worked directly with Governor's Office and other departments to expedite processing issues. Assistant Purchasing Director/ACA assisted with processing requirements. Assistant Purchasing Director/CTS worked with Gov. Office and General Services Division to communicate water emergency issues with state employees.

3. **What went well and why (Specific Details)?**
   a. Success:
      i. Worked expeditiously to communicate requirements to ensure commodities and services necessary were procured.
      How to ensure this success in the future:
      Same action.

4. **What can be improved and how (specific details)?**
   a. What Can be Improved (problem)?
      Provide additional education to decision-makers of emergency purchasing procedures.
      Recommendation for improvement (solution)?
      Mandatory purchasing training for state officials (passage of SB356) will assist in educating decision-makers of procurement process and procedures.

Agency/Commission/Division: Real Estate Division

1. Key Participants:

Name	Job Title	Role in Emergency
Charles D. Lawrence Jr.	Executive Director	Governor's Office point of contract, finalized report and prepared response to Sean Hill of the Governor's office
Carolyn L. Flanigan	Operations Manager	Compiled report showing Lessor name and or their contact person(s) and phone number(s) of those leased locations in the affected areas and distributed it to staff to begin making calls to confirm flushing procedures had been obtained and completed.
David Hildreth	Sr. Realty Manager	Contacted Lessor/contact person to confirm awareness of flushing procedures and that flushing had been done
Brett Clutters	Realty Manager	Contacted Lessor/contact person to confirm awareness of flushing procedures and that flushing had been done
Misty Moore	Realty Trainee	Contacted Lessor/contact person to confirm awareness of flushing procedures and that flushing had been done
Anthony Signorelli	Realty Agent I	Contacted Lessor/contact person to confirm awareness of flushing procedures and that flushing had been done
David Bailey	Realty Manager	Contacted Lessor/contact person to confirm awareness of flushing procedures and that flushing had been done
Regina Reynolds	Realty Agent IV	Contacted Lessor/contact person to confirm awareness of flushing procedures and that flushing had been done
Tom Barton	Realty Manager	Contacted Lessor/contact person to confirm awareness of flushing procedures and that flushing had been done
Gail Delmaar-Mines	Parking Manager	Contacted Lessor/contact person to confirm awareness of flushing procedures and that flushing had been done

2. Detailed Summary of Agency/Commission/Division's role in responding to the state of emergency:

   Sean Hill from the Governor's Office contacted Mr. Lawrence requesting that the Real Estate Division contact the Lessors in the affected buildings that house state tenants, and confirm they were aware of and had completed the flushing process.

3. **What went well and why (Specific Details)?**
   a. Success: We were able to quickly compile a report showing those leases (under our purview) in the affected areas, the Lessor's name and or Lessor's contact person and phone number(s).

      How to ensure this success in the future: Maintaining up to date and complete records of all leased/owned locations and all pertinent information.

   b. Success: Lessors were already aware of the flushing procedures, and had completed the flushing process.

      How to ensure this success in the future: Keeping the public informed via television, radio, internet, phone calls, etc.

   c. Success:

      How to ensure this success in the future:

4. **What can be improved and how (specific details)?**
   a. What Can be Improved (problem)? While we had contact information on the leases we handle, we did not know the leased/owned locations, and the contact information, for state facilities statutorily exempted from our jurisdiction.

   b. Recommendation for improvement (solution)? Requiring and enforcing that all state agencies need to provide to the Real Estate Division for contact / emergency planning purposes a detailed inventory and pertinent information on the leased/owned property in a consistent format, and by a specific deadline, with regular updates thereafter.

   c. What Can be Improved (problem)?

      Recommendation for improvement (solution)?

   d. What Can be Improved (problem)?

      Recommendation for improvement (solution)?

Agency/Commission/Division:__WV Ethics Commission_____

1. **Key Participants:**

**Add more names as needed*

Name	Job Title	Role in Emergency
None	None	none

2. **Detailed Summary of Agency/Commission/Division's role in responding to the state of emergency:**

   none

3. **What went well and why(Specific Details)? not applicable**
   a. Success:

      How to ensure this success in the future:

   b. Success:

      How to ensure this success in the future:

   c. Success:

      How to ensure this success in the future:

4. **What can be improved and how (specific details)? not applicable**
   a. What Can be Improved (problem)?

      Recommendation for improvement (solution)?

   b. What Can be Improved (problem)?

      Recommendation for improvement (solution)?

   c. What Can be Improved (problem)?

      Recommendation for improvement (solution)?

Agency/Commission/Division: WV Equal Employment Opportunity Office/ Office of the Governor
[This report prepared by Jann D. Hoke, Director.]

1. **Key Participants:**

**Add more names as needed*

Name	Job Title	Role in Emergency
Jann Hoke	Director	Oversaw the agency response; called staff meetings as needed
James Rollins	Investigator	Reviewed COOP
Beverly Reed	Office Manager	Kept abreast of Governor's Office notifications

2. Detailed Summary of Agency/Commission/Division's role in responding to the state of emergency:

First, our office inquired if we could be of assistance in the State of Emergency declared by the Governor.

Second, Mr. Rollins reviewed our COOP and we held a staff meeting to go over continuation of operations if our office had to be closed because of the water crisis. Our office is located within the affected areas.

Third, we sent out an email to all EEO counselors and coordinators in the state agencies assuring them that our office was conducting business as usual during the State of Emergency.

Fourth, our office did continue its regular duties and responsibilities during the State of Emergency.

3. **What went well and why(Specific Details)?**
   a. Success:
   Our office met all of its goals and continued to operate as usual.
   How to ensure this success in the future:
   Make sure that we stay in touch with the Office of the Governor, stay up-to-date on happenings as reported in the media, and make sure our COOP is up-to-date.
   b. Success:
   We let the state agencies know that the EEO Office was operating normally during the State of Emergency.
   How to ensure this success in the future:
   Send out emails to all EEO coordinators and counselors if there is any doubt as to whether the EEO Office is functioning normally if there is a crisis or state of emergency.

4. **What can be improved and how (specific details)?**
   a. What Can be Improved (problem)?
   The West Virginia EEO Office has no specific recommendations to make concerning this State of Emergency or how such problems might be addressed in the future.

RECEIVED
MAY 16 2014
GOVERNOR'S GENERAL COUNSEL

Agency/Commission/Division: WV Equal Employment Opportunity Office/ Office of the Governor
[This report prepared by Jann D. Hoke, Director.]

1. **Key Participants:**

**Add more names as needed*

Name	Job Title	Role in Emergency
Jann Hoke	Director	Oversaw the agency response; called staff meetings as needed
James Rollins	Investigator	Reviewed COOP
Beverly Reed	Office Manager	Kept abreast of Governor's Office notifications

2. Detailed Summary of Agency/Commission/Division's role in responding to the state of emergency:

First, our office inquired if we could be of assistance in the State of Emergency declared by the Governor.

Second, Mr. Rollins reviewed our COOP and we held a staff meeting to go over continuation of operations if our office had to be closed because of the water crisis. Our office is located within the affected areas.

Third, we sent out an email to all EEO counselors and coordinators in the state agencies assuring them that our office was conducting business as usual during the State of Emergency.

Fourth, our office did continue its regular duties and responsibilities during the State of Emergency.

3. **What went well and why(Specific Details)?**
   a. Success:
   Our office met all of its goals and continued to operate as usual.
   How to ensure this success in the future:
   Make sure that we stay in touch with the Office of the Governor, stay up-to-date on happenings as reported in the media, and make sure our COOP is up-to-date.
   b. Success:
   We let the state agencies know that the EEO Office was operating normally during the State of Emergency.
   How to ensure this success in the future:
   Send out emails to all EEO coordinators and counselors if there is any doubt as to whether the EEO Office is functioning normally if there is a crisis or state of emergency.

4. **What can be improved and how (specific details)?**
   a. What Can be Improved (problem)?
   The West Virginia EEO Office has no specific recommendations to make concerning this State of Emergency or how such problems might be addressed in the future.

Agency/Commission/Division: _ _____ **Aviation Division** _____

1. **Key Participants:**

**Add more names as needed*

Name	Job Title	Role in Emergency
Chris Bostick	***Aviation Supervisor***	***Coordinated Initial Flights with Secretary Ross Taylor***
Charles McDowell	***Aviation Pilot***	***Flew Water samples***
Kevin Chapman	***Aviation Pilot***	***Flew Water samples***

2. **Detailed Summary of Agency/Commission/Division's role in responding to the state of emergency:**

Provided Air Support for the transportation of water samples to facilities in Canton, Ohio, Pittsburgh, Pennsylvania and Columbus, Ohio

3. **What went well and why(Specific Details)?**
   a. Success:
   Successfully transported all water samples in a timely fashion
   How to ensure this success in the future:
   Utilize the state's aviation assets for future emergencies of this nature
   b. Success:

   How to ensure this success in the future:

   c. Success:

   How to ensure this success in the future:

4. **What can be improved and how (specific details)?**
   a. What Can be Improved (problem)?
   Flight Delay due to passenger and samples arrival at wrong location on airport
   Recommendation for improvement (solution)?
   Provide points of contacts to flight crew to help provide directions to passengers uncertain of the location of the State Aviation facility
   b. What Can be Improved (problem)?

   Recommendation for improvement (solution)?

   c. What Can be Improved (problem)?

   Recommendation for improvement (solution)?

Agency/Commission/Division: Board of Risk and Insurance Management (BRIM)

1. **Key Participants:**

**Add more names as needed*

Name	Job Title	Role in Emergency
Chuck Jones	**Executive Director**	**Oversight**
John Fernatt	**Safety Committee Chair**	**Policy and Procedure adherence**
Robert Fisher	**Deputy Director and Claim Manager**	**Claim monitoring**

2. **Detailed Summary of Agency/Commission/Division's role in responding to the state of emergency:**

Fortunately, BRIM did not have an active role in responding to the state of emergency except to make certain BRIM employees were assisted in obtaining water for personal use. Outside of the inconvenience to BRIM employees, there was no official responsibility.

The safety committee ensured that the water lines were properly flushed. The safety committee ensured that adequate bottled water was available at BRIM offices for drinking, for coffee and tea. Additionally, those employees who were not directly affected by the state of emergency as their drinking water did not come for WV American Water assisted other affected BRIM employees in obtaining water for their personal use.

Being aware that the DEP is an insured entity in the BRIM liability insurance program, we were vigilant in monitoring whether there were claims presented against DEP as there were overtures communicated through the media that DEP should have done more to regulate the company that was responsible for the chemical leak to the water supply. To date, there have been no claims presented against DEP.

3. **What went well and why (Specific Details)?**
   a. Success: Having a safety committee in place to identify personnel who have the capability and initiative to ensure that during a state of emergency, appropriate action can be taken.

      How to ensure this success in the future: Continuation of the Safety Committee and the urging of other agencies to do the same.
   b. Success:
      How to ensure this success in the future:

**Add more recommendations as needed*

4. **What can be improved and how (specific details)?**
   a. What Can be Improved (problem)?

      Recommendation for improvement (solution)?

b. What Can be Improved (problem)?

Recommendation for improvement (solution)?

c. What Can be Improved (problem)?
Recommendation for improvement (solution)?

**Add more recommendations as needed*

Submitted by: Chuck Jones, Executive Director, BRIM

Agency/Commission/Division: Children's Health Insurance Agency

1. **Key Participants:**

**Add more names as needed*

Name	Job Title	Role in Emergency
Sharon L. Carte	Executive Director	Advise agency staff of emergency response

2. **Detailed Summary of Agency/Commission/Division's role in responding to the state of emergency:**

   **No direct emergency response role was required of this agency- the agency did not receive any increase in inquiries or concerns about the emergency through its call center; overall the impact to this agency from the emergency was minimal*

3. **What went well and why(Specific Details)?**

   a. Success:
   Staff meeting discussion regarding emergency advisories from Governor's Office & other Health authorities
   How to ensure this success in the future:

   b. Success:
   Taped off public water supplies such as sinks and water fountains
   How to ensure this success in the future:
   Keep some bottled water in supply

   c. Success:

   How to ensure this success in the future:

   **Add more recommendations as needed*

4. **What can be improved and how (specific details)?**

   a. What Can be Improved (problem)? n/a

   Recommendation for improvement (solution)?

   b. What Can be Improved (problem)?

   Recommendation for improvement (solution)?

   c. What Can be Improved (problem)?

Recommendation for improvement (solution)?

**Add more recommendations as needed*

Agency/Commission/Division: WV Consolidated Public Retirement Board

1. **Key Participants:**

*Add more names as needed

Name	Job Title	Role in Emergency
Cynthia Adkins	Office Manager	Notify Staff and Bldg Mntc Co Provide clean water & sanitizer
Jeffrey Fleck	Executive Director	Communication to staff

2. **Detailed Summary of Agency/Commission/Division's role in responding to the state of emergency:**

   *Add more space as needed

3. **What went well and why(Specific Details)?**

   a. Success:

   Had plenty of bottled water and Hand Sanitizer for use by staff and customers.

   How to ensure this success in the future:

   Maintain good stock of these items as well as other emergency supplies that may be needed.

   b. Success:

   Flushing of pipes was done in a very timely manner by the building maintenance company. Staff was still able to perform their work and take care of customers.

   How to ensure this success in the future:

   Make sure to notify maintenance company of any issues in a timely manner and provide staff with necessary tools to still be able to work.

   c. Success:

   How to ensure this success in the future:

   *Add more recommendations as needed

4. **What can be improved and how (specific details)?**

   a. What Can be Improved (problem)?

   Communication with staff. COOP plan needed updated.

   Recommendation for improvement (solution)?

   We got updated contact information for staff and updated our COOP plan accordingly.

b. What Can be Improved (problem)?

Recommendation for improvement (solution)?

c. What Can be Improved (problem)?

Recommendation for improvement (solution)?

**Add more recommendations as needed*

Agency/Commission/Division: DOA/FINANCE DIVISION

1. **Key Participants:**

**Add more names as needed*

Name	Job Title	Role in Emergency
DAVID MULLINS	ACTING FINANCE DIRECTOR	DISTRIBUTED WATER TO EMPLOYEES

2. **Detailed Summary of Agency/Commission/Division's role in responding to the state of emergency:**

The Finance Division did not have a direct role in responding to the water crisis in West Virginia. Finance was able to distribute water to employees until the water ban was lifted. The water fountains and sinks were taped off to remind everyone not to use.

**Add more space as needed*

3. **What went well and why (Specific Details)?**
   a. Success: Finance Division was able to provide drinking water to employees
   How to ensure this success in the future: Consider storing large quantities of drinking water on campus
   b. Success:
   How to ensure this success in the future:
   c. Success:
   How to ensure this success in the future:

**Add more recommendations as needed*

4. **What can be improved and how (specific details)?**
   a. What Can be Improved (problem)? No recommended improvements
   Recommendation for improvement (solution)?
   b. What Can be Improved (problem)?
   Recommendation for improvement (solution)?
   c. What Can be Improved (problem)?
   Recommendation for improvement (solution)?

**Add more recommendations as needed*

Agency/Commission/Division: Fleet Management Office

1. **Key Participants:**

**Add more names as needed*

Name	Job Title	Role in Emergency
Kenny Yoakum	*Director, Fleet Management Office*	*None*

2. **Detailed Summary of Agency/Commission/Division's role in responding to the state of emergency:**

   Work as usual. FMO did not have any involvement in the water crisis.

3. **What went well and why(Specific Details)?**

   a. Success:

   FMO was able to continue to work without interruption.

   How to ensure this success in the future:

   b. Success:

   How to ensure this success in the future:

   c. Success:

   How to ensure this success in the future:

   **Add more recommendations as needed*

4. **What can be improved and how (specific details)?**

   a. What Can be Improved (problem)?

   Recommendation for improvement (solution)?

   b. What Can be Improved (problem)?

   Recommendation for improvement (solution)?

   c. What Can be Improved (problem)?

   Recommendation for improvement (solution)?

   **Add more recommendations as needed*

Appendix 7

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: West Virginia Department of Agriculture

Prepared by: Matt Blackwood Date of Review: August 30, 2014

Key Participants:

Name	Job Title	Role in Emergency
Matt Blackwood	Homeland Security Coordinator	Staffed EOC, Coordinated delivery of water
Roy McCallister	Threat Preparedness/ Response Officer	Staffed EOC, Coordinated delivery of water
Dr. Jewell Plumley	State Veterinarian / Director of Animal Health Division	Researched threats of contaminated water on livestock
Butch Antolini	Communications Director	Produced news releases
Eric Ewing	Director of Plant Industries	Consulted on plant related issues

RECEIVED
AUG 12 2014
GENERAL COUNSEL

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

The night of the incident we had a staff member report to the State Emergency Operations Center (EOC). For the first three days we had a staff member in the EOC answering agricultural related questions and to prepare for the delivery of bottled water.

Jimmy Gianato directed the West Virginia Department of Agriculture to take the lead in coordinating the water distribution. We had played a similar role in both the Derecho and Superstorm Sandy. Our staff served as the official representatives of the Division of Homeland Security and Emergency Management (DHSEM) at the FEMA commodity distribution operation at the Air National Guard facility at Yeager.

Our assignment was to dispatch the FEMA trailers with bottled water to approved locations. A county would make a request for water using E-team. Once the order was approved by DHSEM we would be alerted in E-team that we had a new resource request. We would then dispatch a DOH tractor to take a FEMA trailer to the approved location. We were also responsible for the recovery of empty trailers.

The DOH drivers reported to a DOH supervisor stationed with us at the Air National Guard. We would get their approval to dispatch a driver. DOH controlled their personnel. We controlled where they were going.

To facilitate this process we worked directly with the emergency management agencies in all of the affected areas. In that respect, we acted as liaisons between the county emergency management agencies and the Division of Homeland Security and Emergency Management. Representatives from the counties would call us directly when they submitted requests in E-team. That allowed us to check on the progress of the requests and to make sure that we were ready to move commodities once they had been approved.

We also had staff that investigated public concerns related to the safety of the water for animals and plants. We continued to work with the public to alleviate concerns with the water from an agricultural standpoint. Our state veterinarian made numerous calls to toxicologist to determine if there were any threats to livestock (consensus was that there was no threat). Staff also answered other calls related to the use of the water in plants and food crops.

An additional staff member also provided assistance to Kanawha-Charleston Health Department by visiting various restaurants to help them reopen once water was deemed safe.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
DOH drivers were very professional and hardworking. We could not have asked for better individuals to assist us in this activity.	Plan to have them play a similar role in future response efforts.
Air National Guard facility and personnel. Both were invaluable in the success of our operations. With each incident we have gotten better.	Continue use of facility.
Direct interaction with the county emergency management agencies to coordinate delivery of water.	Continuing stressing importance of communication through on-site liaison.

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Communication with DOH trucks while they are in route.	SIRN radios available for use in the trucks. These could be pulled from SIRN radio caches for emergency use.
Written Delegation of authority. We had verbal authority but not all agencies were clear on our role.	Provide commodity distribution manager with delegation of authority that outlines expectations and authority. This would align better with ICS/NIMS.
Control of FEMA resource. There continued to be attempts of unauthorized movement of FEMA commodities without approval from DHSEM.	Clear command and control. All participating agencies must follow commodity distribution protocols and move commodities only when approved through E-team.
Initially, the release of the trailers from FEMA was slow. This meant that we were delayed in getting the trailers moved to the county distribution points. Once they saw our system and how we tracked the movement of the trailers, the process started working better.	Coordinate with on-site FEMA personnel to determine record keeping and tracking requirements. Prior to the distribution of any commodities, personnel and agencies involved need to discuss the process and agree on record keeping standards.

Appendix 8

Shelton, Janet

From: Markham, Peter G
Sent: Thursday, May 29, 2014 2:50 PM
To: Shelton, Janet
Subject: FW: Water Crisis After Action Review for the Dept of Education and the Arts
Attachments: Water Crisis After Action Report - Volunteer WV.pdf; WVEBA After Action Review Questionnaire.doc; Water Crisis After Action Report DRS.docx; Water Crisis After Action Report CandH.docx

From: Redman, Tiffany D [mailto:Tiffany.D.Redman@wv.gov]
Sent: Thursday, May 29, 2014 2:31 PM
To: Markham, Peter G
Subject: Water Crisis After Action Review for the Dept of Education and the Arts

Dear Mr. Markham,
Attached please find Water Crisis After Action Reviews for Educational Broadcasting Authority (WV Public Radio), Division of Rehabilitative Services, Volunteer WV and the Division of Culture and History. The Office of the Cabinet Secretary, the Center for Professional Development and the Library Commission did not play a significant role in responding to the emergency and therefore did not complete the form.

Tiffany D. Redman, Esq.
Special Assistant to Cabinet Secretary Goodwin
Department of Education and the Arts
Building 5, Room 205
1900 Kanawha Blvd. E
Charleston, WV 25305
Office: (304) 558-2440
Fax: (304) 558-1311
Tiffany.D.Redman@wv.gov

After Action Review Questionnaire

WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: Volunteer West Virginia

Prepared By: Gina Namay & Stephanie Yu **Date of Review:** 5/14/14

Key Participants:

Name	Job Title	Role in Emergency
Gina Namay	WV Citizen Corps Program Coordinator	Coordinate CERT Volunteer Response
Stephanie Yu	Executive Director, Volunteer West Virginia	Coordinate AmeriCorps member response and donations

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Volunteer West Virginia helped to coordinate/activate/facilitate the disaster volunteer response. In particular, the WV Citizen Corps Program helped to coordinate the Community Emergency Response Team (CERT) volunteer response and deploy AmeriCorps members as needed. During states of emergency, Volunteer WV Executive Director and the WV Citizen Corps Coordinator attend West Virginia Volunteer Organizations Active in Disaster (WVVOAD's) disaster response conference calls in order to get situational awareness, learn what other volunteer agencies are doing, what materials, supplies and/or human resources are needed, and how we can assist in getting those needs met. WVVOAD conducted daily (or as needed) conference calls during the chemical spill to provide a venue for members/callers to update each other on the status of their response efforts--what they know, what they have done, and what else is needed to address any unmet needs in the affected communities. Both CERT volunteers and AmeriCorps members responded to the crisis, organizing donation drives, delivering water as needed and organizing the donation center in Charleston.

What went well and why?

What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Including local CERT Program Leaders on WV VOAD conference calls improved communications and situational awareness between state and local response agencies. CERT volunteers coordinated donation drives and water delivery to the affected	Continue this practice.

area.	
AmeriCorps members and other community volunteers activated by Volunteer WV assisted with organizing the donations received at Charleston sites, as well as assisted with Red Cross and other water delivery as needed.	This will continue, and AmeriCorps members will receive additional disaster response training going forward, to be able to offer additional aid as needed.

What can be improved and how?

What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?

What can be improved?	Recommendations
Communications between state, local and disaster volunteer response agencies in order to decrease duplication of efforts, obtain accurate up to date disaster response information, and to more effectively coordinate response efforts.	Designate a physical location for a WV VOAD headquarters where VOAD agency leads can meet and communicate face-to-face, which would improve communications and coordination efforts. A memorandum of understanding is being developed between VWV and WV VOAD to facilitate this.
Physical and monetary donations management	Create a volunteer staffed call center that will be located at the designated WV VOAD headquarters to take calls for disaster-related donations, requests, etc. A memorandum of understanding is being developed between VWV and WV VOAD to facilitate this. AmeriCorps members will be utilized to staff the call center.

Division of Culture & History

A. Key Participants:

1.	Randall Reid-Smith	Commissioner	Provide leadership and communication from Agency to Department
2.	Caryn Gresham	Deputy Commissioner/Communications Director	Communications/Updates Agency Staff and Governor's Office
3.	Sue Chapman	Director of Administration	Logistics and Need Assessments – of Inventory /Procurements
4.	David Riebe	Chief Security Officer	Security of Building and monitor access points

B. Detailed Summary of Agency/Commission's Role in responding to the state of emergency:

- **Facility Assessments**: Ongoing monitoring based on protocols provided from Governor's Office (WV Water company/CDC/Health Dept) for removing access to all water sources in the facility until flushing was successfully completed. Reported progress ongoing to the Governor's Office, Department Cabinet Secretary and employees of The Division of Culture and History. .
- **Inventory Assessments**: Determined the supplies on hand (water/hand sanitizer, etc...) and determined and ordered based of usage for future needs.
- **Resource Allocation**: The process of determining essential staffing during the onset of the situation and going forward both daily and weekly.
-

C. What went well and why?:

1.	Determined what staff was needed for immediate response to the state of emergency	Updating Emergency Communication Cards Security is lead
2.	Immediate Action was taken to secure the facility and remove all access to any water supply.	Deploy a team to sweep building Security & Logistics lead
3.	Availability of adequate supplies based on amount of time event was thought to last	Ongoing Inventory Assessments Procurement & Logistics lead

D. What can be improved and how?:

1.	Update COOP Plan to reflect changes in staff change	Have HR will make the updates as staff
2.	Remind all employees of State 1-800 number to call for status reports	Posted signs on employee bulletin boards
3.	Supervisor's communicate to staff early	Assure supervisors have employee emergency contact information for call down

What would be your advice to future emergency response teams?:

- Conduct drills for various events (Floods/Outbreaks/Extreme Weather, etc...)
- Consolidate resources....determine various site/location needs (water/ice/materials, etc...) Eliminate agency resources operating independent of each other
- Inter/intra agency communications to specific tasks areas of assignment (Facilities/Personnel/Safety & Health, etc...) This can be accomplished once the resources are consolidated (see above suggestion)

5/21/2014
C&H/sgc

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: West Virginia Public Broadcasting (West Virginia Educational Broadcasting Authority)

Prepared by Scott Finn, Executive Director Date of Review: May 9, 2014

Key Participants:

Name	Job Title	Role in Emergency
Scott Finn	Executive Director	Directing resources and overall agency response
Chuck Roberts	Director of Video Production	Provided live coverage of press conferences and public hearings
Beth Vorhees	News Director	Oversaw comprehensive news coverage on radio, TV, online and social media
Adam Harris	Director, Mountain Stage	Produced free live show for Charleston community in aftermath of spill
Dave McClanahan	Engineering Director	Set up all satellite and broadcast connections during spill coverage

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

West Virginia Public Broadcasing provided the following services in responding to the state of emergency:

1. Round-the-clock coverage on West Virginia Public Radio, wvpublic.org, social media, and TV
2. Live TV coverage of two public hearings
3. Free satellite feed of press conferences to all media, in coordination with the Governor's Office and The Media Center
4. In-depth interviews with Gov. Tomblin and other key policymakers during our TV and radio program, "The Legislature Today."
5. Free Mountain Stage concert to celebrate our state's response to the water crisis
6. Stories to several national TV and radio programs, including PBS NewsHour and NPR's Morning Edition.

Successes	How to Ensure Success in the Future
Satellite feed of live press conferences and public hearings	Have ongoing emergency contract with satellite provider (working on it now)
Social media and online coverage – we received many thanks for this, which allowed West Virginians to follow what's happening in real time	Keep full-time digital editor and commitment to social media and online news
Free Mountain Stage concert – this sold-out event generated business and goodwill for local businesses affected by the spill, and good publicity for the state	Ongoing Legislative funding support allows Mountain Stage to make decisions like this one and not be entirely dependent on ticket revenues
In-depth interviews with Gov. Tomblin and other key policymakers during our TV and radio program, "The Legislature Today."	Continued Legislative support for "The Legislature Today" and other programming on West Virginia Public Broadcasting

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Coverage of live press conferences	**A written plan with Governor's office, DMAPS communications staff and others about our role**
Coverage of live press conferences	**A better system for sending video from Capitol building to our HQ at 600 Capitol Street, eliminating the need for a satellite truck (we are working on this, but coordinating things with all the different agencies has proven time-consuming)**
Live coverage of public and Legislative hearings	**Installing permanent fiber and cameras in House chamber**

STATE OF WEST VIRGINIA
OFFICE OF THE GOVERNOR
1900 KANAWHA BOULEVARD, EAST
CHARLESTON, WV 25305 (304)
558-2000

EARL RAY TOMBLIN
GOVERNOR

April29, 2014

Honorable Kay Goodwin, Secretary
West Virginia Department of Education and the Arts
State Capitol, Building 5, Room 205
Charleston, West Virginia 25305

Re: Water Crisis After Action Review

Dear Secretary Goodwin:

Governor Tomblin has requested an After Action Review of the State of West Virginia's emergency response to the January 9, 2014, Elk River chemical spill that contaminated West Virginia American Water Company's water distribution system servicing approximately three hundred thousand residents. The Review will highlight the many ways in which State agencies, county and local emergency management offices, volunteer and charity organizations, the West Virginia National Guard, and other entities responded to the nine-county "State of Emergency." It will also address how the State can improve its emergency response systems. Governor Tomblin has asked me to supervise the Review, together with Adjutant General James Hoyer of the West Virginia National Guard and Jimmy Gianato, the Director of the West Virginia Division of Homeland Security and Emergency Management.

The thoroughness of the Review depends in large measure on your agency's participation in providing us information on how it responded to the emergency. Specifically, it is critical we understand your agency's role in the response, the responsibilities it managed, and the successes it achieved. Equally important, we need your agency to identity and examine the problems it encountered,· and to provide us with concrete solutions it can implement to improve its emergency efforts going forward.

Accordingly, we request that your agency complete and return to me the enclosed questionnaire. Responses to the questionnaire should be based on feedback received from appropriate agency personnel (including, but not limited to, division supervisors) who participated in the emergency response. We recommend that you or a designated individual within the agency conduct an open and honest forum to solicit the views of knowledgeable

APR 29 2014 RCVD

personnel. We hope you will engage in a collaborative, roundtable-type discussion to brainstorm the strengths and weaknesses of your agency's emergency response to make the Review as comprehensive as possible. Please note that your responses may be subject to the Freedom of Information Act and will be included in our final After Action Review Report.

Please return the questionnaire to me at General Counsel, Office of the Governor, Room M-146, 1900 Kanawha Boulevard, East, Charleston 25301, by the close of business on **Monday, May** 26, **2014.** We thank you in advance for your attention to this most important matter, which will help ensure that West Virginia is even better prepared should it face a similar emergency situation in the future.

Sincerely,

Peter G. Markham

Peter G. Markham
General Counsel
Office of Governor Earl Ray Tomblin

Encl.

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: West Virginia Division of Rehabilitation Services

Prepared by Aaron E Johnson ,Date of Review: 26 May 2014

Key Participants:

Name	Job Title	Role in Emergency
Aaron E Johnson	Assistant Director	Oversight of Administrative Services, including Safety and Health
Deron Wilkes	Operations Supervisor	Safety and Health
Donna Ashworth	Director	Administrative Oversight

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

9Jan – Thursday - Staff followed the unfolding water situation on 9January14. The 'Do Not Use' order, and the Governor's state of emergency announcement, came after the standard close of business on 9January 14.

10Jan – Friday - Staff came into work per the usual normal work routine. Offices affected at DRS were (1) 107 Capitol Street (KB&T Building); (2) 4701 MacCorkle Avenue (Kanawha City); (3) Putnam Village (Teays Valley); (4) McJunkin Road (Nitro). By the time staff had arrived at their respective office locations, signs had been placed on all sinks and in-line water coolers that the water should not be used, and that water within the toilet systems was only to be used for flushing. As this was the day after the crisis started, there was still some confusion on how to obtain water, but there was no panic among staff members. The federal state of emergency was also declared this day. In order to provide some drinking water, some staff members in the various members, at their own initiative and expense, brought in bottled water to share. Various local locations had also started distributing free bottled water and some staff were able to obtain water at those sites and brought that water into the offices for common use. Normal work occurred this day, though staff were certainly following the situation via all available media sources.

10Jan – con't – DRS Administrative staff had met to discuss and evaluate the situation. All measures were being taken to ensure safe drinking water was available. To the credit of all staff there were no hysterics or demands or complaints, simply the usual wry humor expected in such an unusual situation in which all were affected.

11Jan – Saturday - Staff members obtained bottled water through the various public and private sources. . Staff continued to follow the saga via the various media sources. Most of the affected DRS sites had converted from bulk water dispensers to in-line water dispensers in the past, but those that had bulk water coolers continued to use those, though the water supply was limited to what was on hand. Understandably, the water suppliers such as Tyler Mtn Water were also inundated with water requests, and their priority was to supply life critical locations and operations first.

12Jan – Sunday - Staff members obtained bottled water through the various public and private sources. Additional free public sources had opened up, though each site was limiting how much each visitor could obtain. And private sources continued to sell large quantities of water. At no point did the various offices not have safe bottled or drinking water available for the staff. As testing on the water supplies had begun, staff were hopeful that the situation would be resolved soon.

13Jan - - Monday - For the new normal, normal work operations continued this day. Staff members obtained bottled water through the various public and private sources. Staff members at all DRS sites generously took their own time to wait in line at the various public sources for bottled water in order to obtain drinking water for the offices. Additional free public sources had opened up, though each site was limiting how much each visitor could obtain. And private sources continued to sell large quantities of water. At no point did the various offices not have safe bottled or drinking water available for the staff. At approximately noon on this date the water company and the state authorized the 'flushing' procedures, and lifting of the 'do not use' restriction. Flushing instructions were provided to all affected staff via email accounts, as well as instructions posted to the agency Intranet site. As the DRS Capitol Street site was in one of the first zones to be authorized for Flushing, the site was flushed in late afternoon, in consultation and agreement with the landlord. Staff were instructed, as relayed by the water company, that after Flushing was complete then the water was deemed safe for all uses. Although reports from the water company stated that the water was safe for all uses, no staff were using the standard tap water sources for uses such as drinking, coffee, cooking sources, etc.

14Jan – Tuesday – The DRS Kanawha City site was authorized to begin Flushing, and in consultation with the landlord complete the flushing this day. Mixed messages were coming to staff from various state, local, news, and interested parties as to the true safety of the water, even after Flushing, and so most if not all staff were not using the tap water sources for anything where the water might be ingested. Staff members who had homes in areas that had allowed Flushing reported in that some of them were using the water for bathing/showering but many also reported that the licorice smell was still very present, which caused reluctance to use the water for anything. DRS was now able to get some bulk water for water coolers from Tyler Mtn Water, as well as Sage. For water coolers with in-line water systems, DRS was on a very long waiting list to have the filtration systems in those items replaced.

15Jan – Wednesday – The 'do not use' restriction and Flushing authorized for DRS Nitro site, and in consultation with the landlord completed flushing that day. Staff operations continued as normal at all sites. Mixed messages were coming to staff from various state, local, news, and interested parties as to the true safety of the water, even after Flushing, and so most if not all staff were not using the tap water sources at work or at their homes for anything where the water might be ingested.

16Jan – Thursday – The 'do not use' restriction has been lifted at all affected DRS sites. Work continued as normal. All staff had various concerns regarding the true safety of the water for ingestion purposes. The agency, and various staff members on their own, continued to provide free bottled water gained from the various public emergency sources.

17Jan – Friday - The 'do not use' restriction has been lifted at all affected DRS sites. Work continued as normal. All staff had various concerns regarding the true safety of the water for ingestion purposes. The agency, and various staff members on their own, continued to provide free bottled water gained from the various public emergency sources.

18-19Jan – Saturday-Sunday – No standard work activities.

20Jan – Monday – The in-line water cooler systems were serviced, having all filtration units replaced, water flushed, etc.

20Jan – cont - DRS Administrative staff met, and on this date the 'water crisis' was deemed closed for DRS support purposes. Staff were informed that no additional bottled water would be brought into the sites by the agency for their use, though staff were certainly allowed to gain free public water from public sources if they desired and bring that water in to share with other staff at the sites. Many staff continued to obtain free bottled water until supplies ran out.

Present - Most staff continue to bring in private water supplies for their own use, many months after the water crisis.

What went well and why?

(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Administrative staff were in consensus on what steps to take.	While this did not invoke our COOP plan, its unusual nature did cause us to look at various emergency scenarios.
Concerted and sincere effort by staff at all levels to deal calmly with the situation.	
Staff, as citizens, were pleased and impressed with the emergency response of water delivery from the state level to the federal level.	

What can be improved and how?

(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Scenario Planning	The unusual nature of the situation forced us to look at various scenarios not previously considered.

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: WVDE

Prepared by Charles K. Heinlein Date of Review: July 31, 2014

Key Participants:

Name	Job Title	Role in Emergency
Charles K. Heinlein	Deputy Superintendent	Contact for county Superintendents involved with water crisis
James B. Phares	State Superintendent	Messaging of school related issues with water crisis
Joe Panetta	Assistant Superintendent	Calendar issues derived from water crisis
Mike Pickens	Executive Director School Facilities	Updating school response to water crisis and interface with Kanawha County Health Department
Liza Corderio	Executive Director office of Communications	Coordination with Governor's Office of Communications and county messaging of issues arising from water crisis. Regular updates of school flushing timelines and status.

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

The WVDE was responsible for serving as a communication conduit between government agencies working on the crisis and local school systems. The WVDE conducted several conference calls and meetings in an effort to provide information and guidance related to actions being taken in local school systems. Area of interest included crisis management with the media and communication with parents, students and teachers.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
The development of the Rapid Response Team (RRT) was a great success. The team was able to bring order and consistency to local decision making. The team encouraged communication and collaboration between the local health department, the National Guard and the school system. Also, the WV National Guard has an inherent level of respect and trust among the general public in our state. Its participation in school water testing was vital.	Similar teams should be developed at the onset of a crisis. It wasn't until after a couple of missteps that the RRT was born. This team was able to establish protocols as to when a school needed to be shut down because of water issues. Each WV county school system and the Kanawha County Health Department should have an emergency contact list with the WVDE for immediate communications when an emergency occurs
The communication level between PIOs representing the organizations involved was thorough and consistent.	

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
At times it appeared that decisions were being made and communicated without ALL parties being consulted. These decisions were communicated to PIOs and acted upon. In some cases backtracking had to occur on a public level. Such backtracking presents a perception of chaos.	During any crisis split second decisions must be made but it is important to have a SMALL core team in agreement on decisions prior to providing direction to a larger group.
There appeared to be a disconnect with the Charleston Health Department at times. As a result, official communication was being sent to the media which created confusion, finger pointing and a sense of secrecy.	Relationships should be built prior to a crisis so there is a semblance of trust and respect
WVDE - Ensure that the local school systems have an updated "Crisis Response Plan" specific to this emergency, **Water contamination crisis.**	Include a tab in the "Crisis Response Plan" specific for a water contamination

Appendix 9

RECEIVED
MAY 23 2014
GOVERNOR'S GENERAL COUNSEL

west virginia department of environmental protection

Executive Office
601 57th Street SE
Charleston, WV 25304
Phone: (304) 926-0440
Fax: (304) 926-0446

Earl Ray Tomblin, Governor
Randy C. Huffman, Cabinet Secretary
www.dep.wv.gov

May 22, 2014

Peter G. Markham
General Counsel Office of the Governor
1900 Kanawha Boulevard, East
Charleston, WV 25305

Dear Mr. Markham:

In response to your letter of April 29, 2014, I have enclosed the Water Crisis After Action Review Questionnaire completed for the Department of Environmental Protection. This document was completed with input from the various divisions within the agency that participated in the spill response.

I hope the information is useful to you and will help in meeting your stated goals. I will be happy to participate in any activities that you deem necessary to understand or implement any of the observations or recommendations that have been submitted.

If you have any questions, please do not hesitate to contact me at 304-389-7512.

Sincerely,

H. Michael Dorsey, Chief
Homeland Security & Emergency Response

HMD/gb

Enclosure

Shelton, Janet

From: Markham, Peter G
Sent: Thursday, May 22, 2014 2:06 PM
To: Shelton, Janet
Subject: FW: Water Crisis After Action Review
Attachments: FreedonAAR.pdf

RECEIVED
MAY 23 2014
GOVERNOR'S GENERAL COUNSEL

From: Dorsey, Mike H
Sent: Thursday, May 22, 2014 12:16 PM
To: Markham, Peter G
Cc: Huffman, Randy C
Subject: Water Crisis After Action Review

Peter,

I have attached the Freedom Industries After Action Review Questionnaire for the Department of Environmental Protection. This document was prepared in consultation with participants from the various divisions in the agency which had responsibility for our response. I will be happy to discuss our findings and recommendations at your convenience. A copy of the document will follow by mail.
Once again, please do not hesitate to contact me if I can be of assistance. I will be out of state on vacation the week of May 25th, but will be checking messages and email.

Mike Dorsey, Chief
Homeland Security and Emergency Response
West Virginia Department of Environmental Protection
601 57th St. SE
Charleston, WV 25304
304-926-0499 ext. 1278

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: WV Department of Environmental Protection

Prepared by Michael Dorsey **Date of Review:** 5-7-14

Key Participants:

Name	Job Title	Role in Emergency
Randy C. Huffman	Cabinet Secretary	Oversight; communication with Governor
Scott Mandirola	Director, DWWM	Remediation and enforcement oversignt
Mike Dorsey	Chief, HSER	Emergency response & remediation oversight
Rusty Joins	Assistant Chief, HSER	Emergency response & remediation oversight
Cindy Musser	Inspector Supervisor	Enforcement/remediation oversignt

(continued on page 3)

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

The Department of Environmental Protection discovered the MCHM leak by investigating odor complaints. Following that discovery, emergency response activities were initiated to ensure that the leak was stopped and to prevent additional MCHM from entering the Elk River. Concurrently, containment/remediation efforts were started at the site to collect and remove the pure MCHM, a well as MCHM contaminated water from the site. The agency used its authority granted under Chapter 22, Articles 1, 11, 18 and 19 to investigate, respond and oversee the continuing cleanup resulting from the incident.

Additionally, the agency provided guidance to the Governor and his staff and assisted with communication efforts to the public. The agency also coordinated with and provided assistance to the National Guard, the Division of Homeland Security and Emergency Management, the Department of Health and Human Resources, West Virginia American Water Company, and others, as requested.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Control of the spilled MCHM. Goal of <1 ppm at the water intake achieved by 01-11-14.	Firm control of cleanup. Continuous oversight and intervention; sound planning
Communication among all interested entities in the remediation process	Daily planning meetings with all parties present to make sure no one's concerns are unaddressed
Containment/remediation of the site and spilled material	Ensure that financial resources are available and managed to address any contingencies

What can be Improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Language to allow the state to assume control of responsible party cleanups would be useful.	Law (22-19) could be revised to allow state to assume control of responsible party cleanups, if necessary.
Incident Command System	Familiarize Governor's Office and other Executives with tenets of the ICS.
Relationship with media	Get media access to incident sites where possible to better define/defend our message & promote confidence in government.

After Action Review Questionnaire

WATER CRISIS 2014

Key Participants (continued)

Name	Job Title	Role in Emergency
Tom Aluise	Public Information Officer	Liaison with public and Governor's Director of Communications
Division of Air Quality Personnel	ERS3, Engineers, Technical Analysts	First response and investigation of odor complaints
DWWM Personnel	Environmental Inspectors	Remediation oversignt

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: WV Department of Environmental Protection

Prepared by Michael Dorsey **Date of Review:** 5-7-14

Key Participants:

Name	Job Title	Role in Emergency
Randy C. Huffman	Cabinet Secretary	Oversight; communication with Governor
Scott Mandirola	Director, DWWM	Remediation and enforcement oversignt
Mike Dorsey	Chief, HSER	Emergency response & remediation oversight
Rusty Joins	Assistant Chief, HSER	Emergency response & remediation oversight
Cindy Musser	Inspector Supervisor	Enforcement/remediation oversignt

(continued on page 3)

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

The Department of Environmental Protection discovered the MCHM leak by investigating odor complaints. Following that discovery, emergency response activities were initiated to ensure that the leak was stopped and to prevent additional MCHM from entering the Elk River. Concurrently, containment/remediation efforts were started at the site to collect and remove the pure MCHM, a well as MCHM contaminated water from the site. The agency used its authority granted under Chapter 22, Articles 1, 11, 18 and 19 to investigate, respond and oversee the continuing cleanup resulting from the incident.

Additionally, the agency provided guidance to the Governor and his staff and assisted with communication efforts to the public. The agency also coordinated with and provided assistance to the National Guard, the Division of Homeland Security and Emergency Management, the Department of Health and Human Resources, West Virginia American Water Company, and others, as requested.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Control of the spilled MCHM. Goal of <1 ppm at the water intake achieved by 01-11-14.	Firm control of cleanup. Continuous oversight and intervention; sound planning
Communication among all interested entities in the remediation process	Daily planning meetings with all parties present to make sure no one's concerns are unaddressed
Containment/remediation of the site and spilled material	Ensure that financial resources are available and managed to address any contingencies

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Language to allow the state to assume control of responsible party cleanups would be useful.	Law (22-19) could be revised to allow state to assume control of responsible party cleanups, if necessary.
Incident Command System	Familiarize Governor's Office and other Executives with tenets of the ICS.
Relationship with media	Get media access to incident sites where possible to better define/defend our message & promote confidence in government.

After Action Review Questionnaire

WATER CRISIS 2014

Key Participants (continued)

Name	Job Title	Role in Emergency
Tom Aluise	Public Information Officer	Liaison with public and Governor's Director of Communications
Division of Air Quality Personnel	ERS3, Engineers, Technical Analysts	First response and investigation of odor complaints
DWWM Personnel	Environmental Inspectors	Remediation oversight

Appendix 10

Shelton, Janet

From: Markham, Peter G
Sent: Thursday, May 29, 2014 10:27 AM
To: Shelton, Janet
Subject: FW: After action review questionnaire
Attachments: FINAL - After Action Review Questionnaire.pdf

Importance: High
Sensitivity: Confidential

From: Villanueva-Matkovich, Karen C
Sent: Thursday, May 29, 2014 10:26 AM
To: Markham, Peter G
Subject: After action review questionnaire
Importance: High
Sensitivity: Confidential

As requested.

Thanks,
KVM

Karen C.Villanueva-Matkovich
General Counsel
Office of the Cabinet Secretary
West Virginia Department of Health and Human Resources
One Davis Square, Suite 100, East
Charleston, WV 25301
304-558-8434

DISCLAIMER: Internal communication not subject to disclosure. Do not forward or archive.

After Action Review Questionnaire

WATER CRISIS 2014

Agency/Commission: Department of Health and Human Resources ("DHHR") – Bureau for Public Health ("BPH")

Prepared by: Cabinet Secretary Karen L. Bowling **Date of Review:** May 7, 2014

Key Participants:

Name	Job Title	Role in Emergency
Karen L. Bowling	DHHR Cabinet Secretary.	Leadership of DHHR – BPH.
Letitia Tierney	BPH Commissioner and State Health Officer.	Leadership of BPH's divisions responding to the emergency.
Jerry Rhodes	Director of the Center for Threat Preparedness ("CTP") within the BPH.	Coordination, support and oversight of the health response to the emergency by establishing command center and working with local health departments, health care facilities and emergency agencies.
Loretta Haddy	Director of Epidemiology & Prevention Services ("OEPS"), overseeing the Division of Infectious Disease Epidemiology ("DIDE"), all within the BPH.	Collection and reporting of data from medical providers and the poison control center to the Division of Homeland Security and Emergency Management – Emergency Operations Center ("DSHEM-EOC"). Consultation with the Centers for Disease Control and Prevention ("CDC") and the Agency for Toxic Substances and Disease Registry ("ATSDR") for chemical exposure information.
Walt Ivey	Director of the Office of Environmental Health Services ("OEHS") within the BPH.	Working with various entities in reviewing and monitoring sampling activities, and providing assistance for opening schools and restaurants.

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

The DHHR – BPH, through its various divisions, played a number of roles in responding to the state of emergency.

CTP and OEHS were responsible for initiating the response to the emergency by alerting and setting up Health Command, which consisted of 40 people responding to the command center who were available 24 hours a day for two weeks, in 12-hour shifts. CTP supported OEHS, OEPS, the State Office of Laboratory Services ("OLS"), the West Virginia Poison Control Center and the DSHEM-EOC throughout the course of Health Command activation.

OEHS reviewed methods and data of the water sampling and testing. OEHS reviewed the monitoring plan (water sample collection) efforts conducted in the various pressure zones as well as the sampling results at each stage of lifting the "do not use" order. OEHS was part of this decision making team along with the National Guard, Department of Environmental Protection, Kanawha County Emergency Management and DSHEM. Once the "do not use" order was lifted for the initial pressure zones to begin the flushing process, OEHS continued monitoring flushing and sample collection throughout the pressure zones to ensure that 4-methylcyclohexanemethanol (MCHM) levels were below CDC-recommended levels.

OEHS provided requested assistance to the Kanawha County Health Department by providing information on sanitarians needed to perform inspections once "do not use" order was lifted in order to reopen schools and restaurants to serve their communities, assist local businesses and lessen the negative impacts of the spill.

OLS set up the testing instruments to test for MCHM in water. OLS operated on a continuous basis testing samples for the various pressure zones.

OEPS consulted with the CDC and ATSDR concerning the emergency, and received an exposure level recommendation from the CDC. OEPS – DIDE Obtained emergency assistance from CDC, where a team of CDC epidemiologists helped in the collection and abstraction of medical data. OEPS – DIDE abstracted data of various alleged exposure symptoms from emergency rooms and the poison control center. OEPS provided daily situation reporting to DSHEM-EOC on the data abstraction from the Health Command.

DHHR coordinated various agencies and units to assist with provision of potable water to residents of the affected counties.

What went well and why?
(What steps were taken toward successfully achieving your objective?)

Successes	How to Ensure Success in the Future
A wide variety of DHHR – BPH persons skilled in all aspects of public health were quickly mobilized and began providing logistical support.	Continue BPH emergency communication and mobilization process in place.
The initial Health Command team notification, muster and activation were timely and efficient.	Continue the CTP process in place for setting up Health Command in response to a potential public health emergency.
DHHR and BPH leadership visited Health Command staff early in the emergency and provided direction for given tasks.	Continue early mobilization and communication through Health Command so that the various resources of DHHR – BPH can be directed and provided guidance by leadership.
Skills and experience of DHHR – BPH persons utilized effectively to decide who would work on which projects.	Continue working atmosphere and leadership allowing for free-exchange of creative ideas for problem solving and reaching consensus.
DHHR – BPH worked cooperatively with affected hospitals to help ensure that the health care system remained intact.	Continue collaborative relationship and effective communication with hospitals in emergency situations.
OLS effectively implemented water testing developed by DSHEM and civilian partners, and operated on a continuous basis.	Continue OLS response to emergencies and collaboration with other state agencies.
OEPS – DIDE effectively collected and abstracted data of various alleged exposure symptoms from emergency rooms and the poison control center, and provided daily situation reporting.	Continue the OEPS – DIDE process for health data abstraction for potential health emergencies.
OEHS provided assistance to the Kanawha County Health Department by providing information on sanitarians needed to perform inspections and reopen schools and restaurants.	Continue to provide data as requested to local health departments to assist local businesses and lessen the negative impact of emergencies.

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Initial emergency response communication within the DHHR – BPH and with local health boards can be refined.	Create automated cellphone texting and emailing system which will alert identified leadership of relevant agencies, hospitals and nursing homes, and local health boards to join a predetermined conference call for initial emergency response.
Ongoing emergency response communication can be refined to centralize various agency needs throughout each day of the emergency.	Following initial emergency response, set up regular briefing conference calls (e.g.: every 6 hours) for leadership of relevant agencies and local health boards.
More seamless communication and role definition between EOC and Health Command can be fostered for future emergencies involving public health.	Clearly define the respective roles of EOC and Health Command to prevent duplication of efforts and ensure communication in times of potential public health emergencies. CTP can provide a tool which would guide and explain to EOC the role of Health Command in public health emergencies.
Accuracy of OEPS – DIDE emergency health data abstraction can be improved.	OEPS – DIDE recommends that future emergency health data entry and data abstraction be performed together so that discrepancies can be more promptly recognized and fixed. Also consider double data entry in order to fix discrepancies and save time.
Method of after-hours requests for internal emergency-duty assistance can be improved.	Within the first few hours of a public health emergency, DHHR can develop a communication plan using group text when requesting internal emergency-duty assistance after hours instead of calling people individually. Create group text lists relevant to various disciplines and skills in advance which can be refined during times of emergency to ensure staffing is efficient.
Emergency communication with CDC can be improved.	BPH should outline and maintain a process for escalation of communications up the CDC chain of command structure for emergencies, and when additional explanation to the public of the CDC's position or recommendation is required.

Directing consumers to proper entities in order to answer health and safety questions in times of emergency can be improved.	Within the first few hours of identifying the type of public health emergency at issue, relevant DHHR agencies can inform constituent services of where to best direct various types of consumer inquiries about the emergency in order to improve the quality and timeliness of information requested.
Collection of health data from hospitals can be improved in times of emergency so that BPH may effectively maximize the value of data collected for use during emergencies.	BPH should develop a refined process with a specific communications officer for each hospital to guide the collection and abstraction of health data.
The method of informing the public of the "do not use" order could be improved.	The chemical emergency sirens may be employed in an instance such as the MCHM spill to alert people to seek the news from radio, television and other media.
Access to information in DHHR during an emergency in order to be responsive to media and public requests can be improved.	The DHHR – BPH recommends that an internal protocol be developed for media and Freedom of Information Act requests for new data during an active emergency.

Appendix 11

After Action Review Questionnaire
WATER CRISIS 2014

Agency/Commission: **Department of Military Affairs and Public Safety (DMAPS)**
Prepared by: Lawrence Messina

Key Participants:

Name	Job Title	Role In Emergency
Joseph Thornton	Cabinet Secretary	Oversaw department's overall response to crisis; represented department during administration's discussions of response to crisis; represented department at press briefings.
Christine Farris Morris	Deputy Secretary	Assisted cabinet secretary in overseeing department's response; coordinated with supervisors of department's component agencies to assess and respond to their needs and situations.
David Hoge	Director, Homeland Security State Administrative Agency; Liaison with WV VOAD/Multi-agency Warehouse	Oversaw the management and distribution of random, unsolicited donations to assist the affected areas.
Lawrence Messina	Communications Director, DMAPS	Helped oversee and staff the Joint Information Center (JIC); aided in responding to numerous media inquiries.
Thom Kirk	Director, Fusion Center; general counsel, DMAPS	Oversaw Fusion Center operations in response to crisis; helped process Freedom of Information Act requests received by DMAPS.
Jimmy Gianato	Director, Division of Homeland Security and Emergency Management (DHSEM)	Served as Director of Joint Interagency Support - Operation Elk River Chemical Spill (JIAS-OERCS); oversaw DHSEM response to crisis; participated in administration's discussions of response to crisis; represented DHSEM at numerous press briefings and media interviews.
Paul Howard	Director of Operations, DHSEM	Helped oversee DHSEM response to crisis.
Laverne Stout	Shift Leader, Emergency Operations Center (EOC), DHSEM	Coordinated EOC's overall response efforts.
Robert Jelacic	Shift Leader, Emergency Operations Center (EOC), DHSEM	Coordinated EOC's overall response efforts.
Al Lisko	Director, Mitigation and Recovery Branch, DHSEM	Served as key liaison with U.S. Federal Emergency Management Agency (FEMA) and its personnel sent to West Virginia during the crisis; helped draft letters to FEMA requesting emergency declaration and aid.

Terrance Lively	Public Information Officer, DHSEM	Created and maintained online resource page for press, public; helped to staff the JIC; aided in responding to numerous media inquiries.
James Hoyer	Major General, Adjutant General of West Virginia National Guard (WVNG)	Oversaw WVNG response to crisis; oversaw response by Multi-Agency Command Cell at W.Va. American Water Co. (WVAW); represented WVNG in administration's discussions on responding to crisis; represented WVNG in numerous press briefings and media interviews.
David Buckalew	Brigadier General, WVNG	Helped oversee WVNG response to crisis.
Gregory Grant	Lieutenant Colonel; Commander, 35th Civil Support Team (CST), WVNG	Led CST during its role in responding to crisis.
Joseph S. Peal	Lieutenant Colonel, WVNG	Helped oversee WVNG operations.
William Walker	Captain, Director of Intelligence, WVNG	Helped oversee WVNG operations, including intelligence gathering and dissemination.
David Lester	Lieutenant Colonel, WVNG	Helped to set up, oversee and advise the JIC.
Melissa Shade	Lieutenant Colonel, Public Information Officer	Helped to oversee media contacts with WVNG throughout crisis; helped to staff JIC; aided in responding to numerous media inquiries.
C.R. "Jay" Smithers	Colonel, Superintendent of West Virginia State Police (WVSP)	Oversaw WVSP response to crisis.
David L. Lemmon II	Captain, Commander, Troop 4, WVSP	Oversaw Kanawha-area response by WVSP to crisis.
Ron Arthur	Captain, Director, Troop O (Special Operations), WVSP	Helped oversee WVSP response to crisis.

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Agency/Commission	Role
Office of the Secretary (OOTS), DMAPS	Monitored effects of chemical leak and Do Not Use alert on all facilities of component agencies (besides the central offices for all of these agencies, alternative water was needed for South Central Regional Jail, Charleston Work Release Center, James H. "Tiger" Morton Juvenile Center and Donald R. Kuhn Juvenile Center.); monitored efforts to provide water and other needed resources to affected facilities. The secretary took part in response planning and discussions with the governor's office and other key participants, and represented the department at press briefings. The communications secretary helped oversee and staff the Joint Information Center and assisted the governor's office with messaging and media inquiries throughout the crisis.
Fusion Center	Fusion Center began operating around-the-clock following the State of Emergency declaration. Its analysts began gathering and relaying information about the contaminants, given the obvious lack of knowledge. The center identified and mapped public water intakes throughout the region. Analysts closely monitored social media to identify and report water shortages, misinformation and other issues. The center alerted its Fusion Liaison Officers (FLOs) in affected area, and they provided community- and neighborhood-level information about such issues as the availability of water and other needed supplies, public mood, etc.
Homeland Security State Administrative Agency (HS/SAA)	Along with other coincidental assistance provided to state and local response agencies, the SAA worked to assist in managing the random, unsolicited donations that were collected and sent to the affected areas from around the state. This included a multi-agency warehouse at the gymnasium of the Salvation Army command on Tennessee Ave in Charleston. Supplemental storage was at Canaan United Methodist Church near the Salvation Army. In-kind and financial donations were received at the warehouse. Over $39,000 was received for the WV Recovery Fund operated by WV VOAD and the United Methodist Foundation. Many in-kind donations were received at the warehouse. This included one from Coleman which was three tractor trailer loads of Coleman coolers, multiple other large capacity loads of water/hand sanitizer/paper products/diapers, down to gallon jugs of water from individuals. Distributions were made to all nine counties affected to food pantries, housing agencies, and other locations, mostly at the direction of county emergency managers. Food donated was mostly given to Manna Meal in Charleston. A large amount of resources still resides at the United Methodist Church in Frametown and in the stockpile of individual VOAD members. The agency (DMAPS/SAA) represented VOAD at various collection drives around southern WV including a large drive at the Big Sandy Arena in Huntington where three National Guard trucks were loaded with supplies collected as well as other smaller events.
	Spill Hotline: DHSEM staffs the Emergency Response Spill Hotline for the Department of Environmental Protection (DEP), and fielded the initial calls reporting the chemical leak on Jan. 9. **EOC:** DHSEM activated, hosted and helped staff the Emergency Operations Center (EOC) following the State of Emergency Declaration by Gov. Tomblin. Agencies present in the EOC included DEP, Agriculture, State Police, National Guard, DHHR, Red Cross, FEMA, and Highways.

Division of Homeland Security and Emergency Management (DHSEM)	**E Team**: DHSEM operates the West Virginia Incident Management System, or E Team, which fielded, assessed and responded to requests for water and other assistance from emergency management officials in the affected counties. **EPCRA**: Through its role with the State Emergency Response Commission (SERC); DHSEM oversees the state's compliance with the U.S. Emergency Planning and Community Right-To-Know Act (EPCRA). As a result, DHSEM collects the chemical stockpile inventory reports filed for the chemical leak site, along with the Material Safety Data Sheets (MSDS) for the reported chemicals. These materials were made available to first responders, the media and the public following the leak. **Water resources**: DHSEM had 7,530 gallons of water on hand at the time of the leak. It used emergency purchasing authority to obtain additional supplies pending the delivery of water by FEMA. **FEMA:** DHSEM served as the key liaison with FEMA, aiding the governor's office in communicating the aid and emergency declaration requests, and then hosting and working with FEMA personnel deployed in response to the crisis. Via E-Team, DHSEM helped coordinate the distribution of water from FEMA, which supplied the overwhelming bulk of that resource. **Other**: DHSEM contacted each affected county to determine immediate life-saving needs, as well as coordinate supply deliveries to designated points of distribution. DHSEM advised Kanawha County to activate its Emergency Alert System (EAS) the evening of the leak. DHSEM hosted the public information resource page. DHSEM also hosted the online presence of the West Virginia Testing Assessment Project (WV TAP).
West Virginia National Guard (WVNG)	**General:** The West Virginia National Guard had 776 personnel on State Active Duty status during Operation Elk River Chemical Spill. The WVNG aided in the distribution of 2.5 million gallons of bottled water to the affected counties. The WVNG collected 3,032 water samples with 2,855 documented results. **Sampling Mission:** Anchored by its **35th Civil Support Team (CST),** the WVNG conducted water sampling at hydrants and other locations throughout the W.Va. American Water Co. (WVAW) distribution system. This sampling also covered a Public Service District (PSD) customer of WVAW. As part of its role in conducting sampling, the WVNG helped to oversee a process by which zones within the WVAW distribution area were flushed until the contaminant could not be detected at 10 parts per billion (ppb). The sampling mission also include 109 schools and 8 hospitals in the affected area. The mission aided in the clearing of the 109 schools, first at 10 ppb (starting Jan. 28) and later at 2 ppb (starting Feb. 21). The WVNG participated in the rapid response process by which schools received help in responding to complaints involving the contaminant. All affected schools were "non-detect" at 2 ppb as of March 1. **JIAS-OERCS**: The WVNG provided needed support to the Joint Interagency Support Operation Elk River Chemical Spill and its Joint Operation Center. **Liaison Officers (LNOs):** The WVNG monitored Operation Elk River Chemical Spill operations with LNOs in the nine affected counties. From these locations, LNOs facilitated information flow among Communication, Logistics, Information Analysis, Emergency Response Center, and provided mass notifications as appropriate.

	Public Affairs (PA): Worked directly with the Governor's office, Department of Health and Human Resources (DHHR), Environmental Protection Agency (EPA), Federal Emergency Management Agency (FEMA), American Water, and Department of Homeland Security (DHS) to support media events. Also provided insight to the above agencies as to the support role of the National Guard. **Chemical, Biological, Radiological, Nuclear and Explosives Enhanced Response Force Package (CBRNE-CERFP)**: CERFP upon notification responded within two hours to incident scene. The modularity of the CERFP enabled this element to be utilized in specific areas exclusive of its design and intent. For example the DECON elements provided assistance with sample gathering and the C2 element augmented the CST operations cell. This initial response allowed the CERFP to become a force multiplier for the CST in a sustain operations role. Even though the Search and Extraction and medical elements were not used, the vital role CERFP played during this incident should be considered as a doctrinal addition. **Other:** The WVNG was also assisted by Civil Support teams from Kentucky, Ohio, Pennsylvania, Tennessee, Virginia and Washington, D.C. **WVNG After Action Report attached.**
State Police	Helped staff the emergency operations center in Kanawha County (Metro 911), working alongside county-level responders. Troopers helped provide a law enforcement presence at water distribution sites in Kanawha, Putnam and to a lesser degree Clay. At these sites, troopers also helped residents fill containers and load vehicles. State Police also helped respond to reports of disturbances at stores as residents sought water following the Do Not Use alert – but report no significant incidents.
Regional Jail and Correctional Facility Authority (RJA)	**South Central Regional Jail:** Used water and supplies purchased in advance of that week's severe winter weather threat immediately after Do Not Use alert issued; made emergency purchases of bottled and jug water; arranged for two, 525-gallon water trucks to supply kitchen; received bottled and jug water from other regional jails, which then restocked their own inventories.
Division of Juvenile Services (DJS	**James H. "Tiger" Morton Juvenile Center (Kanawha):** Relied on purchased and donated bottled water and also collected water from distribution sites; once the Do Not Use alert was lifted for its zone, it exhausted on-hand bottled water supply before returning to regular water use; residents did not shower until normal water use resumed; officials report no complaints from residents. **Donald R. Kuhn Juvenile Center (Boone):** Relied on purchased and donated water as well as water collected from distribution sites and provided by local volunteer fire department; exhausted on-hand supply before resuming regular water use once Do Not Use alert lifted for its zone; transported residents for showers at Tiger Morton, as that facilities regained regular water use sooner than DRK; officials report no complaints from residents.

What went well and why?

Successes	How to Ensure Success in the Future
DHSEM: After an initial hiccup, the process for responding to requests for water and **distributing water** to the counties went fairly smoothly, and was much-improved when compared to the Derecho response.	**All partipants MUST understand and adhere to the E Team process**. County and local officials should be aware that E Team training is always available.
Homeland Security Information Network (HSIN): Web-based interactive forum that facilitates the real-time sharing, dissemination and notification of key sensitive but unclassified intelligence. During the chemical spill support response HSIN was an integral part of the inter agency communication and enabled the most current information to be passed between all inter agency partners.	Both DHSEM and WVNG viewed use of HSIN as a success during the crisis. This sort of real-time sharing and interaction could be used more widely or extensively, or serve as a model for other needs.
WVNG: Joint Force Headquarters (JFHQ): postured to serve as the core Joint Task Force (JTF) Staff during special events and State of Emergency. This allows the WVNG to respond in rapid scalable manner. During the chemical spill the JFHQ Staff transition to the JTF Staff in order to support the incident command and State OES.	Maintain current construct. Establish notification process which advises services of transition; continue WVNG JFHQ relationship with Director of DHSEM by attending annual FEMA Emergency Response.
WVNG: Joint Operations Center: The JOC is a vital element in the Domestic Operations Environment. The preexistence of a 24/7 operations center enables the WVNG to rapidly and effectively respond to State emergencies. It also provides immediate visibility to National Guard Bureau Joint Operations Center.	Maintain WVNG construct, but be prepared to enhance the Joint Operations Center size through Service providers ie. WVARNG, WVANG.
Redundant Communications: WVNG has developed a redundant system of communications by using computers, blackberries as well as Statewide Interoperable Radio Network (SIRN) handheld radios. This enables inter and intra agency communications throughout the State. A cache of SIRN handheld radios on hand enabled supporting forces to move in a rapid fashion to the affected areas.	Ensure the regional caches of SIRN handheld radios are utilized in the best way possible (in part by ensuing that personnel know they are available).
WVNG: Liaison Officers (LNOs): In order to rapidly react, members of the WVNG JOC deployed to affected counties as LNOs. These personnel were replaced as soon as M-day personnel were alerted and in processed through JRSOI. WVNG JOC personnel transition with M-Day personnel within 24 hours.	**The WVNG recommends** that when possible, continue use WVNG JOC full time personnel as an immediate response capability. Improve notification process of M-Day personnel, JRSOI in order to transition within 12 hours. **However:** there is an associated cost; **it must be noted that** local emergency managers already help to provide this function.

WVNG: Civil Support Teams (CSTs): CST provided commercial internet access and telephonic support to the incident commander. The mobile laboratory combined with the site survey team provided quick sampling capability. Six additional CSTs were deployed during various phases of this operation without degradation of current CST operational capacity. By having set of National standards these additional CSTs quickly embedded themselves into the operational support of the incident commander and served as an immediate enhancement. The EMAC system used to employ the multiple CSTs validates the design of neighboring States mutually supporting each other.	The CST mobile laboratory was not designed to support the level of testing required for this incident. Specifically the equipment could not evaluate consistencies of the particular chemical due to the water solubility. These mobile laboratories are not designed to produce quantitative analysis. **The WVNG recommends:** Consider the expansion of CST mobile laboratories to test and evaluate particulate matter that may not be inherent in the CBRNE family of tests. Minor upgrades or additional equipment may meet the future need to analyze chemicals in water. The National Standardization of CST training is a proven success. Continue to maintain National standards and also look for doctrinal development to support full spectrum operations.
WVNG: Public Affairs (PA) captured National Guard support to Domestic Operations. PA worked directly with the Governor's office, Department of Health and Human Resources (DHHR), Environmental Protection Agency (EPA), Federal Emergency Management Agency (FEMA), American Water, and Department of Homeland Security (DHS) to support media events. Also provided insight to the above agencies as to the support role of the National Guard in times of Domestic Crisis.	
Social Media (observation of WVNG): The use of social media within civilian population provided an opportunity to pulse public perception of government support. Similarly social media was used by the State to pass information to the public in order to better support the communities. Distribution points were published as well as updates to the no use policy.	(Observation of WVNG and OOTS): Engage a social media workforce at the onset of an event, as part of or in coordination with a JIC. Environmental activists used social media to spin a negative message which degraded public confidence. Social media is a unique tool and can convey important messages regarding public safety. The freedom of social media also allows negative messages to be transmitted. Recommend engaging social media as soon as possible on notification of an incident in order to enhance public safety and detract negative public messaging.
Fusion Center alerted officials to a miscommunication that left Queen Shoals area of Clay County without water for more than one day. Aided by WVNG, problem remedied.	Ensure that all participants understand and follow E Team process.
Fusion Center kept a finger on the pulse of the communities affected by the crisis through its Fusion Liaison Officer (FLO) program, and its monitoring of social media.	Fusion Center Director Thom Kirk believes a higher profile for the Fusion Center and FLO would provide greater success during future events. In addition to emailing information from FLOs and analysts, the center might provide a liaison or in-person briefings to the DMAPS secretary and perhaps also the JIC.

HS/SAA: Management of the **multi-agency warehouse** went much better than in previous incidents. Good collaboration among multiple voluntary agencies helped to ensure donations were collected, managed and distributed effectively. **HS/SAA:** Excess resource was/is stored for future incidents. **HS/SAA:** Communication to only collect needed items was mostly effective. Numerous local organizations contacted the SAA to determine what true needs existed – and how help could best be provided. Some efforts (though not enough) were switched from collecting supplies to collecting money.	More training is needed to expand ranks of qualified managers.
HS/SAA: Regular coordination calls took place among a wide range of VOAD agencies.	Though effective at sharing information, they would have been better if state emergency management would have participated, and they were invited. In fairness, local emergency management agencies did participate.
The **resource page** hosted by DHSEM and overseen by the JIC team proved to be of great value to the public and the media. It was also helpful when responding to Freedom of Information Act requests.	

State Police successfully worked with Kanawha County and other sub-state responders in part by maintaining a presence at the Metro 911 operations center. WVSP learned from its experiences during the Derecho and Sissonville pipeline explosion to send personnel to the center and then remain in close contact with county partners. The WVSP reports positive feedback from responders regarding how they all worked and communicated together.

What can be improved and how?

What can be improved?	Recommendations
The state is still in need of a **Donations Management Plan.**	For over five years, FEMA has had a written expectation of the state to have a DMP which includes "a FEMA-approved viable inventory management plan, an effective distribution strategy, articulation of sustainment costs for such an effort, and adequate logistics expertise to avoid situations where funds are wasted because supplies are rendered ineffective due to lack of planning". It appears that not only does this plan not exist but no concerted effort is being made to develop it. A committee or task force needs appointed (or at least a lead designated).
Though the **staging and distribution site at Yeager Airport** has become quite proficient due to experience, they are not operating according to guidelines and responsibilities as assigned in the State EOP, nor does it appear the state could concurrently operate a second staging area in another part of the state if needed.	Training, identification of assets/resources, and clarification of responsibilities is needed to grow this capability to a point of adequacy and stability.
The **coordination** between the state distribution and the efforts of the voluntary sector were not adequately coordinated. More coordination between Yeager Airport, Kanawha City, and the VOAD warehouse was needed. Several times, the VOAD Chair would get a call – even late into the evening - that an unannounced load of stuff was being diverted to the westside warehouse. HS/SAA received 8:00pm calls and then was over at the Salvation Army till 11:00 or midnight unloading stuff (mostly because HS/SAA in close proximity). Eighteen days into the incident, staff from the Yeager Airport site came to the Salvation Army and was surprised at what was still in the gymnasium. At that point, a trailer of water was delivered to the Dept of Agriculture for their Incident Management Team – and other allocations were made to build capacity.	The key shortfall is the lack of coordination at the outset which is partially attributable to inadequate EOC organization.
Communication to the local jurisdictions at the onset of the problem was ineffective. Every local after action conference HS/SAA has participated in has cited that they learned of the problem through the media. According to them, no calls were made from DHSEM to local jurisdictions until after the press conference announcing the DO NOT USE order, and even then the calls were much later. Related to this perception is the belief that the state knew of the problem much earlier in the day and failed to share it. Current protocols discuss how information is shared upward, but do not adequately discuss downward dissemination.	Emergency communications plans should be revisited, but some of the burden must also be borne on the county and local levels. As some county agencies learned of the leak at the same time as state officials (if not earlier), county and local partners should be encouraged to communicate and share information across that level. The DHSEM call center has also updated its policies so county and local entities are informed of issues involving area public water intakes.

The response to the water crisis featured several and, arguably, competing operations centers both within DMAPS and across the administration generally.	The purpose of emergency management is to provide a prompt, effective and coordinated response. This is best achieved through a single, unified operations center and simple, streamlined structure and process.
While successful overall, there is evidence that the process by which resource requests were relayed, assessed and responded to (E Team) was willfully circumvented. This delayed the receipt of needed resources by those who followed the process properly, and cause needless confusion and frustration.	Participants must adhere to the process. This may be a good time to evaluate available situational awareness software or systems to ensure West Virginia relies on a platform that truly works for all participants.
The **Joint Information Center** encountered numerous challenges. There was a delay in activating the JIC following the State of Emergency declaration. There were frequent bottlenecks while the JIC awaited decisions regarding media and public information requests. Some JIC participants engaged the media without following the agreed-upon process. While the JIC made effective use of social media, it missed opportunities to combat bad information spread through Twitter and Facebook. The JIC could have made better use of the monitoring of social media by the WVNG and the Fusion Center. Some key players involved in responding to the crisis were either not included in the JIC or did not participate. Others withdrew from regularly helping to staff the JIC after only a few days. JIC staff lacked equipment that could have improved their performance.	Officials must address whether to activate a JIC at the time an emergency is declared. A JIC requires a clear process for handling media and public information inquiries that is understood by both its staff and the governor's office. That process must clearly identify decision-makers who are empowered, willing, and available. Responding quickly is also crucial. The public confidence issue can be partly blamed on key failures to respond to false and misleading information promptly and decisively. JIC participants must be selected at the time it is activated, with pros and cons weighed. Each state agency PIO assigned to the JIC should have a laptop or some other means to access needed files and information remotely. A JIC's equipment should include an external hard drive that can be shared among participants and a USB projector. A JIC would also benefit from Adobe Connect, used by the Homeland Security Information Network (HSIN), or a similar platform so staff, decision-makers and other key players can remain in real-time contact and exchange information.
Public was being told when the water was safe to drink based on information on a non-secure web site (by WVAW).	Federal and state resources monitored the page for signs of hacking; that may be the only option in the future, if the information site is operated out of the private sector.
Questions have arisen as to whether **South Central Regional Jail** inmates received enough water daily. The jail initially provided 32 ounces of water and 24 ounces of milk or warm tea, then increased the daily water allotment to 48 ounces.	Emergency planning for all facilities with confined populations should consult health experts for proper daily allotment.

OPERATION ELK RIVER CHEMICAL SPILL (JOC)

9 JANUARY – 24 FEBRUARY 2014

AFTER ACTION REPORT

13 FEBRUARY, 2014

This page is intentionally blank.

HANDLING INSTRUCTIONS

1. The title of this document is *Joint Interagency Support –Operation Elk River Chemical Spill (JIAS-OERCS) After Action Report (AAR) (9 Jan – 24 Feb 2014).*
2. The information gathered in this AAR is unclassified but should be handled as sensitive information, not to be disclosed to those who do not have a need.
3. At a minimum, the attached materials will be disseminated only on a need-to-know basis.
4. Points of Contact:

Name	LTC JOSEPH S. PEAL
Title	J3
Agency	JFHQ-WV
Street Address	1703 Coonskin Drive
City, State ZIP	Charleston, WV 25311
Office Phone	(304) 561-6395/ DSN 623-6395
Email	joseph.s.peal.mil@mail.mil

Name	LTC LARRY R. BOGGS
Title	JFHQ-WV-J33
Agency	WVNG
Street Address	1703 Coonskin Rd.
City, State ZIP	Charleston, WV 25311
Office Phone	(304) 561-6413
Email	larry.r.boggs.mil@mail.mil

This page is intentionally blank.

TABLE OF CONTENTS

Handling Instructions.....2
Table of Contents.....4
Executive Summary.....7
JIAS Operations Details.....8-11
AAR Comments.....12-17
Conclusion.....18

This page is intentionally blank.

EXECUTIVE SUMMARY

The purpose of this record is to document Joint Interagency Support – Joint Operation Center (JIAS-OERCS) of Operation Elk River Chemical Spill which affected nine counties and approximately 300,000 citizens in West Virginia. It is intended to capture JIAS-OERCS observations and discoveries throughout the duration of support. In short, this document should provide useful information on what was done, how it was done, and why it was done. Along with the JIAS-OERCS Lessons Learned (separate document capturing all lessons from this State Active Duty), this record will identify "best practices" as well as recommended improvements.

JIAS-OERCS supported the 2014 Operation Elk River Chemical Spill. There was approximately 10,000 gallons of MCHM released into the Elk River which affected more than one third of the West Virginia civilian populace. During Operation Elk River Chemical Spill personnel on State Active Duty status totaled 776. Resources distributed to date are 2,513,562 gallons of water, broken down as; 9,514,866 liters of water, and 19,029,732 bottles of water distributed throughout the affected counties.

West Virginia Governor Tomblin declared a state of emergency on 9 January 2014. During the start of the Operation Elk River Chemical Spill, Gov Tomblin designated Mr. Jimmy Gianato, the Director of Homeland Security and Emergency Management (DHSEM), as the JIAS-OERCS Director. JIAS-JOC, led by the WV Director of Homeland Security & Emergency Management, included elements of State, WVNG, Intergovernmental and local agencies. The purpose of the JIAS-OERCS was to integrate the interagency support to the operation. A Federal Emergency Declaration was issued on 10 January 2014. The WVNG monitored Operation Elk River Chemical Spill operations with LNO's in the nine affected counties. From these locations, LNO's facilitated information flow among Communication, Logistics, Information Analysis, Emergency Response Center, and provided mass notifications as appropriate.

JIAS Agencies:

- **WVDHSEM**
- **Kanawha County Sheriff's Department**
- **Kanawha County OES**
- **Putnam County OES**
- **Logan County OES**
- **Boone County OES**
- **Lincoln County OES**
- **Clay County OES**
- **Roane County OES**
- **Cabell County OES**
- **Jackson County OES**
- **WV Department of Highways**
- **Governor's Office**
- **WV Department of Agriculture**
- **Intelligence Operations Cell (IOC)** – cell with members from WVNG intelligence ARMY and AIR community.
- **WV Department of Environmental Protection**
- **WV Department of Transportation**
- **WV Public Service Commission**
- **WV Department of Health and Human Resources**
- **National Weather Service**
- **FEMA**
- **WV American Water**
- **REIC Labs**
- **MATRIX Labs**
- **BATTELL Labs& Tewst America Labs**
- **EPLO & DART**
- **WVANG & WVARNG**
- **JFHQ-JOC-J3**
- **WV CERFP**

- **35th CST** – WV National Guard (20 PAX)
- **33rd CST** – DC National Guard (18 PAX)
- **41st CST** – KY National Guard (10 PAX)
- **34th CST** – VA National Guard (17 PAX)
- **45th CST**- TN National Guard (15 PAX)
- **3rd CST** – PA National Guard (7 PAX)
- **52nd CST**- OH National Guard (12 PAX)

JIAS-OERCS OPERATIONS DETAILS

The remarkable success of this event is attributed to the partnership between the Federal, State, Corporate and local agencies. The event was uniquely planned but over time efficiently coordinated, and integrated. Knowledge gained from this event is used to support future water contamination events. **State Active Duty Details**

Name	2014 Operation Elk River Chemical Spill
Start Date	09 January 2014
End Date	On going
Location	Central and Southern Counties (9 affected counties)

Participating Organizations/personnel and Numbers

Joint Interagency Support-Operation Elk River Chemical Spill (JIAS-OERS) – 776

Title 10 – 2

Title 32 – 774

JIAS-OERCS Organization

The JIAS-OERCS was organized by the standard J-code structure in support of Federal, State, and Local agencies.

U.S Government Agencies and Services

DOD (Title 10 and 32)

WVNG

NORTHCOM

EPLO

DART-E

DC National Guard (18 PAX)

KY National Guard (10 PAX)

VA National Guard (17 PAX)

TN National Guard (15 PAX)

PA National Guard (7 PAX)

OH National Guard (12 PAX)

Department of Commerce

National Weather Service

State of West Virginia Divisions and Agencies

West Virginia Department of Health

West Virginia Department of Transportation (WVDOT)

West Virginia Division of Environmental Protection

West Virginia Public Service Commission

West Virginia Department of Health and Human Resources

West Virginia Department of Natural Resources

Intelligence Operations Center (IOC)

Kanawha County Sheriff's Department

Kanawha County OES

Putnam County OES

Logan County OES

Boone County OES

Lincoln County OES

Clay County OES

Roane County OES

Cabell County OES

Jackson County OES

State Active Duty Purpose and Design

The 2014 Operation Elk River Chemical Spill provided numerous opportunities for the soldiers, airman and local agencies to directly support the community by the necessary assistance during this emergency.

State Active Duty Mission

- Distributed 2,513,562 Gallons of water to affected areas
- Distributed 9,514,866 Liters of water to affected areas
- Distributed 19,029,732 Bottles of water to affected areas
- Conducted water sampling of 109 schools and 8 hospitals
- Frequency of sampling (hourly samples & 2-4 hour sampling)
- Effective zone clearing process of affected counties
- Provide experience in leadership and teamwork
- WVNG logistical mileage movement during event is equal to 35,295 miles into affected counties

JIAS-OERCS Tasks

- Provide seamless operational and logistical support to the civilian populace
- Provide experience in leadership and teamwork among military and civilian agencies
- Establish adaptive plans to safely and efficiently provide water to affected counties
- All funding expenditures and task execution are IAW applicable laws and regulations
- Ensure all tasks are documented and approved through the State before resources are allocated.

WVNG Organization

JFHQ-JOC

Observation:

- JFHQ as JTF Staff

Discussion:

- WVNG-JFHQ is postured to serve as the core JTF Staff during special events and State of Emergency. This allows the WVNG to respond in rapid scalable manner. During the chemical spill the JFHQ Staff transition to the JTF Staff in order to support the incident command and State OES.

Recommendation:

- Maintain current construct. Establish notification process which advises services of transition.
- Continue WVNG JFHQ relationship with Director of Homeland Security and Emergency Management (WVDHSEM) by attending annual FEMA Emergency Response.

Observation:

- J3 as Domestic Operations Focal point.

Discussion:

- WVNG J3 is the focal point for Domestic operations within the State. The close relationship with the J3 and (WVDHSEM) enabled quick response to affected counties.

Recommendation:

- Continue to maintain current construct and relationships with (WVDHSEM).

Observation:

- WVNG Joint Operations Center

Discussion:

- WVNG Joint Operation Center is a vital element in the Domestic Operations Environment. The preexistence of a 24/7 operations center enables the WVNG to rapidly and effectively respond to State emergencies. It also provides immediate visibility to National Guard Bureau Joint Operations Center.

Recommendation:

- Maintain WVNG construct, but be prepared to enhance the Joint Operations Center size through Service providers ie. WVARNG, WVANG.

Observation:

- Redundant Communications.

Discussion:

- WVNG has developed a redundant system of communications by using computers, blackberries as well as Statewide Interoperable Radio Network (SIRN) handheld radios. This enables inter and intra agency communications throughout the State. A cache of SIRN handheld radios on hand enabled supporting forces to move in a rapid fashion to the affected areas.

Recommendation:

- Expand the amount of SIRN handheld radios to field WVNG maneuver elements.

Observation:

- Convert J1 and J8 to TF Joint Reception, Staging, Onward-Movement and integration (JRSOI).

Discussion:

- JRSOI is an inherent function in every preplanned and no notice emergency operation. A TF JRSOI will enable a functional, scalable capability design to support any size event.

Recommendation:

- Combine J1 and J8 as the core TF JRSOI. Reach out to Service providers as needed for additional enablers. Capture qualified personnel to support the JRSOI function.

Observation:

- Homeland Security Information Network (HSIN)

Discussion:

- HSIN is intelligence facilitates the sharing, dissemination and notification of key sensitive but unclassified intelligence.

Recommendation:

- During the chemical spill support response HSIN was an iatrical part of the inter agency communication and enabled the most current information to be passed between all inter agency partners.

Observation:

- Safety Officer assigned to WVNG JOC upon activation.

Discussion:

- Safety Officer embedded in the JOC would facilitate dissemination of safety procedures.

Recommendation:

- Designate Safety representative to the JOC to support the Command on Safety Issues and Concerns. Serve as Safety subject matter expert to J3.

INTER-AGENCY
COUNTY LNO'S

Observation:

- JOC personnel as initial LNO to affected counties and State OES.

Discussion:

- In order to rapidly react, members of the WVNG JOC deployed to affected counties as LNOs. These personnel were replaced as soon as M-day personnel were alerted and in processed through JRSOI. WVNG JOC personnel transition with M-Day personnel within 24 hours.

Recommendation:

- When possible continue use WVNG JOC full time personnel as an immediate response capability. Improve notification process of M-Day personnel, JRSOI in order to transition within 12 hours.

Observation:

- Public and Private support to the State disaster.

Discussion:

- State OES received various public and private organizations willing to volunteer resources in support of relief efforts. As an example Lowes and Wal-Mart provided water. UPS offered to transport but was not used.

Recommendation:

- Public and Private relationships are critical in disaster relief. Concerted efforts must be made to maintain open dialogue and keep institutions informed as much as possible in order to support the citizens of the State.

INSTITUTIONAL

35TH CST

Observation:

- Rapid response capability of CST.

Discussion:

- CST is a rapid response capability designed to support domestic operations within the United States. CST provided commercial internet access and telephonic support to the incident commander. The mobile laboratory combined with the site survey team provided quick sampling capability. However, the laboratory was not designed to support the level of testing required for this incident. Specifically the equipment could not evaluate consistencies of the particular chemical due to the water solubility. These mobile laboratories are not designed to produce quantitative analysis.

Recommendation:

- Consider the expansion of CST mobile laboratories to test and evaluate particulate matter that may not be inherent in the CBRNE family of tests. Minor upgrades or additional equipment may meet the future need to analyze chemicals in water.

Observation:

- Integration of multiple CSTs in a single event.

Discussion:

- The National standards of CSTs enabled a seamless integration of multiple CSTs support to the State. Six additional CSTs were deployed during various phases of this operation without degradation of current CST operational capacity. By having set of National standards these additional CSTs quickly embedded themselves into the operational support of the incident commander and served as an immediate enhancement. The EMAC system used to employ the multiple CSTs validates the design of neighboring States mutually supporting each other.

Recommendation:

- The National Standardization of CST training is a proven success. Continue to maintain National standards and also look for doctrinal development to support full spectrum operations.

CERFP

Observation:

- The CBRNE Enhanced Response Force Package (CERFP) used as a rapid response capability.

Discussion:

- CERFP upon notification responded within two hours to incident scene. The modularity of the CERFP enabled this element to be utilized in specific areas exclusive of its design and intent. For example the DECON elements provided assistance with sample gathering and the C2 element augmented the CST operations cell. This initial response allowed the CERFP to become a force multiplier for the CST in a sustain operations role. Even though the Search and Extraction and medical elements were not used, the vital role CERFP played during this incident should be considered as a doctrinal addition.

Recommendation:

- Develop additional doctrinal roles to capitalize the CERFPs capabilities and expertise in the domestic operations arena. The modularity and quick response capability provides additional capacity during the initial stages of an incident. This modularity also offers an ability to disengage without impact to the operation when directed.

EPLO

Observation:

- EPLO assistance.

Discussion:

- The EPLO provides an enhanced capability when needed. It is important to involve the EPLO at the earliest possible time in order for them to gain situational awareness to better support the National Guard.

Recommendation:

- Notify the EPLO at earliest possible time in order for proper embedding into operations.

DART-E

Observation:

- DART-E notification.

Discussion:

- Initial stages of the event did not outline a specific level of support needed. While discussion of severity and impact to the State, The WVNG notified the DART-E and requested an LNO team. The LNO team was able to immediately begin operations, reporting information and providing potential force packaging solutions. If this event overwhelmed the State the early implementation of the LNO team would facilitate external support faster.

Recommendation:

- Involve the DART-E on any potential event that may escalate to large scale incident.

Information Operations
PUBLIC AFFAIRS

Observation:

- The WVNG captured National Guard support to Domestic Operations.

Discussion:

- Public Affairs (PA) worked directly with the Governor's office, Department of Health and Human Resources (DHHR), Environmental Protection Agency (EPA), Federal Emergency Management Agency (FEMA), American Water, and Department of Homeland Security (DHS) to support media events. Also provided insight to the above agencies as to the support role of the National Guard in times of Domestic Crisis.

Recommendation:

- Assist inter Governmental and Inter Agency Public Affair organizations to capture significant stories and events which will help inform all agencies as well as civilian population. For large scale events, a Joint Information Center (JIC) could be established to provide a smoother and more expedient information flow with all the agencies involved.

Observation:

- Social Media.

Discussion:

- The use of social media within civilian population provided an opportunity to pulse public perception of government support. Similarly social media was used by the State to pass information to the public in order to better support the communities. Distribution points were published as well as updates to the no use policy. However, environmental activist use social media to spin a negative message which degraded public confidence.

Recommendation:

- Social media is a unique tool and can convey important messages regarding public safety. The freedom of social media also allows negative messages to be transmitted. Recommend engaging social media as soon as possible on notification of an incident in order to enhance public safety and detract negative public messaging.

CONCLUSION

The chemical spill in Elk River impacted a nine county area affecting approximately 300,000 people. The WVNG was instrumental in supporting the State through transportation of bottle and bulk water as well as employing the WV-CST and CERFP as an immediate response capability. The WVNG also integrated additional support capacity from six neighboring CSTs, the EPLO and DART-E. The use of the CST and CERFP in this Domestic response support role demonstrates an evolution in CBRNE response capability. An instrumental key to success to this operation was the relationship with civilian agencies throughout all aspects of planning and execution during this Domestic crisis. Institutional discoveries from this incident should be considered in future doctrinal development within the CBRNE enterprise. The flexibility of the CBRNE enterprise was demonstrated by the WVNG CST and CERFP support to the State of Union Address in the District of Columbia. These units were able to maintain their Federal support mission requirement while other CSTs continued to support West Virginia. Upon the return of the WVNG CST and CERFP they seamlessly reintegrated into State support mission.

Appendix 12

RECEIVED

MAY 23 2014

GOVERNOR'S GENERAL COUNSEL

EARL RAY TOMBLIN
GOVERNOR

DEPARTMENT OF REVENUE

OFFICE OF THE SECRETARY

ROBERT S. KISS
CABINET SECRETARY

STATE CAPITOL
CHARLESTON, WEST VIRGINIA

MEMORANDUM

To: Peter Markham, General Counsel
Office of the Governor

From: Robert S. Kiss, Cabinet Secretary
Department of Revenue

Date: May 22, 2015

RE: Water Crisis Questionnaire – Department of Revenue

Pursuant to your request, enclosed please find the responses of the water crisis questionnaire by the agencies in the Department of Revenue, except for the Athletic Commission. This Commission is comprised of members appointed by the Governor which oversees professional boxing and mixed martial arts event. The Commission does not have any employees.

Should you have any questions or need additional information, please let me know.

RSK:a

Enclosures

WEST WING, ROOM 300 P.O. BOX 963 CHARLESTON, WEST VIRGINIA 25324 TELEPHONE 304/ 558-1017 FACSIMILE 304/ 558-2324

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: WV Alcohol Beverage Control Administration, Department of Revenue

Prepared by Julia M Jones Date of Review: 5/22/14

Key Participants:

Name	Job Title	Role in Emergency

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

The WV ABCA did not play a role in the water crisis.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations

RECEIVED
MAY 23 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: State Budget Office, Department of Revenue

Prepared by Tammy Scruggs Date of Review: May 22, 2014

Key Participants:

Name	Job Title	Role in Emergency

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

State Budget Office within the Department of Revenue did not play a role in the water crisis.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: Division of Financial Institutions, Department of Revenue

Prepared by: Terri Spurlock Date of Review: May 8, 2014

Key Participants:

Name	Job Title	Role in Emergency

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

The Division of Financial Institutions did not play a role in the water crisis.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations

RECEIVED
MAY 23 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: West Virginia Lottery, Department of Revenue

Prepared by Nikki Orcutt Date of Review: May 19, 2014

Key Participants:

Name	Job Title	Role in Emergency
John Musgrave	Director	Primary Liaison to the Governor's Office. Provided strategic direction and approval of all emergency response activities and Lottery operations.
Ray Moore	Security Director	Handled all security-related issues and execution of the Lottery's emergency operations plan (EOP), as well as coordinated shut off for use of water sources in and outside of the building. Assisted in the delivery and distribution of clean water (bottled water) and other sanitation methods (sanitizer, etc.) for distribution for all affected employees working throughout the building.
Nikki Orcutt	Marketing Director	Served as the primary communications contact from the Director to the Executive Staff, prepared and distributed information to other Lottery employees, and the public regarding Lottery

		sales, validations, etc. Coordinated continuity of business operations for traditional lottery retailers, field sales, vendors, etc.
David Bradley	Director of Racetrack Security and Table Games	Primary Liaison with the affected racetracks facilities to ensure continuity of business operations and to help access impact at the affected locations outside of Lottery headquarters.
John Myers	Assistant Lottery Director	Served as primary liaison between the Lottery and all other building tenants. Implemented EOP with all tenants (including other state government agencies and Highmark Blue Cross/Blue Shield) located in the building to ensure consistency in response protocol. Provided management oversight for both Lottery Security and Maintenance Staff.

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

The Lottery's primary role was to ensure continuity of business operations at all retail locations and racetrack casino locations in the affected counties to protect gaming revenues impacted by the State of Emergency. The Lottery timely communicated information to employees, retailers and others impacted by the issue. Key personnel immediately responded to follow the EOP of the Lottery to ensure both employee and public safety for those working in and visiting Lottery headquarters and the satellite office in Weirton. Communications were immediately started with retailers/vendors and affected racetrack casinos regarding their plans for handling the public in their respective facilities and to access the potential impact to gaming operations. Security and maintenance personnel at Lottery headquarters took the immediate action to cover all water sources in and outside of the building to eliminate the risk of consumption by persons in the building and also coordinated and assisted in the distribution of clean water to employees working in the building, as well as providing the necessary sanitizing agents for rest rooms facilities. The Director held multiple meetings with the Executive Staff to ensure all operations of the Lottery were intact and that affected employees were safe and had the necessary assistance in ensuring work was able to be performed. Executive Staff worked amongst their departments to continue business operations and assist other employees as necessary. Communications to the public were handled via the Lottery's internet website at wvlottery.com and all directives from the Governor's Office were followed during this time.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Timeliness in response by the Executive Staff and others in assisting other Lottery employees and tenants in the building.	Have all cell phone and emergency contact information up-to-date and broadly distributed and readily available.
No issues to report as a result of the crisis, and all employees were safe and accounted for.	Adhere to EOP and continuous communications to all those affected.

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Timeliness in information as it relates to personnel reporting for duty during an emergency.	"Opt-in" text messaging alert system that would allow state government employees to sign up for automatic distribution of information during emergencies. Would improve lapse of time in communications

	and keep everyone updated on report-to-work status, etc. at the same time! Would also ensure broader consistency in messaging.
Flexibility in allowing employees to handle their personal emergency issues during a state of emergency.	Employees should be given a said period of time in which to address personal emergency response issues at their home and/or with their families, without the use of annual leave.

RECEIVED
MAY 23 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: West Virginia Offices of the Insurance Commissioner, Department of Revenue

Prepared by Mike Riley Date of Review: May 15, 2014

Key Participants:

Name	Job Title	Role in Emergency
Mike Riley	Insurance Commissioner	

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Uncertain of the scope of the damage at the beginning of the event, our office prepared our staff for a spike in activity. We worked with carriers to ensure our citizens and business owners had access to information and resources to address insurance matters related to this unfortunate occurrence. Our Consumer Service Division handles insurance inquiries, complaints and general questions every day. In order to provide the most accurate information to consumers, carriers responded to the questions below and those responses were used when working with policyholders.

- What actions will be taken to address your policyholder's needs during this occurrence?
- Will you have a dedicated contact or phone number for policyholders to use to report claims or answer questions? If so, please provide name and/or number.
- What information should a policyholder have readily available when submitting a claim that might include business interruption coverage or property damage? Other information needed related to these events as discussed above?
- Do you anticipate needing emergency adjusters?
- Do you anticipate needing any relief from claim handling rules required by the Insurance Commissioner? If so, please describe with a justification for the same.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
The information provided by carriers assisted our team in responding accurately and timely to consumers.	
By providing notice to carriers at the start of the event, ensured insurers were prepared should the event result in significant policyholder losses and established event specific lines of communications should they be needed. As the event unfolded and additional information became available, the event did not result in significant insurance claims activity. Our office only received two insurance claim complaints for assistance, one which the carrier paid, the other the insurer found no coverage for the policyholder.	

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Process worked well and follows the same framework utilized during other events.	

RECEIVED
MAY 23 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: WV Municipal Bond Commission, Department of Revenue

Prepared by Sara Rogers, Executive Director Date of Review: 5/6/14

Key Participants:

Name	Job Title	Role in Emergency

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

The Municipal Bond Commission did not play a role in the water crisis.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: West Virginia Racing Commission, Department of Revenue

Prepared by John Myers Date of Review: 5/14/14

Key Participants:

Name	Job Title	Role in Emergency
John Myers	Executive Director	None

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

The WV Racing Commission did not play a role in responding to the state of emergency.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations

RECEIVED
MAY 23 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: **WV Office of Tax Appeals, Department of Revenue**

Prepared by: **Stephen Lee, Executive Director** Date of Review: 05/07/2014

Key Participants:

Name	Job Title	Role in Emergency
N/A		

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

The Office of Tax Appeals did not play a role in the water crisis.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: **West Virginia Tax Division, Department of Revenue**

Prepared by Mark S. Morton Date of Review: May 22, 2014

Key Participants:

Name	Job Title	Role in Emergency
Mark W. Matkovich	Tax Commissioner	Coordination and control.
Dana Angel	Director, Auditing Division	To track deliveries of out-of-State water and soft drinks by vendors not licensed to do business in West Virginia.
Jeff Oakes	Former Director, Compliance Division	To track deliveries of out-of-State water and soft drinks by vendors not licensed to do business in West Virginia.
Tom Moore	Director, Criminal Investigation Division	To track deliveries of out-of-State water and soft drinks by vendors not licensed to do business in West Virginia.
Kym Lowers	Assistant Director, Revenue Division	To deal with expedited registration and licensure of vendors not previously licensed to do business in West Virginia.

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

There was a proposal to have out-of-State vendors, not licensed to do business in West Virginia, make emergency deliveries of water and other beverages into West Virginia during the crisis. Some donated deliveries were contemplated and some commercial deliveries, billable to the State, were contemplated.

Tax Department employees stood ready to collect information - such as product identity, product sizes, and quantities and pricing and shipping information. The information was intended to be used to prepare and process invoices for any tax due, which could be pursued after the crisis, and also, if the State needed to reimburse any vendor for emergency deliveries of water, etc., the verifiable invoice information would be recorded and available through the Tax Department for that transaction. The soft drinks tax does not apply to water. However, to the extent that any taxable beverages were included among deliveries, those would also be tracked.

Tax Department compliance Division, Criminal Investigation Division, and Auditing Division (all of which have field personnel available) and Tax Department Business Licensing Unit personnel stood ready to coordinate arrangements for a Tax employee to be on site when the product arrived at any retailer or other West Virginia location.

In practice, although the Tax Department stood ready to record and process these deliveries and activities, the Tax Department was never called on to place the plan into operation.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
The Tax Department was prepared and ready to implement the plan. However it ultimately proved unnecessary, and the Tax Department was never called upon to place the plan into operation.	Maintain up to date contact information with key personnel, and a plan for action, should the need arise.

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
In a similar situation, there appears to be nothing that the Tax Department would have done differently.	Maintain up to date contact information with key personnel, and a plan for action.

Appendix 13

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: West Virginia Dept. of Transportation

Prepared by Chuck Runyon Date of Review: 5-14-14

Key Participants:

Name	Job Title	Role in Emergency
Chuck Runyon	Special Assist to Sec.	Headed up All work For DOT
Scott Eplin	Dist. Adm. Dist 2	Assited @ staging Area
Mike Daley	Richie CO. Supt. Dist 3	Staging Area Supv.

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

We provided Tractor Trailer Trucks & Drivers to work with W.Va. National Guard and Homeland Security 24/7. We had 12 to 14 trucks & Drivers & Helpers to Deliver the Drinking water to All nine counties that was Affected. We hauled water 24 Hrs. A Day til the water Emergency was over with, then we went Back to the Area's to pick up Empty trailers For FEMA.
We Also had People in state EOC around the clock Also! Every 4 to 6 Hours. I would Breif Sec. Mattox on was was going on and How things were going. So Sec Mattox could Breif Gov and others As need Be! We were there From Day 1 til the End

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Teaming up with WV National Guard & Dept of Ag	Continue our Partnership with W.V. National Guard
W.V.A. Dept of Highway Folks Did A Great Job on Hauling of the water & talking with County EMA's	Continue what we All have done
Our Task Force which is Jimmy Ciamato & Chuck Runyon & Ben Hoyer talk and meet All the Time	Continue meeting & Talking
Police Escorts ~~of~~ to take water to many Area's due to Traffic	W.VA State Police & Kanawha Sheriff Dept Did that & will continue As needed!

our Tme Helped with Radio Communications.

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Put GPS in all DoHTT. so Drivers will no where to go!	Add GPS's to TT
Cell phone Numbers for All Co EMA's & 911 Centers updated List	Give Cell phones to Drivers

STATE OF WEST VIRGINIA
OFFICE OF THE GOVERNOR
1900 KANAWHA BOULEVARD, EAST
CHARLESTON, WV 25305
(304) 558-2000

EARL RAY TOMBLIN
GOVERNOR

RECEIVED
APR 29 2014
WV Dept. of Transportation
Office of Secretary

April 29, 2014

Honorable Paul Mattox, Secretary
West Virginia Department of Transportation
State Capitol, Building 5, Room A-109
Charleston, West Virginia 25305

Re: Water Crisis After Action Review

Dear Secretary Mattox:

Governor Tomblin has requested an After Action Review of the State of West Virginia's emergency response to the January 9, 2014, Elk River chemical spill that contaminated West Virginia American Water Company's water distribution system servicing approximately three hundred thousand residents. The Review will highlight the many ways in which State agencies, county and local emergency management offices, volunteer and charity organizations, the West Virginia National Guard, and other entities responded to the nine-county "State of Emergency." It will also address how the State can improve its emergency response systems. Governor Tomblin has asked me to supervise the Review, together with Adjutant General James Hoyer of the West Virginia National Guard and Jimmy Gianato, the Director of the West Virginia Division of Homeland Security and Emergency Management.

The thoroughness of the Review depends in large measure on your agency's participation in providing us information on how it responded to the emergency. Specifically, it is critical we understand your agency's role in the response, the responsibilities it managed, and the successes it achieved. Equally important, we need your agency to identify and examine the problems it encountered, and to provide us with concrete solutions it can implement to improve its emergency efforts going forward.

Accordingly, we request that your agency complete and return to me the enclosed questionnaire. Responses to the questionnaire should be based on feedback received from appropriate agency personnel (including, but not limited to, division supervisors) who participated in the emergency response. We recommend that you or a designated individual within the agency conduct an open and honest forum to solicit the views of knowledgeable

personnel. We hope you will engage in a collaborative, roundtable-type discussion to brainstorm the strengths and weaknesses of your agency's emergency response to make the Review as comprehensive as possible. Please note that your responses may be subject to the Freedom of Information Act and will be included in our final After Action Review Report.

Please return the questionnaire to me at General Counsel, Office of the Governor, Room M-146, 1900 Kanawha Boulevard, East, Charleston 25301, by the close of business on **Monday, May 26, 2014**. We thank you in advance for your attention to this most important matter, which will help ensure that West Virginia is even better prepared should it face a similar emergency situation in the future.

Sincerely,

Peter G. Markham

Peter G. Markham
General Counsel
Office of Governor Earl Ray Tomblin

Encl.

Appendix 14

RECEIVED
MAY 16 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: West Virginia Rural Water Association (WVRWA)

Prepared by Amy Swann Date of Review: May 12, 2014

Key Participants:

Name	Job Title	Role in Emergency
Mark Smith	Operator St. Albans MUC	Water Provider
Michael McNulty	Putnam Public Service District	Water Provider
Amy Swann	West Virginia Rural Water Association	Information Provider
Lew Baker	West Virginia Rural Water Association	—

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

WVRWA provided data to the Governor's Office about the location on non-West Virginia American Water (WVAW) water systems in each of the nine affected counties on the evening of January 9, 2014. The list was promptly distributed to the National Guard.
WVRWA talked to member systems about status of the emergency on an as needed basis.
WVRWA offered the use of our skilled and experienced water treatment operators to WVAW at both the initial phases of the disaster and the flushing phase of the recovery effort

What went well and why?

(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
(1) WVRWA members voluntarily supplied local businesses, including medical facilities, and members of the public with treated water at no cost. Because of our efforts, the public had an option to the purchase of bottled water.	Ensure that the Governor's office has ready access to all the tools and information already available, ie. WV IJDC mapping, to it when it needs to deal with future infrastructure disasters.
(2) WVRWA members, in the absence of central direction from state government, mobilized their individual water treatment plants and provided drinking water to anyone who came and asked for it. We didn't wait for someone to tell us to do it, we just did it.	Better communication lines between all branches of government, from the federal, state and down to the county.

What can be improved and how?

(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Communication to the water systems. In this case, in particular, knowledge was essential and it wasn't available.	Utilize existing information to develop a data base which contains direct contact information for all water and wastewater utilities.
Continuing to increase the knowledge of the general public about where there water comes from and how it's treated and distributed.	WV Bureau for Public Health (WVBPH) and WV Public Service Commission should produce a co-ordinated campaign to educate citizenry.
When the National Guard is mobilized, more timely response is critical. It took several hours to mobilize tankers	Utilize existing information to develop a data base which contains direct contact information for all water and wastewater utilities. Review existing transport protocols (WV National Guard)
Health facilities must be educated on the importance of being self reliant in all areas, including water, for the first 72 hours of any disaster.	WV BPH and WV Homeland Security should develop information on preparedness, emphasizing the first 72 hours self preparedness
24-7 live monitoring of WVDEP spill line.	When a spill happens, time is of the essence. 24-7 live monitoring of spill and water intake closeness are critical. DEP should notify water utility immediately
WVAW must provide operator and management direct dial contact information to other water and wastewater systems in the counties it operates in.	WVAW must provide this information. Calls to Alton, Illinois call center are useless in an emergency.

West Virginia Rural Water Association
100 Young Street • Scott Depot, WV 25560-7839 • 304/201-1689

May 12, 2014

Mr. Peter G. Markham, General Counsel
Office of the Governor
Room M-146
1900 Kanawha Boulevard, East
Charleston, West Virginia 25301

Re: Water Crisis After Action Review

Dear Mr. Markham:

West Virginia Rural Water Association is pleased to participate in the Water Crisis After Action Review. I conducted a round table discussion today with some of our members who provided water during the crisis. I am attaching the completed questionnaire with our responses for your review. If an electronic template is available, I would be happy to complete it and email it back to you. My email address is amyswann@wvrwa.org.

Please let me know if you have any questions after you review our responses.

Sincerely,

Amy L. Swann

Amy L. Swann, Executive Director
West Virginia Rural Water Association

Attachment

Appendix 15

RECEIVED
MAY 23 2014
GOVERNOR'S GENERAL COUNSEL

Office of the Secretary of State
Building 1, Suite 157-K
1900 Kanawha Blvd., East
Charleston, West Virginia 25305

Natalie E. Tennant
Secretary of State
State of West Virginia

Telephone: (304) 558-6000
Toll Free: 1-866-SOS-VOTE
Fax: (304) 558-0900
www.wvsos.com

May 27, 2014

Peter Markham
General Counsel
Office of the Governor
1900 Kanawha Blvd, E., Room M-146
Charleston, WV 25301

Dear Peter:

Thank you for the opportunity to provide input in regards to the 2014 Water Crisis. Secretary Tennant has asked me to provide the enclosed response. Please let me know if you need additional information. You may contact me at 304-558-6000 or swebb@wvsos.com.

Sincerely,

Sheryl R. Webb

Sheryl R. Webb
Deputy Secretary of State

After Action Review Questionnaire

Water Crisis 2014

Agency: Office of the Secretary of State

Prepared by: Sheryl Webb

Date of Review: May 22, 2014

Key Participants:

Name	Job Title	Role in Emergency
Natalie Tennant	Secretary of State	Signed State of Emergency
Sheryl Webb	Deputy Secretary of State	Filed State of Emergency
Jake Glance	Communications	Responded to public inquiries
Penney Barker	Business and Licensing Director	Worked on legislation to assist local business owners

Detailed Summary of your Agency's role in responding to the state of emergency.

We were on call for the filing of the State of Emergency and any other paper work that needed to be filed to ensure the filing was processed in a timely fashion.

The Secretary of State's Office tried to provide assistance in any way that we were able. We remained active in information gathering during the crisis. We received inquiries from the public and business owners during and after the crisis. During the crisis, we received calls from people wanting information about where to go for resources and how to find out more regarding the chemical spill. We also provided any information that we could verify regarding the crisis on our website and social media. Secretary Tennant posted a petition to allow citizen engagement throughout this time.

Banks required corporations/LLCs to provide proof that they are registered with the Office of Secretary of State. That proof is called a "certificate of existence" and costs $10. During the two months following the water crisis, our Business and Licensing Division waived that fee as well as expedited getting the verification (certificate) to the banks or lending institution assisting the business owner. We actively worked with the legislature to find ways to provide relief for small business owners as a result of the crisis.

Secretary Tennant called on the Centers for Disease Control and Prevention to investigate the crisis. She used her voice as a public leader to ensure our State's issue was heard and considered. In doing so, she was requested to speak at the Environmental and Public Works subcommittee on Water and Wildlife hearing entitled, "Examination of the Safety and Security of Drinking Water Supplies Following the Central West Virginia Drinking Water Crisis".

In previous times of crisis, we have worked closely with the Governor's Office (the Coal Miner's memorial and Hurricane Sandy). We received up to date information and had SOS staff volunteer to assist with anything that was needed. We are available to continue to assist in this same manner for future situations.

What went well and why?

(What steps were taken toward successfully achieving your objective?)

Successes	How to Ensure Success in the Future
For Business Owners: Businesses were forced to shut their doors for days and/or weeks losing a great deal of income. Some owners needed to apply for short term loans. The banks required corporations/LLC to provide proof that they are registered with the Office of Secretary of State. That proof is called a "certificate of existence" and costs $10. During the two months following the water crisis our Business and Licensing Division waived that fee as well as expedited getting the verification (certificate) to the banks or lending institution assisting the business owner.	During the time that the water crisis occurred there was not a "filing deadline" period for businesses within our office. However, if it had been the Secretary of State's Office would have found a way to extend the deadline and/or waive filing fees. In the future there should possibly be legislation enacted that would take into account national/statewide disasters, crisis, etc and allow for extensions if it occurs during deadlines for taxes and annual filings for any State, County or Local agency. Businesses during that time are focusing on keeping their business from not having to close or file bankruptcy, in addition to handling family concerns during a crisis and do not need the added burden of government deadlines.
For General Public: The Secretary of State's Office stayed open every day during the water crisis, in order to provide two specific services; 1) We were able to provide information to general public on where to go for water supplies, showers, and shelter, 2) we were able to continue to provide our normal business services to the business and legal communities, as the majority of the State and other States were not affected by the water crisis and needed to conduct business, obtain services from our office in order to continue to operate their businesses.	The general public needs to rely on state/county/local agencies as a go to during a crisis. There are government agencies in every area of the State and not just for information as our office provided. Agencies need to try and find a way to have staff to report if at all possible in order to serve the other areas of the State or out of State businesses that are not affected by the crisis. There needs to be command areas designated to specific government agencies where the designated staff can go to possibly eat, shower, sleep during the crisis in order to continue to provide services on a daily basis to the citizens in need.
For Staff: The Secretary of State's Office had in place a plan of how to contact staff when a crisis occurs after hours. Managers received direction from the Deputy Secretary of State and then the managers contact their staff and inform them of those directions.	
General Service provided bottle water to employees during the crisis to use at work.	Have emergency supply in place with a plan to deliver to the capital complex for various crisis

What can be improved and how?

(What could have been done better? What can your organization do differently in similar situation in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
The community received most of its information from listening to the local news stations. Sometimes the information varied, or people missed the newscasts, etc.	Most people have access to computers; most state, count, local government agencies could post on their websites updated information that comes directly from whoever is releasing information, such as Homeland Security, Red cross, etc. Specific information telling where water pickups and shelters are, curfews, time changes for when Government is opening and closing, etc...government websites could be very useful during the crisis.
Some employees were unable to come to work for one or several days and were unable to work from home.	Provide web base computer systems and communication that allow employees to work from home when they are unable to physically travel to work.
Employees without bottled water in the early days of the crisis missed work to shop for water.	Provide supply at the capitol complex so employees don't have to miss work during a crisis.
Our office is concerned about businesses, particularly small ones. Many business owners who had to close due to the water crisis were personally affected also because their businesses are linked with their personal finances.	Our office could have been a conduit for their requests for aid. Because of our databases of information, we could have been a resource for the Governor's office about what businesses are located in the spill area.

Appendix 16

RECEIVED
MAY 23 2014
GOVERNOR'S GENERAL COUNSEL

Shelton, Janet

From: Markham, Peter G
Sent: Tuesday, May 27, 2014 9:48 AM
To: Shelton, Janet
Subject: FW: Water Crisis After Action Review
Attachments: WV VOAD Recovery Operations Report.docx; Updated Report for Chemical Spill.docx; Completed AAR (1).pdf; AAR Page 2 (c).pdf

From: West Virginia VOAD [mailto:wvvoad@gmail.com]
Sent: Monday, May 26, 2014 5:13 PM
To: Markham, Peter G
Subject: Water Crisis After Action Review

Mr. Markham,

I have attached a copy of the AAR that was filled out by me on behalf of WV VOAD. I also attached a copy of the VOAD operations report. I hope this information helps with this After Action Report.

Thank You,

Jenny Gannaway
State Chair WV VOAD
(606) 625-5921
jennygannaway@frontier.com
wvvoad@gmail.com

West Virginia
Voluntary Organizations
Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

WV VOAD Recovery Operations Report for the Chemical Spill: Thursday February 13, 2014

- **Appalachian Center for Independent Living Inc.** – Completed wellness checks on People with disabilities and delivered food, and water. Water was provided by Cross Lanes Baptist Church. The food was provided by the Bureau for Behavioral Health and Health Facilities Office of Consumer Affairs and Community Outreach. 56 People at Perkins Parke in Cross Lanes received water and wellness checks. Nine received requested food. 70 people in Ella Bella apartments in Dunbar, WV received wellness checks and water. **126 cases of water were given out.**

- **Adventist Community Service** – Managed the warehouse and distribution for members of WV VOAD. Provides 9 volunteers for a total of 148 volunteer hours.

- **American Logistics Aid Network (ALAN)** – Provided logistical support for water deliveries and donations.

- **Appalachian Outreach Inc.** – Provided a 24 foot truck to make deliveries and to move the warehouse. Is housing supplies until they are needed. Collected 1000 pounds of food and delivered it to Helping Hands Inc. (Food Pantry) in Boone County. Also delivered **140 gallons of water** to be provided to families in Boone and Lincoln Counties. 2 volunteers provided 24 volunteer hours.

- **American Red Cross** - Dispatched 13 Emergency Response Vehicles and 1 box truck for delivery of water. Provided bulk water distribution and worked with partners to provide Mass Care to the four affected counties (Lincoln, Kanawha, Putnam, Boone counties). Fed two work sites in Kanawha County twice a day. Delivered water and hand sanitizer from The Salvation Army/VOAD site to Lincoln County. Two bulk distributions sites were open to the public.

- **AmeriCares** - AmeriCares provided 531 family hygiene kits to the United Way of Central West Virginia for distribution at local shelters and senior programs.

- **The Bureau for Behavioral Health and Health Facilities (BBHHF)** - Reported to the DHHR Health Command Center and assisted with the behavioral health and mass care coordination, communication, response and reporting of the chemical spill efforts. Working collaboratively with the WV VOAD State Chair, the BBHHF assisted as needed with the messaging, data gathering, information distribution, crisis counseling, and mission coordination. The BBHHF had three behavioral health crisis response teams for the nine counties on deployment standby (Prestera, Westbrook and Logan/Mingo). Prestera was deployed to several of the distribution sites in Kanawha County to provide psychological first aid support to the individuals and the volunteers who were handing out the bottled water. BBHHF continues to collaborate and communicate with the WV VOAD, and regularly briefs the DHHR Health Command Incident Commander and Liaison of the ongoing WV VOAD recovery efforts as well as maintenance of the related BBHHF and WV VOAD activities within the reporting system for the DHHR Health Command. BBHHF has been working with the Disaster Distress Helpline as they assist our State with the crisis counseling, emotional, and spiritual care support, outreach and resource linkages. The Disaster Distress Helpline has provided resource materials to BBHHF and the United Methodist and is working with the BPH and BBHHF on the Community Assessment for Public Health Emergency Response (CASPER) Project. BBHHF continues to participate in the recovery and planning meetings and provides support as needed to the WV VOAD and other state and local agencies. BBHHF provided the DHHR Communications with press releases from the Disaster Distress Helpline and the WV VOAD press releases on the disaster fund and emergency assistance programs for the sharing on various media outlets and social media.

- **Catholic Charities** – Provided distribution centers and volunteers to distribute water and supplies. Provided volunteers to help in the VOAD Warehouse. St. Francis Catholic Church provided their showers for families to shower. The Wheeling office of Catholic Charities coordinated a water and supply drive. **96 cases of water**, diapers, baby wipes, baby formula, paper products and food was provided to the VOAD warehouse for distribution. Provided $400 in funding for meals being provided to families. Delivered water and supplies to counties. Provided 8 volunteers for a total of 239 hours.

- **Central WV Outreach Center** – Provided and delivered **5 pallets of water** to the Nation Guard in South Charleston. **(210 cases).** They have 10 pallets ready to be delivered. 1 volunteer 10 volunteer hours.

- **Christian Appalachian Project:** Provided 1 semi load of water (18 pallets) on Friday, January 10th and another load (18 pallets) on the Sunday the 12th. Each pallet had 36 cases of water. **A total of 1,296 cases were provided.**

- **Convoy of Hope** – Convoy of Hope attended WV VOAD Conference calls daily. At the request of WV VOAD Convoy sent a load of water (24 pallets, 160 gallons per pallet) to the Salvation Army (VOAD Warehouse) in Charleston, West Virginia. Convoy of Hope continues to work with WV VOAD in the continuing effort. **A total of 3,840 gallons of water was donated.**

- **WV Council of Churches** - Provided Administrative Support to WV VOAD. WV Council of Churches has provided a Grant of $5000, the grant provided funds for feeding during the disaster and to help food pantries that are seeing an increase in clients. WV Council of Churches provided three VISTA's, volunteers and volunteer recruitment to work in the warehouse and to distribute water and supplies. 2 volunteers provided 16 volunteer hours.

- **Community Lutheran Partners** – Collect $5725.00 to help pantries buy diapers for clients with small children. Coordinated the purchase of $2000 in diapers and delivered to the VOAD warehouse to be distributed.

- **CERT Teams** - Provided volunteers to help unload trucks and to distribute water and supplies. (Braxton County Cert) 11 volunteers provided 88 volunteer hours of service. Bo Wriston, a CERT Coordinator, coordinated a special event put on by the Turtleman and the cast of
  "Call of the Wildman" so water and supplies could be collect. He also had a drive in his county (Wirt County) to collect water and supplies. Kristine Green (Wood County CERT Coordinator) delivered water and supplies to the warehouse for distribution. **Provided 116 cases of water and 101 gallons of water was provided.**

- **WV Annual Conference of the UMC Disaster Response** – Provided water, hand sanitizer, wipes and paper goods. Worked with Kanawha County Emergency management to do wellness checks, deliver water and supplies to special populations. UMCOR provided a Shower trailer in Kanawha County for relief workers to shower. Received a grant of $10,000 to help provide extra food for food pantries. WV UMC Disaster Response has provided funding of $500 to 14 food pantries in the nine counties affected by the chemical spill. WV UMC Disaster Response provided Spiritual and Emotional care teams. 8 teams were provided and 406 families were visited. Provided 17 volunteers provided 133

volunteer hours. **97 cases of water were provided through the United Methodist Churches.**

- **Disaster Distress Helpline** – Disaster Distress Helpline continues to work with WV VOAD, state and local officials and agencies, local mental health providers and others to support those affected by the spill. DDH has provided disaster behavioral health-related materials and support to providers, responders and those affected across the 9 declared counties.

- **Huntington Area Food Bank – Distributed 618 cases of bottled water, 2,752 gallons of water** and 309 cases of Propel.

- **LEAD Community Organization** – Provided 2100 meals to families in Logan County affected by the chemical spill. 7 volunteers provided 210 hours.

- **Mennonite Disaster Services** – Delivered water and supplies to three affected counties. **160 cases of water 188 gallons of water**, paper products, baby wipes and food. Provided volunteers, 4 volunteers provided 24 volunteer hours.

- **Mountaineer Food Bank – Provided 420 cases of water**, 25 cases of snack foods, hand sanitizer and paper products. MFB continues to deliver water to the affected counties.

- **Presbyterian Disaster Assistance, Presbytery of West Virginia, WV Ministry of Advocacy and Workcamps** - The Presbytery Mission Committee has received money from both Presbyterian Disaster Assistance and the Synod of the Trinity to assist Food Pantries and Soup Kitchens affected by the recent chemical leak. Crisis Assistance Grants was provided to the churches in the nine counties affected. First Presbyterian Church of Williamstown and Waverly-Bethel Presbyterian Church donated a total of **416 cases of water** to be distributed through the VOAD Warehouse. 2 volunteers provided 16 volunteer hours.

- **Volunteer WV** - Provided WV VOAD with volunteer coordination support. 23 volunteers for a total of 138 volunteer hours.

- **WV Convention of Southern Baptist** – WV Convention of Southern Baptist provided two volunteers for a total of 160 hours. Had feeding units on standby. Provided two showers trailers. Distributed water and supplies. A Southern Baptist team from NC provided $1100.00 in warehouse supplies and 54

volunteer hours. A Southern Baptist team from PA **provided 75 cases of water** and 12 volunteer hours.

- **Wheeling Jesuit/Appalachian Institute** – Provided funds to the WV VOAD Disaster Relief Fund. Coordinated with Canisius College--Buffalo, NY and Boston College HS to collect funds.

- **The Salvation Army** – Provided warehouse space for WV VOAD. Prepared 2028 meals, 1,388 drinks, 1,096 snacks, 1,204 comfort kits, **distributed 2,604 cases of water.** Purchased 10 pallets of water and delivered to the National Guard Armory. **(410 cases)** Delivered water and supplies from the warehouse to Counties affected. The Salvation Army and the Boys and Girls Club Provided 26 volunteers for a total of 461 volunteer hours.

- **Tri-County YMCA** – provided 2600 showers to families affected by the chemical spill.

- **The United Church of Christ** – Provided $500 to the Disaster Relief Fund for emergency food needs.

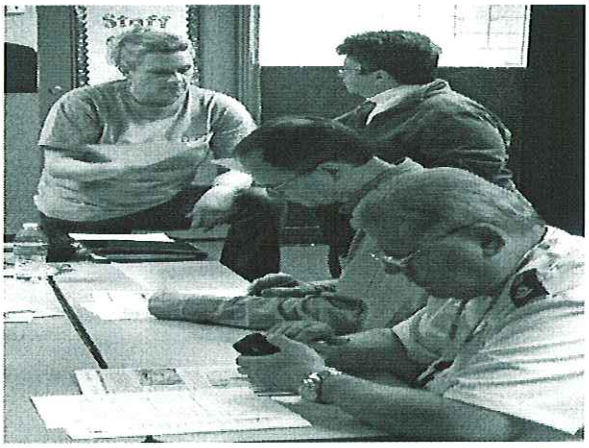
- **United Way of Central WV** – United Way of Central West Virginia has established a West Virginia Emergency Assistance fund to assist affected residents who suffered from lost wages and reduction of work hours as a result of the chemical spill. Over $100,000 has been donated to this fund to help these families. Community Base Providers has been established in each of the nine counties to take applications.

Business Partners:

- **Ponderosa in Elkview, WV** – **Provided 720 cases of water** to be distributed.
- **Hill Chiropractic Center in Logan, WV** – Provided a water location for families to fill up containers.
- **Islamic Association, Charleston WV** – **Provided 700 cases of water**, adult wipes, and paper products.
- **UPS – donated 10 trailers (183,000 liters) of water**.
- **The Coleman Company –** donated 3600 coolers for water distribution

- **CVS – Provided 160 cases and 233 gallons of bottled water**, Clorox wipes, baby wipes and paper products,
- **McDonalds** – Provided 8 cases of napkins, cups, plates and **263 cases of water**.
- **7-11** – Provided paper products and **66 cases of water**.
- **Kroger Company** –Hand Sanitizer, snack foods, diapers, and paper products. Provided
- **Chili's Restaurant – 75 gallons of water**

The Governor of WV asked any citizen in WV wishing to donate water to please drop off their donation at the VOAD warehouse. Water Donated – 210 cases, 321 gallons



Catholic Charities, Southern Baptist, The Salvation Army, The United Methodist and Adventist Community Services meet to discuss Warehousing and Donations.

Unloading a truck of supplies donated by Catholic Charities (Wheeling Office

Total Water Donated and distributed through WV VOAD Warehouse:

- **Bottles of bottled water distributed**– 347,880 bottles
- **Gallons of water** – 7,650
- **Liters** – 183,000
- **Approximate Cost of Water - $225,351.03**
- **Total Volunteer Hours – 1,933 @ $15.00 per hour = $28,995**
- **Donated Supplies - $1,100.00**
- **Other donations -** diapers, baby formula, wipes, paper products, food, Clorox wipes, hand sanitizer, adult wipes and Coleman Coolers - **$279,000.00**
- **Total Cost of Products - $505,100.00**

- Total Cost of Volunteer Hours and Donated Products - $534,095.00

This does not include water that was coordinated by WV VOAD to be delivered to the National Guard in South Charleston.

Grants:

- **Presbyterian Disaster Assistance, Presbytery of West Virginia, WV Ministry of Advocacy and Workcamps - $10,000**
- **WV Annual Conference of the UMC Disaster Response - $10,000**
- **WV Council of Churches - $5000.0**

Donations:

- **WV VOAD Disaster Relief Fund - $6,400.00**
- **United Way - $100,000.00**

Total of Grants and Donations - $131,400.00

Total donated through WV VOAD Member Agencies and business partners - $665,495

Totals do not include the cost of water WV VOAD sent to the National Guard or numbers from the American Red Cross.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
The collaboration between WV VOAD, the State EOC, County Emergency Managers and FEMA.	WV VOAD will continue to work with local, state and federal partners. WV VOAD would like to have a role in State and County plans to ensure future successes.
Please see the attachment for VOAD successes.	

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Communication	As in any emergency/disaster communication seems to be a huge problem. Because things changed so quickly we need to develop a plan to share information more often. Sometimes by the time we received a task the need had already changed. We waste resources if we don't know changes immediately.
Add WV VOAD to State and County Plans	WV VOAD would like to work with each County and the State to be included in their plans so we can prepare for what is expected of our agencies during emergencies/disasters.

West Virginia
Voluntary Organizations
Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

Taylor Co. Collaborative Family Resource Network - Donated water, hand sanitizer, paper products, baby food, food, and wet wipes.

Water – 10,500 bottles and 54 gallons - **$1062.50**
Hand Sanitizer – 210 bottles - **$630.00**
Paper Products - **$1200.00** in value

Baby Food - **$250.00** in value
Food - **$3500.00** in value
Wet Wipes – 27 cases - **$540.00**
Volunteer Hours - 48 hours

Total - $7182.50

United Way of Central WV - United Way of Central WV paid utility bills for 627 individuals through the WV Emergency Fund. The total amount paid by this fund was **$112,863.00** which was 100% of the money donated.

Central WV Outreach - Delivered 10 pallets (17,642 bottles) of water to the **Salvation Army** in Charleston to distribute out to food pantries in the 9 counties affected by the Chemical Spill, Value of water - **$1675.80.** Volunteer Hours – 6 hours

Mountaineer Food Bank – The Mountaineer Food bank delivered 440 (18,489 bottles) of water to Charleston. Food Pantries from the affected counties picked up water from the MFB truck to take to their county to distribute. Value of water was **$1,755.60.**

Community Lutheran Partners – CLP is in the process of making grants to food pantries that has small children. The grant will be to purchase diapers and wipes. Numbers reported on first report.

The WV Council of Churches – WV COC is making grants to food pantries that are seeing an increase in numbers due to the Chemical Spill. We are seeing a 50% increase at some pantries. Numbers reported on first report.

Updated Numbers:

Volunteer Hours – 54 hours @ $15.00 per hour = **$810.00**
Bottles of Water Distributed – 46,631 bottles and 54 gallons
Total Cost of Water - **$4,492.60**
Cost of other Supplies - **$5,580.00**

Donations to United Way - **$12,863.00**

Donated through WV VOAD Member Agencies and business partners from first report- $665,495.00

New Total donated through WV VOAD Member Agencies and business partners - $689,240.60

If you have any information to report please send your report to wvvoad@gmail.com.

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: WV VOAD (Voluntary Organizations Active in Disasters)

Prepared by Jenny Gannaway Date of Review: 5/19/14

Key Participants:

Name	Job Title	Role in Emergency
WV VOAD Agencies (See Attachment)		

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Please see attachment on WV VOAD's response to the state of emergency.

Appendix 17

After Action Review Questionnaire

WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: *WorkForce West Virginia*

Prepared by: *Russell L. Fry, Acting Executive Director* Date of Review: *5/15/2014*

Key Participants:

Name	Job Title	Role in Emergency
Russell L. Fry	Acting Executive Director	Coordinate Agency Response
Valerie Comer	Deputy Executive Director	Oversees Federal Programs involved in Response
Beth Nogay Carenbauer	Director, Unemployment	Research and prepare response for benefits
David Watson	Assistant Director, Benefits and Technical Support	Responsible for claims taking
Patricia Hardin	Employment Programs Specialist, Sr	Agency DUA Coordinator
Claudia George	Director, Field Operations	Oversight of staff taking claims in local offices
Criss McCauley	Field Supervisors	Oversight of staff taking claims in local offices
Lori Turner	Field Supervisors	Oversight of staff taking claims in local offices
Rocky McCoy	Field Supervisors	Oversight of staff taking claims in local offices
Bunny Harper	Manager, Charleston Local Office	Oversight of staff taking claims in local offices

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

During January 2014, West Virginia suffered a National Disaster when water contamination in the Elk River affected hundreds of businesses. Because this disaster affected any business that utilized water from the West Virginia American Water Company there were over nine counties affected. The nine counties involved were Boone, Cabell, Clay, Jackson, Kanawha, Lincoln, Logan, Putnam, and Roane. Since the public was instructed by the West Virginia Department of Health that the water could only be used for sanitary purposes, many of the businesses in the affected areas had to close down.

Despite the uncommon nature of the incident, WorkForce West Virginia utilized its resources to provide the necessary information to the affected individuals to help citizens obtain monetary assistance through this crisis. WorkForce West Virginia began preparations to accommodate the volume of unemployment claims being projected from the onset of the disaster. Through vigorous planning, we were able to develop a plan of action to assist businesses and their employees with the following information:

- ✓ How to file an unemployment claim?
- ✓ How much unemployment can I draw?
- ✓ Is there a waiting period?
- ✓ How long will it take to receive my first payment?
- ✓ How much can I earn and still be eligible to receive unemployment compensation benefits?
- ✓ How does other income affect my unemployment?
- ✓ Can I receive unemployment benefits if I work a few during the week, etc.?

Since we were unsure if this particular disaster would be declared by the federal government to include Disaster Unemployment Assistance, it was imperative that we programmed our system to be able to detect the individuals who filed claims. To accomplish this task we had to engage our programming staff to modify the unemployment automated benefit system to distinguish these claims.

In an effort to assist the affected individuals, WorkForce West Virginia also allowed the backdating of the claims filed due to the water contamination issue as well as waived the work search requirement on these claims during the disaster period. Over the course of this disaster, our agency processed approximately 727 claims, answered an abundance of phone calls, adapted policies and provided guidance to employers and claimants. Based upon the workload, we estimate this disaster cost the agency $20,825. Since the disaster was never declared with unemployment assistance, these costs had to be absorbed by WorkForce WV's general funding. Regardless of the cost, WorkForce West Virginia is proud that it was able to assist the individuals affected by this catastrophe in a manner which allowed them to survive such an economic downturn.

What went well and why?

(What steps were taken toward successfully achieving your objective?)

Successes	How to Ensure Success in the Future
Dispatched staff from offices within commuting distance to assist	
Migrating staff from offices outside commuting distance to back fill and where lodging was available	
Logging phone inquiries from employers for planning purposes	
Use of website for immediate distribution of information	

What can be improved and how?

(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Analysis of how the crisis affected our own employees and their ability to report to work.	Make this a priority in any future planning process.

Highlights of agency action are detailed below.

January 13, 2014: WorkForce published a Q&A on our web site with information on filing an unemployment compensation claim due to the water emergency-see attachment.
January 16, 2014: Prepared information for Commerce Secretary on process to qualify for Disaster Unemployment Assistance (DUA)
January 24, 2014: U.S. Department of Labor responded to agency inquiries on DUA and noted that assistance is contingent upon a major disaster in the state.
February 4, 2014: WorkForce provided information for FEMA on the impact of the water emergency on employment in the state.
February 5, 2014: WorkForce reported that we had taken 83 regular unemployment claims related to the water crisis and that 727 individuals had filed for low earnings.
February 11, 2014: In response to an inquiry from the Governor's office, WorkForce calculated that the agency cost for claims taking and related services due to the water emergency totaled $20,824.46.
March 18, 2014: WorkForce completed a Pre-Disaster Readiness Document requested by the U.S. Department of Labor—***see attachment***.

What went well and why?
WorkForce was able to provide timely and thorough information to the public and to public officials due to our extensive database and communication processes already in place.

What can be improved upon and why?
It is very important that public officials understand the distinctions in statuses related to an emergency. For example, while the President declared an emergency as a result of the water contamination, FEMA did not rule the area as a "disaster" that would have provided Disaster Unemployment Assistance.

Please see attachments

Questions and Answers
Unemployment Benefits due to Water Contamination

1. **If I am not working due to water contamination, am I eligible for unemployment benefits?**
   You may report to your local WorkForce West Virginia unemployment claims office to file a claim for unemployment benefits at any time and a determination will be based on the information you provide.

   WorkForce West Virginia will backdate up to two weeks any claim filed due to the water contamination disaster. You should have your Social Security Card and a photo ID (such as your driver's license) with you when you report to your local office to file your claim.

   You will be asked to provide names and addresses for all employers for whom you have worked during the last eighteen months. Be prepared to furnish the dates you worked and the reason you left each employer. If you receive a low earnings report from your employer, you may file in person or by mail.

2. **Can I receive unemployment benefits if I work a few days during the week?**
   If you worked 32 hours (or 80%) of a normal 40 hour workweek, you would normally **not** be eligible to receive unemployment benefits. If you worked 24 hours (or 60%) of a normal 40 hour workweek, you may be eligible for some unemployment benefits. The amount of benefits received is based on how much you earn above $60 during the week minus your weekly benefit amount (see '**How much can I earn and still be eligible**' for information on earnings).

3. **Is there a waiting period?**
   There is a one-week unpaid waiting period during a claim year. The waiting period is the first week that you meet all requirements to receive a payment.

4. **How long will it take to receive my first payment?**
   To receive benefits for total unemployment you must file a claim for payment each two weeks while you are unemployed. Your first weekly claim form will be mailed to you shortly after you file an application to begin your claim. We estimate that it will take approximately three weeks from the date you file your initial claim to receive a payment.

5. **How much unemployment can I draw?**
   Your weekly benefit amount is based on the total covered wages you were paid during your base period. You must have been paid wages of at least $2,200 in covered employment during your base period and paid wages in at least two calendar quarters of your base period to be monetarily eligible to receive unemployment compensation benefits. If you file now through April 4, 2014, the base period is 10/1/2012 to 9/30/2013. If you are not eligible using the regular base period, we would explore an alternate base period. You can find out more information on the week benefit amount on our web site at:
   http://www.wvcommerce.org/business/workforcewv/unemployment_compensation/claimants/benefit_rates.aspx

6. **How much can I earn and still be eligible to receive unemployment compensation benefits?**
   You may work and earn up to $60 per week and still receive your full weekly benefit amount. Wages of more than $60 are deducted from your weekly benefit amount on a dollar-for-dollar basis. Any amount of wages must be reported. You must always report your GROSS EARNINGS, not your NET pay.

7. **How does other income affect my unemployment?**
   All income must be reported. Some income is deductible and affects your benefit amount. Some income has no effect on your benefits.

8. **How can I get addition information or file an unemployment claim?**
   You may visit WorkForce West Virginia offices serving the affected areas area listed below. You can get updates on our web site at www.workforcewv.org.

Charleston:	1321 Plaza East Shopping Center Charleston, WV (304) 558-0291
Huntington:	2699 Park Avenue Suite 240 Huntington, WV (304) 528-5538
Logan:	130 Stratton Street 2nd Floor Logan, WV (304) 792-7010
Parkersburg:	300 Lakeview Center Parkersburg, WV (304) 420-4625

Disaster Unemployment Assistance (DUA)

State Workforce Agency Checklist for Pre-Disaster Readiness

U.S. Department of Labor
Employment and Training Administration
Office of Unemployment Insurance

200 Constitution Ave., NW
Washington, D.C. 20210
(202) 693-3226
www.doleta.gov

State Workforce Agency (SWA) Checklist for Pre-Disaster Readiness for Disaster Unemployment Assistance (DUA) Program Operations

The purpose of the checklist is to assess the state's preparedness in administering the DUA program in the event of a major disaster declared by the President; and to provide technical assistance, as needed.

Reference: Code of Federal Regulations, 20 CFR, Part 625 and DUA Handbook, ET No. 356.

State:	Name and Title of agency representative completing the form:
West Virginia	Patricia Hardin, Employment Programs Specialist Senior, DUA Coordinator
Date(s) of Review:	How many disasters occurred in the state during the last six (6) months?
March 18, 2014	One state disaster in January of 2014. However, this disaster was not declared eligible for DUA benefits.

	A. Administrative Guidance	Yes	No	N/A	Comments
1.	Does the SWA have the Secretary's Regulations, 20 CFR Part 625, as amended through March 6, 2003?	X			
2.	Does the SWA have an updated copy of the DUA Handbook No. 356? (Revised: 2006)	X			
3.	Does the SWA understand the process for requesting funds from FEMA, initial and supplemental?	X			
4.	Does the SWA have additional information and instructions (UIPLS, TEGLS, etc.) to carry out DUA operations in accordance with federal guidelines and regulations?	X			
5.	Does the SWA understand the DUA reporting requirements, such as the 902, ETA 9130, SF 2112 and the Final Narrative Report? (Sec. 625.19)	X			
6.	Does the SWA have the most recent quarter of the Department of Labor UIPL providing the Minimum Disaster Unemployment Assistance (DUA) weekly Benefit Amount?	X			
7.	Does the SWA have a Disaster Recovery Plan?	X			

	B. Publicity of DUA Program	Yes	No	N/A	Comments
1.	Does the SWA have procedures in place to coordinate with FEMA their announcements of DUA availability, including the ability to produce bilingual information?	X			Although we can coordinate with FEMA on the announcements, we do not currently have the ability to produce bilingual information.
2.	Does the SWA have contacts/notification procedures in place for employee/self-employed representative organizations, e.g., rural areas, targeted groups?	X			
.					

	C. DUA Claims Processing and Operations	Yes	No	N/A	Comments
1	Check the DUA processing claim method(s): ❒ Automated ❒ Semi-automated ❒ Manual				Semi-automated method.
2.	How are claims filed? (check all that apply): ❒ Mail ❒ One-Stop Center ❒ Internet ❒ Interactive Voice Response ❒ Other (Describe in comment section)				Claims are filed in our One-Stop Centers located throughout the state.
3.	How are DUA payments made (check all that apply): ❒ Check ❒ Debit Card, ❒ Direct Deposit?				Check
4.	Does the SWA have methods or procedures to provide training for employees to perform DUA functions? If yes, check where applicable: ❒ Formal classroom training ❒ On the job training ❒ One-on-one training ❒ Individual self-guided training ❒ Other (Describe in comment section)	X			West Virginia provides on the job training and one-on-one training. Each time a DUA is declared updated procedures and forms are provided to all local office staff. In addition, the State-wide DUA Coordinator is available for any questions.

5.	How much training has been provided to DUA personnel during the last year? (Estimate number of hours and insert in comments section)				We provide training with the onset of each disaster regardless of the time frame.
6.	Does the SWA have process (e.g., backup training or organizational flexibility) to assure that staff absences will not disrupt operations? If yes, describe the process in the comments section.	X			Due to staff turn-over, we are currently training another back-up to the State-wide DUA Coordinator. In addition, all local office staff are cross trained so we have ample staff to take and process DUA claims.
7.	Does the SWA have all of the necessary forms to assure that DUA initial and weekly claims can be filed and paid timely?	X			

	E. Fiscal Reporting	Yes	No	N/A	Comments
1.	What unit/person in the agency is responsible for the completion and submission of the monthly ETA 90-2 report (answer in the comments section)?				UC Benefit & Technical Support, Budget & Statistics Unit - Connie Kirk, Manager
2.	What unit/person is responsible for preparing the final report after the disaster assistance period has ended? (answer in the comments section)				Patricia Hardin, DUA Coordinator
3.	What unit/person is responsible for preparing the quarterly 9130 (UI Financial Status Report) for the disaster? (answer in the comments section)				Brock Jarrett, Manager of Fiscal Administrative Management This section would prepare all 9130s.
4.	What is the agency procedure to deobligate unused DUA funds after the disaster has been closed out? (answer in the comments section)				Brock Jarrett, Manager of Fiscal Administrative Management --Unused funds would be returned upon submission of the final report through the Payment Management System.
5.	Does the Agency utilize its benefit payment account or clearing account for processing DUA transactions (benefits)? If no, please explain what account the Agency uses to process DUA transactions?		X		We utilize a special outside banking account to pay DUA benefits.
6.	Does the SWA have adequate overpayment procedures in place for recovery of DUA benefits paid to claimants erroneously? Describe the procedure in the comments section.	X			We would utilize the same procedures for recovery of DUA benefits paid erroneously as an overpayment associated with a regular claim. If a

					claimant continued to file after the overpaid week or weeks, we would deduct the overpayment from the future DUA payments. We begin recovery efforts upon the overpayment being established. These efforts could include a Re-payment Plan as well as possible Civil Action etc. if overpayment was declared Fraud.

Additional comments: Although the documents listed below were not actually checked, we are providing them as a convenie the event you would need them. _____

_____

_____

_____

_____

Please forward a copy of the following documents that are checked:

- ☐ A copy of a Notice of Determination to claimant
- ☐ A copy of a DUA weekly certification form
- ☐ Copy of a DUA initial application form
- ☐ Material/pamphlets that are furnished to claimants about the DUA program
- ☐ A copy of any previous press releases announcing DUA benefits, if applicable
- ☐ If training has been done, please forward a copy of your training materials

After Action Review Questionnaire

WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: *WorkForce West Virginia*

Prepared by: *Russell L. Fry, Acting Executive Director* Date of Review: *5/15/2014*

Key Participants:

Name	Job Title	Role in Emergency
Russell L. Fry	Acting Executive Director	Coordinate Agency Response
Valerie Comer	Deputy Executive Director	Oversees Federal Programs involved in Response
Beth Nogay Carenbauer	Director, Unemployment	Research and prepare response for benefits
David Watson	Assistant Director, Benefits and Technical Support	Responsible for claims taking
Patricia Hardin	Employment Programs Specialist, Sr	Agency DUA Coordinator
Claudia George	Director, Field Operations	Oversight of staff taking claims in local offices
Criss McCauley	Field Supervisors	Oversight of staff taking claims in local offices
Lori Turner	Field Supervisors	Oversight of staff taking claims in local offices
Rocky McCoy	Field Supervisors	Oversight of staff taking claims in local offices
Bunny Harper	Manager, Charleston Local Office	Oversight of staff taking claims in local offices

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

During January 2014, West Virginia suffered a National Disaster when water contamination in the Elk River affected hundreds of businesses. Because this disaster affected any business that utilized water from the West Virginia American Water Company there were over nine counties affected. The nine counties involved were Boone, Cabell, Clay, Jackson, Kanawha, Lincoln, Logan, Putnam, and Roane. Since the public was instructed by the West Virginia Department of Health that the water could only be used for sanitary purposes, many of the businesses in the affected areas had to close down.

Despite the uncommon nature of the incident, WorkForce West Virginia utilized its resources to provide the necessary information to the affected individuals to help citizens obtain monetary assistance through this crisis. WorkForce West Virginia began preparations to accommodate the volume of unemployment claims being projected from the onset of the disaster. Through vigorous planning, we were able to develop a plan of action to assist businesses and their employees with the following information:

- ✓ How to file an unemployment claim?
- ✓ How much unemployment can I draw?
- ✓ Is there a waiting period?
- ✓ How long will it take to receive my first payment?
- ✓ How much can I earn and still be eligible to receive unemployment compensation benefits?
- ✓ How does other income affect my unemployment?
- ✓ Can I receive unemployment benefits if I work a few during the week, etc.?

Since we were unsure if this particular disaster would be declared by the federal government to include Disaster Unemployment Assistance, it was imperative that we programmed our system to be able to detect the individuals who filed claims. To accomplish this task we had to engage our programming staff to modify the unemployment automated benefit system to distinguish these claims.

In an effort to assist the affected individuals, WorkForce West Virginia also allowed the backdating of the claims filed due to the water contamination issue as well as waived the work search requirement on these claims during the disaster period. Over the course of this disaster, our agency processed approximately 727 claims, answered an abundance of phone calls, adapted policies and provided guidance to employers and claimants. Based upon the workload, we estimate this disaster cost the agency $20,825. Since the disaster was never declared with unemployment assistance, these costs had to be absorbed by WorkForce WV's general funding. Regardless of the cost, WorkForce West Virginia is proud that it was able to assist the individuals affected by this catastrophe in a manner which allowed them to survive such an economic downturn.

What went well and why?

(What steps were taken toward successfully achieving your objective?)

Successes	How to Ensure Success in the Future
Dispatched staff from offices within commuting distance to assist Migrating staff from offices outside commuting distance to back fill and where lodging was available Logging phone inquiries from employers for planning purposes Use of website for immediate distribution of information	

What can be improved and how?

(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Analysis of how the crisis affected our own employees and their ability to report to work.	Make this a priority in any future planning process.

WORKFORCE
West Virginia

Earl Ray Tomblin, Governor
Russell L. Fry, Acting Executive Director
Keith Burdette, Commissioner

Highlights of agency action are detailed below.

January 13, 2014: WorkForce published a Q&A on our web site with information on filing an unemployment compensation claim due to the water emergency-see attachment.
January 16, 2014: Prepared information for Commerce Secretary on process to qualify for Disaster Unemployment Assistance (DUA)
January 24, 2014: U.S. Department of Labor responded to agency inquiries on DUA and noted that assistance is contingent upon a major disaster in the state.
February 4, 2014: WorkForce provided information for FEMA on the impact of the water emergency on employment in the state.
February 5, 2014: WorkForce reported that we had taken 83 regular unemployment claims related to the water crisis and that 727 individuals had filed for low earnings.
February 11, 2014: In response to an inquiry from the Governor's office, WorkForce calculated that the agency cost for claims taking and related services due to the water emergency totaled $20,824.46.
March 18, 2014: WorkForce completed a Pre-Disaster Readiness Document requested by the U.S. Department of Labor—***see attachment***.

What went well and why?
WorkForce was able to provide timely and thorough information to the public and to public officials due to our extensive database and communication processes already in place.

What can be improved upon and why?
It is very important that public officials understand the distinctions in statuses related to an emergency. For example, while the President declared an emergency as a result of the water contamination, FEMA did not rule the area as a "disaster" that would have provided Disaster Unemployment Assistance.

Please see attachments

Executive Division
112 California Avenue
Charleston, WV 25305

WORKFORCE
West Virginia

Earl Ray Tomblin, *Governor*
Russell L. Fry, *Acting Executive Director*
Keith Burdette, *Cabinet Secretary*

Questions and Answers
Unemployment Benefits due to Water Contamination

1. **If I am not working due to water contamination, am I eligible for unemployment benefits?**
   You may report to your local WorkForce West Virginia unemployment claims office to file a claim for unemployment benefits at any time and a determination will be based on the information you provide.

   WorkForce West Virginia will backdate up to two weeks any claim filed due to the water contamination disaster. You should have your Social Security Card and a photo ID (such as your driver's license) with you when you report to your local office to file your claim.

   You will be asked to provide names and addresses for all employers for whom you have worked during the last eighteen months. Be prepared to furnish the dates you worked and the reason you left each employer. If you receive a low earnings report from your employer, you may file in person or by mail.

2. **Can I receive unemployment benefits if I work a few days during the week?**
   If you worked 32 hours (or 80%) of a normal 40 hour workweek, you would normally **not** be eligible to receive unemployment benefits. If you worked 24 hours (or 60%) of a normal 40 hour workweek, you may be eligible for some unemployment benefits. The amount of benefits received is based on how much you earn above $60 during the week minus your weekly benefit amount (see **'How much can I earn and still be eligible' for information on earnings).**

3. **Is there a waiting period?**
   There is a one-week unpaid waiting period during a claim year. The waiting period is the first week that you meet all requirements to receive a payment.

4. **How long will it take to receive my first payment?**
   To receive benefits for total unemployment you must file a claim for payment each two weeks while you are unemployed. Your first weekly claim form will be mailed to you shortly after you file an application to begin your claim. We estimate that it will take approximately three weeks from the date you file your initial claim to receive a payment.

5. **How much unemployment can I draw?**
   Your weekly benefit amount is based on the total covered wages you were paid during your base period. You must have been paid wages of at least $2,200 in covered employment during your base period and paid wages in at least two calendar quarters of your base period to be monetarily eligible to receive unemployment compensation benefits. If you file now through April 4, 2014, the base period is 10/1/2012 to 9/30/2013. If you are not eligible using the regular base period, we would explore an alternate base period. You can find out more information on the week benefit amount on our web site at:
   http://www.wvcommerce.org/business/workforcewv/unemployment_compensation/claimants/benefit_rates.aspx

6. **How much can I earn and still be eligible to receive unemployment compensation benefits?**
   You may work and earn up to $60 per week and still receive your full weekly benefit amount. Wages of more than $60 are deducted from your weekly benefit amount on a dollar-for-dollar basis. Any amount of wages must be reported. You must always report your GROSS EARNINGS, not your NET pay.

7. **How does other income affect my unemployment?**
   All income must be reported. Some income is deductible and affects your benefit amount. Some income has no effect on your benefits.

8. **How can I get addition information or file an unemployment claim?**
   You may visit WorkForce West Virginia offices serving the affected areas area listed below. You can get updates on our web site at www.workforcewv.org.

Charleston:	1321 Plaza East Shopping Center Charleston, WV (304) 558-0291
Huntington:	2699 Park Avenue Suite 240 Huntington, WV (304) 528-5538
Logan:	130 Stratton Street 2nd Floor Logan, WV (304) 792-7010
Parkersburg:	300 Lakeview Center Parkersburg, WV (304) 420-4625

Disaster Unemployment Assistance (DUA)

State Workforce Agency Checklist for Pre-Disaster Readiness

U.S. Department of Labor
Employment and Training Administration
Office of Unemployment Insurance

200 Constitution Ave., NW
Washington, D.C. 20210
(202) 693-3226
www.doleta.gov

State Workforce Agency (SWA) Checklist for Pre-Disaster Readiness for Disaster Unemployment Assistance (DUA) Program Operations

The purpose of the checklist is to assess the state's preparedness in administering the DUA program in the event of a major disaster declared by the President; and to provide technical assistance, as needed.

Reference: Code of Federal Regulations, 20 CFR, Part 625 and DUA Handbook, ET No. 356.

State:	Name and Title of agency representative completing the form:
West Virginia	Patricia Hardin, Employment Programs Specialist Senior, DUA Coordinator
Date(s) of Review:	How many disasters occurred in the state during the last six (6) months?
March 18, 2014	One state disaster in January of 2014. However, this disaster was not declared eligible for DUA benefits.

	A. Administrative Guidance	Yes	No	N/A	Comments
1.	Does the SWA have the Secretary's Regulations, 20 CFR Part 625, as amended through March 6, 2003?	X			
2.	Does the SWA have an updated copy of the DUA Handbook No. 356? (Revised: 2006)	X			
3.	Does the SWA understand the process for requesting funds from FEMA, initial and supplemental?	X			
4.	Does the SWA have additional information and instructions (UIPLS, TEGLS, etc.) to carry out DUA operations in accordance with federal guidelines and regulations?	X			
5.	Does the SWA understand the DUA reporting requirements, such as the 902, ETA 9130, SF 2112 and the Final Narrative Report? (Sec. 625.19)	X			
6.	Does the SWA have the most recent quarter of the Department of Labor UIPL providing the Minimum Disaster Unemployment Assistance (DUA) weekly Benefit Amount?	X			
7.	Does the SWA have a Disaster Recovery Plan?	X			

	B. Publicity of DUA Program	Yes	No	N/A	Comments
1.	Does the SWA have procedures in place to coordinate with FEMA their announcements of DUA availability, including the ability to produce bilingual information?	X			Although we can coordinate with FEMA on the announcements, we do not currently have the ability to produce bilingual information.
2.	Does the SWA have contacts/notification procedures in place for employee/self-employed representative organizations, e.g., rural areas, targeted groups?	X			
.					

	C. DUA Claims Processing and Operations	Yes	No	N/A	Comments
1	Check the DUA processing claim method(s): ☐ Automated ☐ Semi-automated ☐ Manual				Semi-automated method.
2.	How are claims filed? (check all that apply): ☐ Mail ☐ One-Stop Center ☐ Internet ☐ Interactive Voice Response ☐ Other (Describe in comment section)				Claims are filed in our One-Stop Centers located throughout the state.
3.	How are DUA payments made (check all that apply): ☐ Check ☐ Debit Card, ☐ Direct Deposit?				Check
4.	Does the SWA have methods or procedures to provide training for employees to perform DUA functions? If yes, check where applicable: ☐ Formal classroom training ☐ On the job training ☐ One-on-one training ☐ Individual self-guided training ☐ Other (Describe in comment section)	X			West Virginia provides on the job training and one-on-one training. Each time a DUA is declared updated procedures and forms are provided to all local office staff. In addition, the State-wide DUA Coordinator is available for any questions.

5.	How much training has been provided to DUA personnel during the last year? (Estimate number of hours and insert in comments section)				We provide training with the onset of each disaster regardless of the time frame.
6.	Does the SWA have process (e.g., backup training or organizational flexibility) to assure that staff absences will not disrupt operations? If yes, describe the process in the comments section.	X			Due to staff turn-over, we are currently training another back-up to the State-wide DUA Coordinator. In addition, all local office staff are cross trained so we have ample staff to take and process DUA claims.
7.	Does the SWA have all of the necessary forms to assure that DUA initial and weekly claims can be filed and paid timely?	X			

	E. Fiscal Reporting	Yes	No	N/A	Comments
1.	What unit/person in the agency is responsible for the completion and submission of the monthly ETA 90-2 report (answer in the comments section)?				UC Benefit & Technical Support, Budget & Statistics Unit - Connie Kirk, Manager
2.	What unit/person is responsible for preparing the final report after the disaster assistance period has ended? (answer in the comments section)				Patricia Hardin, DUA Coordinator
3.	What unit/person is responsible for preparing the quarterly 9130 (UI Financial Status Report) for the disaster? (answer in the comments section)				Brock Jarrett, Manager of Fiscal Administrative Management This section would prepare all 9130s.
4.	What is the agency procedure to deobligate unused DUA funds after the disaster has been closed out? (answer in the comments section)				Brock Jarrett, Manager of Fiscal Administrative Management --Unused funds would be returned upon submission of the final report through the Payment Management System.
5.	Does the Agency utilize its benefit payment account or clearing account for processing DUA transactions (benefits)? If no, please explain what account the Agency uses to process DUA transactions?		X		We utilize a special outside banking account to pay DUA benefits.
6.	Does the SWA have adequate overpayment procedures in place for recovery of DUA benefits paid to claimants erroneously? Describe the procedure in the comments section.	X			We would utilize the same procedures for recovery of DUA benefits paid erroneously as an overpayment associated with a regular claim. If a

					claimant continued to file after the overpaid week or weeks, we would deduct the overpayment from the future DUA payments. We begin recovery efforts upon the overpayment being established. These efforts could include a Re-payment Plan as well as possible Civil Action etc. if overpayment was declared Fraud.

Additional comments: Although the documents listed below were not actually checked, we are providing them as a convenience in the event you would need them. _____

_____

_____

_____

_____

Please forward a copy of the following documents that are checked:

- ☐ A copy of a Notice of Determination to claimant
- ☐ A copy of a DUA weekly certification form
- ☐ Copy of a DUA initial application form
- ☐ Material/pamphlets that are furnished to claimants about the DUA program
- ☐ A copy of any previous press releases announcing DUA benefits, if applicable
- ☐ If training has been done, please forward a copy of your training materials

To: Browning, Debbie A
Subject: Message from CabSecBizhub

STATE OF WEST VIRGINIA
TRAVEL AUTHORIZATION

Original-Submitted for payment - Copy 1-Travel Management Office
Copy 2-Spending Unit - Copy 3-Spending Unit

JLJ

WVTMP 1.0

Request # _____ FY 2014
Request Date 5/16/14 YR 2014

Traveler	Frank Jezioro
Traveler's Title	Director
Department	Commerce
Division	Natural Resources
Section	Executive
Contact	Lysti Looney
Telephone Number	304-558-2754

Travel Category

- [ ] Site/Client visit
- [x] Informational meeting
- [x] Speech/Presentation
- [ ] Other _____
- [ ] Conference attendance
- [ ] Training attendance
- [ ] Recruiting
- [ ] Special mission
- [ ] Candidate travel
- [ ] Relocation

Statement of Purpose

Attend US Senate Democratic Steering and Outreach Committee Meeting.

Statement of Justification

Invited to join leaders from the sportsmen and outdoor recreation community for a discussion with Senate colleagues. The focus of discussion will be on habitat protection and access to public lands and water. Meeting will serve as an opportunity to discuss shared legislative priorities and strategies for preserving our fish and wildlife habitats and outdoor heritage for future generations.

Requested By: Frank Jezioro 5/16/14
Traveler Signature & Printed Name — Date

Approved By: _____
Executive Officer Signature & Printed Name — Date

As Required: _____
Travel Management Office Signature & Printed Name — Date

Account Type(s): Account Number(s):

- [ ] General Revenue
- [ ] Special Revenue
- [ ] Federal Revenue
- [ ] Other

DATE	TIME	CITY/STATE
5/13/14		from Flemington, WV
		to Washington, DC
5/14/14		Washington, DC
		Flemington, WV

Estimated Costs (Complete all that Apply)

	Direct Billed ①	Reimbursed
Transportation		
Commercial Air Carrier ②		
Charter Aircraft		
Rail Service _____		
Commercial Vehicle Rental ②		
Personal Vehicle _____ mi. @ ____		
Taxi/Ground Transportation		
Other Transportation		
Parking		26.00
Registration		
Lodging $ 518.67 per night	③	518.67
Facility Name Crystal Gateway Ma		
Meals		52.00
Other		
Other		
Subtotal Estimated Expenses	$ 0.00	$ 596.67
Total		$ 596.67

- [ ] Days @ $ _____ per day $ _____
Registration $ _____

Cash Advance Total $ _____ TMO

1. All direct billed expenses require the advance approval of the Travel Management Office.
2. State Contracted Travel Agency Must Be Used. 3. Board & Lodging Voucher Required

STATE OF WEST VIRGINIA
TRAVEL EXPENSE ACCOUNT SETTLEMENT

NAME: Frank Jezioro	TITLE: Director	FMS VENDOR I.D:	LICENSE NO:
ADDRESS: 324 4th Ave.		SOCIAL SECURITY NO: ###-##8-5051	
CITY/STATE/ZIP: South Charleston, WV 25	HEADQUARTERS: Charleston	NORMAL WORK HOURS:	TO
DEPARTMENT: Commerce	DIVISION: Natural Resources	SECTION: Executive	

PURPOSE OF TRAVEL: Attend Democratic Steering and Outreach Committee Meeting

DATE	TIME	CITY/STATE	MILES (425)	AMOUNT	MEALS (426)	LODGING (427)	AIRFARE (428)	CAR RENTAL (429)	OTHER (430)	TOTAL
5/13/14	2:00 pm	FROM Flemington, WV								
		TO Washington, DC		0.00	26.00	518.67			26.00	570.67
5/14/14		Washington, DC								
	9:00 pm	Flemington		0.00	26.00					26.00
				0.00						0.00
				0.00						0.00
				0.00						0.00
				0.00						0.00
				0.00						0.00
				0.00						0.00
				0.00						0.00
				0.00						0.00
		TOTAL:	0.0	0.00	52.00	518.67	0.00	0.00	26.00	596.67

Less cash Advance (WVFIMS ID#) 0.00

DUE EMPLOYEE DUE STATE 596.67

AGENCY ACCOUNTING INFORMATION

FUND	F.Y.	ORG	ACTIVITY	OBJECT	DAC	AMOUNT
				425		0.00
3200	2014	6101	155	526		52.00
3200	2014	6101	155	528		518.67
				726		0.00
				826		0.00
3200	2014	6101	155	928		26.00

TRAVELER MUST ATTACH COPIES OF DIRECT BILLED RECEIPTS OR INVOICES, i.e., AIRLINE, REGISTRATION, LODGING, ETC.

OTHER EXPENSES

DATE	ITEMS	AMOUNT
5/13/14	Self Parking	26.00

EXPENSES DIRECT BILLED TO THE STATE

DATE	ITEM AND VENDOR

I certify that these costs incurred were in connection with my assigned duties, are true, accurate and actual, and do not reflect any costs or expenses reimbursed or to be reimbursed from any other source.

TRAVELER'S SIGNATURE: Frank Jezioro Date: 5-16-14

I certify that I have personally examined and approved this Travel Expense Account Settlement. The terms of expense are reasonable and correspond to the assigned duties of the traveler. The terms of expense further meet all State of West Virginia Travel Regulations and are within the budget of this spending unit.

Agency Head/ Designee: _____ Date:

GUEST FOLIO

MARRIOTT

CRYSTAL GATEWAY MARRIOTT

Room	Name	Rate	Depart	Time	
454	JEZIORO/FRANK/MR	459.00	05/14/14	06:31	11616 ACCT#
NKG			05/13/14	19:11	
Type			Arrive	Time	
51	XXX XXX 11111	NE	AXXXXXXXXXXXXX1007		RWD#:
Room Clerk	Address		Payment		

DATE	DESCRIPTION		CHARGES	CREDITS	BALANCE DUE
05/13	SELF PRK	#1161611	26.00		
05/13	ROOM	454, 1	459.00		
05/13	STATETAX	454, 1	27.54		
05/13	OCC TAX	454, 1	32.13		
05/14	CCARD-AX			544.67	

PAYMENT RECEIVED BY AMERICAN EXPRESS XXXXXXXXXXXX1007

---------- EXP. REPORT SUMMARY ---------- .00

05/13	SELF PRK	26.00
	ROOM&TAX	518.67

AS REQUESTED, A FINAL COPY OF YOUR BILL WILL BE EMAILED TO:
FRANK.J.JEZIORO@WV.GOV
SEE "INTERNET PRIVACY STATEMENT" ON MARRIOTT.COM

CRYSTAL GATEWAY MARRIOTT
1700 JEFFERSON DAVIS
ARLINGTON, VA 22202
703 920 3230

[illegible]

Guest X_____

To secure your next stay, go to marriott.com

HARRY REID, NEVADA, *Majority Leader*
MARK BEGICH, ALASKA, *Chairman*
JEANNE SHAHEEN, NEW HAMPSHIRE, *Vice Chairman*
RICHARD J. DURBIN, ILLINOIS, *Assistant Majority Leader*

PATRICK J. LEAHY, VERMONT
CARL LEVIN, MICHIGAN

UNITED STATES SENATE
DEMOCRATIC STEERING AND OUTREACH COMMITTEE

TOM HARKIN, IOWA
JOHN D. ROCKEFELLER IV, WEST VIRGINIA
BARBARA BOXER, CALIFORNIA
MARK PRYOR, ARKANSAS
KIRSTEN E. GILLIBRAND, NEW YORK
CHRISTOPHER A. COONS, DELAWARE

ELOY J. MARTINEZ, *Staff Director*

WASHINGTON, DC 20510-7050

May 9, 2014

Mr. Frank Jezioro
Director
West Virginia Division of Natural Resources
1467 Sand Ridge Road
Flemington, WV 26347

Dear Mr. Jezioro:

It is our pleasure to invite you to join leaders from the sportsmen and outdoor recreation community for a discussion with us and our Senate colleagues. The meeting will be held on Wednesday, May 14, 2014, from 9:00 a.m. to 10:00 a.m. in the Mansfield Room (S.207) of the U.S. Capitol.

The focus of our discussion will be on habitat protection and access to public lands and water. This meeting will serve as an opportunity to discuss our shared legislative priorities and strategies for preserving our fish and wildlife habitats and outdoor heritage for future generations.

To RSVP, please contact Estee Sepulveda with the Senate Democratic Steering and Outreach Committee by phone at (202) 224-4147 or via email at Estee_Sepulveda@dsoc.senate.gov.

Sincerely,

Harry Reid
Majority Leader

Mark Begich
Chair, Steering and Outreach Committee

After Action Review Questionnaire
WATER CRISIS 2014

(**Note**: please append additional sheets as necessary to provide a complete response)

Agency/Commission: West Virginia DNR Wildlife Resources Section

Prepared by Bret Preston **Date of Review:** 5/20/14

Key Participants:

Name	Job Title	Role in Emergency
Bret Preston	Assistant Chief	Conducted fish
Jeff Harsbarger	District Fisheries Biologist	Kill assessments
Nate Taylor	Assistant District Fisheries Biologist	Immediately
Scott Morrison	District Fisheries Biologist	following spill.

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Conducted shoreline and boat field assessments for possible fish kill as a result of the January 9 spill. No fish kill was observed based on numerous field visits. Collected fish on January 15 for fish health assessments in conjunction with the U.S. Geological Survey's National Fish Health Center in Leetown, WV.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Conducted fish kill assessments pursuant to standard protocols.	Respond same.

What can be Improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Communication.	Include wildlife Resources section in interagency Communication because of potential impacts to fish and wildlife resources.

Forestry

RECEIVED

MAY 07 2014

GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: WV Division of Forestry/Commerce Department

Prepared by C. Randy Dye, State Forester **Date of Review:** April 29, 2014

Key Participants:

Name	Job Title	Role in Emergency
Walt Jackson	Assistant State Forester	Stand – By

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Homeland Security was notified of the resources that the WV Division of Forestry could provide if needed. No resources were requested.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
N/A	

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
N/A	

Shelton, Janet

From: Markham, Peter G
Sent: Monday, May 19, 2014 4:06 PM
To: Shelton, Janet
Subject: FW: Response to Water Crisis Emergency

From: Shumate, Bonnie J
Sent: Monday, May 19, 2014 3:36 PM
To: Markham, Peter G
Cc: Browning, Debbie A
Subject: Response to Water Crisis Emergency

Mr. Markham:

The Division of Energy did not have a role or participate in the Water Crisis/State of Emergency and was not actively involved as part of the emergency situation.

Thank you.

Bonnie Shumate
WV Division of Energy
WV Dept. of Commerce
State Capitol Complex
1900 Kanawha Blvd. East
Building 6, Room 620
Charleston, WV 25305
(304)957-2010
Email: Bonnie.J.Shumate@wv.gov

WEST VIRGINIA DIVISION OF
ENERGY

RECEIVED

MAY 23 2014

GOVERNOR'S GENERAL COUNSEL

Shelton, Janet

From: Markham, Peter G
Sent: Wednesday, May 21, 2014 4:05 PM
To: Shelton, Janet
Subject: FW: Water Crisis Questionnaire
Attachments: SKMBT_60114052018210.pdf

From: Butcher, Loarie H
Sent: Tuesday, May 20, 2014 7:28 PM
To: Markham, Peter G
Cc: Browning, Debbie A
Subject: Water Crisis Questionnaire

Mr. Markham
Please find attached our response. As you will see, the Division of Tourism did not play a statewide role in the response to the water crisis. We did however provide bottled water to our employees.
Please let me know if you have any further questions.
Loarie

Loarie Hanna Butcher
West Virginia Division of Tourism
Director of Administration
90 MacCorkle Avenue, SW
South Charleston, WV 25303
Phone: 304-957-9314
Fax: 304-746-0010
loarie.h.butcher@wv.gov

West Virginia
Wild and Wonderful

Click Here to view our State Travel Guide

From: donotreply@wv.gov [mailto:donotreply@wv.gov]
Sent: Tuesday, May 20, 2014 7:22 PM
To: Butcher, Loarie H
Subject: Message from KMBT_601

After Action Review Questionnaire
WATER CRISIS 2014

(**Note**: please append additional sheets as necessary to provide a complete response)

Agency/Commission: Division of Tourism

Prepared by Loarie H. Butcher **Date of Review:** 5/20/14

Key Participants:

Name	Job Title	Role in Emergency
Loarie H. Butcher	Director of Administration	Purchasing
Georgina Davis	Accounts Payables/Receivables	Purchasing

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

The only role the division had in responding to the water crisis was just within the Division.

We did not play a role statewide in this crisis.

We did however purchase bottled water for our own employees for several months after the state of emergency.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
NA	

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
NA	

Shelton, Janet

From: Markham, Peter G
Sent: Monday, May 19, 2014 4:06 PM
To: Shelton, Janet
Subject: FW: Water crisis 2014

From: Junkins, John
Sent: Monday, May 19, 2014 3:49 PM
To: Markham, Peter G
Cc: Browning, Debbie A; Jarrell, Joshua L; Burdette, J Keith; McClure, Barbara M
Subject: Water crisis 2014

Peter:

West Virginia Division of Labor had no additional expenses related to the water crisis.
The division was not involved in the crisis in any manner.

John R Junkins
Direct line 304-380-9221
Cell 304 767-5540
Acting Commissioner
West Virginia Division of Labor

This e-mail and any attachments may contain information which is confidential, proprietary, privileged or otherwise protected by law. The information is solely intended for the named addressee (or a person responsible for delivering it to the addressee). If you are not the intended recipient of this message, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this e-mail in error, please notify the sender immediately by return e-mail and delete it from your computer.

OEO

Shelton, Janet

From: Markham, Peter G
Sent: Tuesday, May 20, 2014 9:06 AM
To: Shelton, Janet
Subject: FW: Water Crisis After Action Review

From: Alston, Julie A
Sent: Tuesday, May 20, 2014 9:03 AM
To: Markham, Peter G
Cc: Browning, Debbie A; Burwell, Whitney M
Subject: Water Crisis After Action Review

Mr. Markham,

As instructed, I am writing to inform you that the Office of Economic Opportunity (OEO), has nothing to report re our roles during this event. OEO is not a crisis response agency.

Thank you,
Julie

Julie Alston
Director
State of West Virginia
Office of Economic Opportunity
700 Washington Street, East
4th Floor
Charleston, WV 25301
Office: 304-558-8860, ext 312
Email: Julie.A.Alston@wv.gov
Website: www.oeo.wv.gov

This message is intended for the use of the individuals or entity to which it is addressed and may contain information which is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, you are hereby r that any distribution or copying of this communication is strictly prohibited. If you have received this information in error, please notify us immediately.

Shelton, Janet

RECEIVED
MAY 23 2014
GOVERNOR'S GENERAL COUNSEL

From: Markham, Peter G
Sent: Wednesday, May 21, 2014 11:42 AM
To: Shelton, Janet
Subject: FW: Message from CabSecBizhub
Attachments: SCabSecBizh14052108230.pdf; Wildlife Report Water Crisis 2014 2nd req..pdf

---

From: Looney, Lystiann A **On Behalf Of** Jezioro, Frank J
Sent: Wednesday, May 21, 2014 9:57 AM
To: Markham, Peter G
Cc: Browning, Debbie A; Looney, Lystiann A
Subject: FW: Message from CabSecBizhub

Please see attached information regarding Water Crisis 2014. If you need additional information or have questions, please do not hesitate to contact me. Thank you. Frank

Lystiann A. Looney
Executive Secretary
WV Division of Natural Resources
324 4th Ave.
South Charleston, WV 25303
Phone - 304-558-2754
Fax - 304-558-2768
Email: Lystiann.a.looney@wv.gov

From: Browning, Debbie A
Sent: Wednesday, May 21, 2014 9:22 AM
To: Looney, Lystiann A
Subject: FW: Message from CabSecBizhub

Debbie Browning
debbie.a.browning@wv.gov
WV Development Office/WV Department of Commerce
Building 6, Room 525; Charleston, West Virginia 25305-0311
304.558.2234 or 304.957.2006-direct

The information in this message may contain confidential material and is protected from disclosure. If this message has not reached its intended recipient, please be notified that any review, retransmission, retention, dissemination or other use of this message is strictly prohibited. If you are not the intended recipient, please notify the sender immediately by replying to this message and deleting the information from your system. Your cooperation is greatly appreciated.

From: CabSecBizhub@wv.gov [mailto:CabSecBizhub@wv.gov]
Sent: Wednesday, May 21, 2014 9:24 AM

Appendix 18

FAX COVER SHEET

BOONE COUNTY COMMUNITY ORG., INC.
P.O. BOX 247
MADISON, WV. 25130
BOONE COUNTY
PHONE #: 304-369-0451
FAX #: 304-369-1383

SEND TO:

Company Name: BUREAU OF SENIOR SERVICES

From: BCCO

Attention: LEE M. ROGERS

Date: 5-22-14

Office Location: CHARLESTON

Office Location: MADISON

Fax #: 558-5609

Phone #: 304-1383

Please select one of the following:

___Urgent ___Reply ASAP ___Please Comment

___Please Review _xx_For Your Information

Total pages, including cover page _3_

COMMENTS:

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: BOONE COUNTY COMMUNITY ORGANIZATION

Prepared by JUDY EASTER Date of Review: 5-22-14

Key Participants:

Name	Job Title	Role in Emergency
BCCO Cooks & Drivers	STAFF	MEAL DELIVERY
RON GRANT	RED CROSS VOLUNTEER	DISTRIBUTION OF GOODS
MADISON VOLUNTEER FIRE DEPARTMENT	VOLUNTEER FIREMEN	WATER DISTRIBUTION
UNITED WAY	STAFF	Donation of water, plates, wipes, cups, etc.
P J Johnson	Local volunteer	Water pick up

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Our agency delivered 180 meals daily to homebound seniors throughout the county. Congregate meals were served to 150 daily at the nutrition sites. Boone County Commission donated 300 MRE's which were delivered our cooks to the homebound. Local volunteers picked up delivered and made available water, sanitary wipes, paper plates, etc.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
All meals continued to be served and delivered during crisis.	
Water was made available to those who might not have been able to obtain it on their own.	Stocking some emergency supplies.
Sanitary wipes were provided to some people who were ill.	
Paper goods were provided for people unable to wash dishes.	

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Community communication.	Better notification.

RECEIVED
MAY 08 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

(**Note**: please append additional sheets as necessary to provide a complete response)

Agency/Commission: Cabell County Emergency Services

Prepared by A. Gordon Merry, III **Date of Review:** 5-6-2014

Key Participants:

Name	Job Title	Role in Emergency
A. Gordon Merry, III	Director, Cabell County ES	
Jerry Beckett	Planner, " "	
Culloden VFD		Water Distribution
Thomas MC Comas	Sheriff	Security at Distribution site
Tom Canterbury	Mayor, City of Milton	Provide water from Milton's Water Plant

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

– See attached –

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Local agencies worked very well together. Cooperation could not have been better.	Continued monthly meetings with area response agencies and continue to include more agencies and businesses.

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Initial notification of emergency situation	Notify Emergency Services Director of situations. They are the ones who have trained to respond.

Thursday, January 9, 2014 Chemical spill on the Elk River

Our office received notification through local news media. We immediately contacted Brian Chambers to place the information on "Heads up Huntington". Cabell County was not included in the initial warning. Culloden was later added to the warning / water shut down area.

The Governor's office notified Cabell County by calling the Cabell County Commission and instructing them to contact their 911 Director. By the time that Mike Davis contacted me, Jerry Beckett and I had already been working on the situation for hours. We had contacted the hospitals and been trying to set up distribution centers.

The Huntington Area Food Bank transported all of its' water to Culloden VFD (CVFD), which was handed out by firefighters of the CVFD. On January 9, 2014 Cabell County EMS provided a 400 gallon military water buffalo, which was filled at the Town of Milton (Milton). Milton has its' own water plant pumping water from the Mud River. Milton provided water free of charge to anyone who needed it.

By the evening of January 9, 2014 all of our local vendors (i.e. Walmart, Sam's, Krogers, etc.) were out of water. The Cabell County Commission gave me permission to do whatever was necessary to ensure that the residents of Culloden had access to safe water. Not knowing how long it would take for water to arrive from FEMA, I sent two staff members (Terry Davis and Brenda Webb) early on the morning of the 10th to obtain water and hand sanitizer from Walmart and Food City in Inez, Kentucky. They transported the water in a Cabell County Sheriff's Department 5-ton military vehicle, delivering it to CVFD. Cabell County paid $2,000 for the water and hand sanitizer.

The National Guard provided another 400 gallon water buffalo on January 10th or 11th. Both of these water buffalos were filled twice a day at Milton throughout the incident, amounting to approximately 1,600 gallons per day. Eagle Distributing brought a tractor-trailer of water to their warehouse early on January 12, where it was offloaded onto two 5-ton vehicles owned by the CCSD and driven to CVFD by Sheriff McComas and myself. The WV National Guard Unit 1257 transported tractor-trailers of water on behalf of FEMA starting late January 11, 2014. Water was handed out until January 17, 2014; when the water in the Culloden area was given the "all clear".

Three phone messages were left for WV American Water representatives. All attempts to contact them went unanswered. I left messages for the PR spokesperson on 304-932-7158 and 304-340-2089, and for the Risk Manager on 304-546-2368. I realize that I am just a small piece of the puzzle during this emergency. But I felt that by communicating with them I could help mitigate some of the problems if they had just called me back. Case in point, on January 2, 1988 there was a large tank rupture in Pittsburgh spilling diesel fuel into the Ohio River. We mitigated the problem by using an old pipe from C&O Railway. This had been used to fill the steam engines

and pump out of the Guyandotte River until the product passed the Huntington intakes. With the number of people served in the Huntington area I feel that we need to think of backup systems.

Resources utilized included;

- CVFD handed out water 24/7
- Teachers at Culloden Elementary School, handed out water
- Huntington Area Food Bank transported all their water for distribution
- Cabell County Sheriff's Department provided security 24/7
- Cabell County Sheriff's Department, who provided two 5-ton trucks
- WV National Guard Unit 1257 transported water
- Eagle Distributing provided water
- Hurricane Equipment loaned a tow motor to offload water
- Tower Grocery loaned us a floor jack to move water
- 84 Lumber offloaded water with their tow motor
- Cabell County Emergency Services provided a water buffalo
- The Town of Milton provided water

In the future, notifications of such emergencies need to be made directly to the Emergency Services Director. Initial notifications were made to the 911 Director and the Cabell County Commission. Neither of these agencies were sure what to do with the information provided to them. As Director of Emergency Services, these are the types of disaster preparedness we have trained for. The Emergency Services Director should not receive notification via the news media. This entire incident has underscored the need for local governments to prepare to handle the situation to 40 to 72 hours, before State and Federal assistance is available.

For Cabell Co Comm also

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: Cabell County Emergency Services

Prepared by A. Gordon Merry, III **Date of Review:** 5-6-2014

Key Participants:

Name	Job Title	Role in Emergency
A. Gordon Merry, III	Director, Cabell County ES	
Jerry Beckett	Planner, " "	
Culloden VFD		Water Distribution
Thomas MC Comas	Sheriff	Security at Distributionsite
Tom Canterbury	Mayor, City of Milton	Provide water from Milton's Water Plant

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

– See attached –

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Local agencies worked very well together. Cooperation could not have been better.	Continued monthly meetings with area response agencies and continue to include more agencies and businesses.

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Initial notification of emergency situation	Notify Emergency Services Director of Situations. They are the ones who have trained to respond.

Thursday, January 9, 2014 Chemical spill on the Elk River

Our office received notification through local news media. We immediately contacted Brian Chambers to place the information on "Heads up Huntington". Cabell County was not included in the initial warning. Culloden was later added to the warning / water shut down area.

The Governor's office notified Cabell County by calling the Cabell County Commission and instructing them to contact their 911 Director. By the time that Mike Davis contacted me, Jerry Beckett and I had already been working on the situation for hours. We had contacted the hospitals and been trying to set up distribution centers.

The Huntington Area Food Bank transported all of its' water to Culloden VFD (CVFD), which was handed out by firefighters of the CVFD. On January 9, 2014 Cabell County EMS provided a 400 gallon military water buffalo, which was filled at the Town of Milton (Milton). Milton has its' own water plant pumping water from the Mud River. Milton provided water free of charge to anyone who needed it.

By the evening of January 9, 2014 all of our local vendors (i.e. Walmart, Sam's, Krogers, etc.) were out of water. The Cabell County Commission gave me permission to do whatever was necessary to ensure that the residents of Culloden had access to safe water. Not knowing how long it would take for water to arrive from FEMA, I sent two staff members (Terry Davis and Brenda Webb) early on the morning of the 10th to obtain water and hand sanitizer from Walmart and Food City in Inez, Kentucky. They transported the water in a Cabell County Sheriff's Department 5-ton military vehicle, delivering it to CVFD. Cabell County paid $2,000 for the water and hand sanitizer.

The National Guard provided another 400 gallon water buffalo on January 10th or 11th. Both of these water buffalos were filled twice a day at Milton throughout the incident, amounting to approximately 1,600 gallons per day. Eagle Distributing brought a tractor-trailer of water to their warehouse early on January 12, where it was offloaded onto two 5-ton vehicles owned by the CCSD and driven to CVFD by Sheriff McComas and myself. The WV National Guard Unit 1257 transported tractor-trailers of water on behalf of FEMA starting late January 11, 2014. Water was handed out until January 17, 2014; when the water in the Culloden area was given the "all clear".

Three phone messages were left for WV American Water representatives. All attempts to contact them went unanswered. I left messages for the PR spokesperson on 304-932-7158 and 304-340-2089, and for the Risk Manager on 304-546-2368. I realize that I am just a small piece of the puzzle during this emergency. But I felt that by communicating with them I could help mitigate some of the problems if they had just called me back. Case in point, on January 2, 1988 there was a large tank rupture in Pittsburgh spilling diesel fuel into the Ohio River. We mitigated the problem by using an old pipe from C&O Railway. This had been used to fill the steam engines

and pump out of the Guyandotte River until the product passed the Huntington intakes. With the number of people served in the Huntington area I feel that we need to think of backup systems.

Resources utilized included;

- CVFD handed out water 24/7
- Teachers at Culloden Elementary School, handed out water
- Huntington Area Food Bank transported all their water for distribution
- Cabell County Sheriff's Department provided security 24/7
- Cabell County Sheriff's Department, who provided two 5-ton trucks
- WV National Guard Unit 1257 transported water
- Eagle Distributing provided water
- Hurricane Equipment loaned a tow motor to offload water
- Tower Grocery loaned us a floor jack to move water
- 84 Lumber offloaded water with their tow motor
- Cabell County Emergency Services provided a water buffalo
- The Town of Milton provided water

In the future, notifications of such emergencies need to be made directly to the Emergency Services Director. Initial notifications were made to the 911 Director and the Cabell County Commission. Neither of these agencies were sure what to do with the information provided to them. As Director of Emergency Services, these are the types of disaster preparedness we have trained for. The Emergency Services Director should not receive notification via the news media. This entire incident has underscored the need for local governments to prepare to handle the situation to 40 to 72 hours, before State and Federal assistance is available.

STATE OF WEST VIRGINIA
OFFICE OF THE GOVERNOR
1900 KANAWHA BOULEVARD, EAST
CHARLESTON, WV 25305
(304) 558-2000

EARL RAY TOMBLIN
GOVERNOR

RECEIVED
MAY 12 2014
GOVERNOR'S GENERAL COUNSEL

April 29, 2014

Honorable Bob Bailey, President
Cabell County Commission
750 County Courthouse
Huntington, West Virginia 25701

Re: Water Crisis After Action Review

Dear Commissioner Bailey:

Governor Tomblin has requested an After Action Review of the State of West Virginia's emergency response to the January 9, 2014, Elk River chemical spill that contaminated West Virginia American Water Company's water distribution system servicing approximately three hundred thousand residents. The Review will highlight the many ways in which State agencies, county and local emergency management offices, volunteer and charity organizations, the West Virginia National Guard, and other entities responded to the nine-county "State of Emergency." It will also address how the State can improve its emergency response systems. Governor Tomblin has asked me to supervise the Review, together with Adjutant General James Hoyer of the West Virginia National Guard and Jimmy Gianato, the Director of the West Virginia Division of Homeland Security and Emergency Management.

The thoroughness of the Review depends in large measure on the Cabell County Commission's participation in providing us information on how it responded to the emergency. Specifically, it is critical we understand the Commission's role in the response, the responsibilities it managed, and the successes it achieved. Equally important, we need the Commission to identify and examine the problems it encountered, and to provide us with concrete solutions it can implement to improve its emergency efforts going forward.

Accordingly, we request that the Commission complete and return to me the enclosed questionnaire. Responses to the questionnaire should be based on feedback received from appropriate personnel who participated in the emergency response. We recommend that you or a designated individual at the Commission conduct an open and honest forum to solicit the views

of knowledgeable personnel. We hope you will engage in a collaborative, roundtable-type discussion to brainstorm the strengths and weaknesses of the Commission's emergency response to make the Review as comprehensive as possible. Please note that your responses may be subject to the Freedom of Information Act and will be included in our final After Action Review Report.

Please return the questionnaire to me at General Counsel, Office of the Governor, Room M-146, 1900 Kanawha Boulevard, East, Charleston 25301, by the close of business on **Monday, May 26, 2014**. We thank you in advance for your attention to this most important matter, which will help ensure that West Virginia is even better prepared should it face a similar emergency situation in the future.

Sincerely,

Peter G. Markham

Peter G. Markham
General Counsel
Office of Governor Earl Ray Tomblin

Encl.

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: _____

Prepared by _____ Date of Review: _____

Key Participants:

Name	Job Title	Role in Emergency

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: Michael W. O'Dell / Cabell Schools

Prepared by Michael W. O'Dell **Date of Review:** 5-8-14

Key Participants:

Name	Job Title	Role in Emergency
Michael W. O'Dell	Asst. Supt. of Operations	Coordinated information to staff & parents
James Colegrove	Dir. Bldg & Grounds	Facilitated necessary actions
John Ryder	Coord. of Maintenance	Dispatched appropriate personnel & supplies
Debbie Smith	Principal/Culloden	Communicated w/parents & staff

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Cabell County had one school affected, Culloden Elementary, by the water crisis. Effective communication with the community, staff and parents was ongoing, easing the worry of staff and parents.

Bottled water from Culloden V.F.D. was loaded by Culloden Elementary staff members and delivered to the school. Tanked water was delivered by Cabell County Board of Education maintenance department. The cooks moved to Milton Elementary Pre-K to cook off site and delivered meals to Culloden Elementary School. Because of this united effort, only two days of school were missed.

Stan Mills of the Cabell County Health Department worked closely with Cabell County Board of Education to ensure good information was followed

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Water Distribution	Maintain same procedures
Flushing system after hours	Maintain same procedures
Entire county staff working together to keep children in school. Professional and service working together cooperatively along with Culloden V.F.D.	Maintain same procedures
WV National Guard testing water with quick results	Maintain same procedures

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
There were a few times our county was left out of communications from state	Be sure to include all affected!

RECEIVED
MAY 23 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: Cabell-Huntington Health Department

Prepared by Harry Tweel, MD Date of Review: 5/19/2014

Key Participants:

Name	Job Title	Role in Emergency
Stanley Mills	Environmental Dierector	Lead Sanitarian
Harry Tweel, MD	Physician Director	Medical Direction
Tim Hazelett	Administrator	Coordinator
See Attached List		

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

1- In Cabell County, there were only a few facilities and less that 1000 people affected. We functioned as a liaison between WVAW, the State Emergency Response, WVDHHR and the public. We gave guidance to the facilities on how to continue to operate using alternative water sources. Our facilities were back open within 24 hours.
2- We aided Kanawha-Charleston and Boone County local health department sanitarians for 5 days as they worked to reopen their facilities and to give advice as needed. This included reviewing plans for alternate water usage in Boone County.
3- We coordinated with the Bundle Team counties, Kanawha-Charleston Health Department and the Clay County Health Department to develop a plan for long term recovery.

What went well and why?

(What steps were taken toward successfully achieving your objective?

Successes

1- Assessed independently and quickly to have all affected facilities operational within 24 hours.
2- Effective collaboration at the local level with the local health departments. We activated ourselves without guidelines from the State.
3- A meeting was held at the Cabell-Huntington Health Department with the Cabell County Emergency Operation Center staff to develop a plan of action. This was held on Friday following the announcement of the spill on Thursday.

Ensuring Success in the Future:

1- Establish and practice a protocol for this type of response that includes State and Local responders. The governor's office and the National Guard must be included. This protocol would then be followed during a disaster.

What can be improved and how?

(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?

1- Better communications from the very start and throughout the disaster; especially messages to the local level.
2- Follow the plan of Emergency Response that is written, practiced and has been in place for many years.
3- There was confusion on who was in charge of the recovery operation.
4- There should have been a timelier after action report. The CDC's CASPER is just now finished and should have been performed within 30 days of the initial response. This led to other agencies performing their own studies about the response when the CDC CASPER was designed explicitly for this purpose.

Recommendations:

1- Follow the plan, using the practiced Chain of Command. Only have one Emergency Operations Center that coordinates the response.
2- Develop consistent messages that are delivered quickly and that are accurate.
3- We need to develop better trust and working relationships between the State and local government.
4- We need to use experts from within our own system. It would have been better for a panel of our own State and local experts to include the WVAW CEO to be our knowledge base about this chemical.

Tuesday 1/14/14

Name	Department	Hours
Barton, Jessica	EH	8.00
Darling, Justin	EH	8.00
Hall-Dundas, Karen	EH	8.00
Johnson, Jaclyn	EH	8.00
Lee, Keith	EH	8.00
Lockwood, Kim	EH	8.00
Spurlock, Beverly	EH	8.00
Stacy, Mike	EH	8.00
Wamsley, Forrest	EH	8.00

Wednesday 1/15/14

Darling, Justin	EH	8.00
Spurlock, Beverly	EH	8.00
Wamsley, Forrest	EH	8.00

Thursday 1/16/14

Lee, Keith	EH	8.00
Stacy, Mike	EH	8.00
Darling, Justin	EH	8.00
Spurlock, Beverly	EH	8.00

Friday 1-17/14

Mills, Stan	TP/EH	8.00
Barton, Jessica	EH	8.00
Lockwood, Kim	EH	8.00
Stacy, Mike	EH	8.00
Wamsley, Forrest	EH	8.00
Lee, Keith	EH	8.00

Total

Administration

Dr. Harry Tweel	Administration	8.00
Tim Hazelett	Administration	8.00
Ayers, Elizabeth	Administration	8.00

	Miles	Rate	Cost	Vehicles	Total Cost
Tuesday	125	0.47	$58.75	6	$352.50
Wednesday	125	0.47	$58.75	4	$235.00
Thursday	125	0.47	$58.75	4	$235.00
Friday (1)	125	0.47	$58.75	1	$58.75
Friday (2)	160	0.47	$75.20	2	$150.40
Total Cost Mileage					$1,031.65

Personnel	Total Hours
Tuesday	72.00
Wednesday	24.00
Thursday	32.00
Friday (1)	48.00
Administration	24.00
Total Cost Personnel	200.00

RECEIVED
MAY 27 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: City of Charleston Emergency Management

Prepared by Grant Gundoe Date of Review: May 21, 2014

Key Participants:

Name	Job Title	Role in Emergency
Grant Gundoe	Director EM/HS.	City Point of Contact
Bob Sharp	Assistant Fire Chief	Fire Department Command
Gary Taylor	Director Public Works	Provide Workers to Assist
Jason Beckett	Deputy Police Chief	Provide Law Enforcement Personnel

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Co-ordinate Water Distribution for the city.
Public Notifications to advise of water distribution sites
Gather Information Keep city officials informed
~~Joint CO~~ Combined Emergency Operation Center between City of Charleston & Kanawha County
Coordinate with Fire Department to distribute water from Fire Stations
Co-ordinate with Police Dept for security & traffic control

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Water Distribution	
City & County combined EOC	Continue our close Relationship - Continue on Increase funding for EMA Program.
Charles & Private Companies Assistance	Give Recognition to one that stepped up And helped
Combined Team put together once County had a Representative involved.	Continue to work with military on events

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Better knowledge of products stored	The legislature has already Acted on this
Water Company being better prepared	2nd intake Larger Reserve of water
E Team better this time but still has issues	Not sure if this is the best system available
Seems to be A disconnect between State Health Dept And State EOC.	Would Refer to Director Giarratano, he works hard at Keeping local Emergency Managers involved. Maybe he has some Recommendation for improving State Health Dept.

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: Clay County Health Department

Prepared by Angela Brown- Administrator **Date of Review:** May 14, 2014

Key Participants:

Name	Job Title	Role in Emergency
Angela Brown	Administrator	Coordinate Response
Heath Cliver	Sanitarian	Public Education-Reviewed Plans
April Taylor	LPN	Public Education
Robin Childress	OA II	Manage Information Request
Judy Buzzard	RN	Public Education

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

please see attached statement

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Communication among internal Staff	• Maintain lines of communication
Communication between agency + B. of Public Health; State Health Officer	• Maintain lines of communication • Continued discussion
Aid Received (example water)	
Community + Agency Partners Collaboration	• Maintain MOU outlining response roles

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
• Communication regarding water testing results	• Send emails to county effected Health Office, Admin, + Sanitarian
• Communication between local PSD + LHD	• Regulations for PSD to report water quality issues directly to LHD in a timely manner + public safety
• Local PSD lack of communication to Public	• Enforcement of regulations to mandate public notification

After Action Review Questionnaire
WATER CRISIS 2014

Agency/Commission: Clay County Health Department
Prepared by: Angela Brown, Administrator
Date of Review: May 14, 2014

Key Participants:

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Water Crisis 2014 affected approximately 230 Clay County residences and one elementary school (approximately 65 children attend). No businesses or restaurants were affected. The affects were minimal compared to many of the other nine affected counties.

Clay County Health Department's response started upon water crisis notification from the WV Bureau of Public Health. Report was provided to staff. Public was notified through media, agency website and social media. Partner agencies were contacted to collaborate and coordinate efforts. Attempts were made to contact and facilitate communications with the local PSD. Clay County Health Department was in contact with Clay County Board of Education administration to ensure do not use order compliance. Clay County Board Of Education provided plans to ensure compliance and provided excellent communication of their efforts and needs. Clay County Health Department provided plan review and ensured plan implementation. CCHD provided education and public support.

Health department staff communicated throughout the process with partners and community leaders to assist with all response efforts. Conference calls held by Bureau of Public Health were attended by administrator and Health Officer. Information was relayed to staff. When the local PSD provided public information, Clay County Health Department promoted the information through agency's website and social media. Support was provided to any community member or business presenting questions, concerns, or points of discussion. Any unanswered concerns were relayed to higher or more knowledgeable authority. Information was then relayed back to public.

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: County Commissioners' Assoc. of WV

Prepared by Megan Stump **Date of Review:** 7/25/14

Key Participants:

Name	Job Title	Role in Emergency
Vivian Parsons	Executive Director	Procurer of bottled water
Megan Stump	Admin. Asst.	
Ermel Boyce	Receptionist	

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

At the time of the emergency, our Association was able to maintain our normal business routines. We tried to provide some information to affected counties, but it did not have a very large impact on our day-to-day operations. We didn't have a very large role in the state of emergency because our membership did not indicate any action from us was expected or needed. ~~For~~ For our Legislative meeting in late January, we provided bottled water for our members.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Using social media as a means of communication	Since many people were not @ work, we used FB+Twitter to communicate w/ our members. Expanding our social media reach will ensure future success utilizing this method.

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
As a statewide agency, we could have done more to work to pull together resources, perhaps.	

RECEIVED
MAY 12 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: Jackson County Board of Education

Prepared by Blaine C. Hess Date of Review: May 8, 2014
Superintendent of Schools

Key Participants:

Name	Job Title	Role in Emergency
Blaine Hess	Superintendent	Coordinate with WV Dept. of Ed and Community on time table.
Keith Burdette	Asst. Superintendent	Coodination of Jackson Co Office of Emergency Services.
Sonya White	Principal, Kenna Elem.	Coordinated water distribution at Kenna Elementary School

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

No schools in Jackson County are served by WV American Water. Schools were closed for one day by order of the Governor. During that time schools were available as water distribution points.

Jackson County Office of Emergency Services Coordinated water delivery to Kenna Elementary School in Southern Jackson County. Residents from a very limited area in Jackson County and residents of Kanawha County were the primary recipients of water.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Communication between Jackson County Board of Education and Jackson County Office of Emergency	
Services was excellent. OES Director very responsive to the needs of the Board of Education.	

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Since no schools in Jackson County were served byWVAW, the closure of school did not	Rely on County Superintendent and local officials when making decisions to close school.
appear to be needed.	

RECEIVED
MAY 27 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire

WATER CRISIS 2014

(Note: Please append additional sheets as necessary to provide a complete response)

Agency/Commission: Jackson County Commission, Office of Emergency Services

Prepared by: Walter Smittle III, Director **Date of Review**: May 5, 2014

Key Participants:

Walter Smittle III	Director	Coordinator for Resources
David Bradley	LEPC Members	Assisted Director as needed
Jackson Co. Commission	Members	Approval of expenditures
Sandy Garrett	Administrative Asst.	Financial Officer of J. C. Comm.
Lori Pierson	Chief	Southern Jackson VFD
Rick Gobble	Chief	Ripley VFD
Wendy Crawford	Threat Preparedness	Jackson County Health Department
Blaine Hess	Superintendent	Jackson County Schools
David M. Haynes	Owner	Haynes Wrecker Service
911 Personnel	Telecommunicators	J. Co. e911 Center

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

When proper and accurate notification was implemented the Jackson County Commission was informed regarding the State of Emergency. Upon notification it was determined that only a few residences in southern Jackson County were affected by the water emergency. However, as soon as the news media notified the public regarding the water emergency citizens from Kanawha and Putnam Counties arrived in Jackson County and bought as much water as possible. This virtually depleted that available water (bottled) supply in the various retail occupancies.

Notification from the WV Division of Homeland Security and Emergency Management provided guidance as to the implications of the water crisis. As a result of the information provided Jackson County established distribution points in the county that included Kenna Elementary, Fairplain Elementary, Ripley High School, Ripley Middle and Elementary facilities for filling containers with potable water. The Office of Emergency Services met with the Superintendent of Schools Blaine Hess and established these facilities for the Friday following the Thursday's water event. It was understood that all schools were made available during the first day. As a

result on Friday it was determined that only Ripley VFD and Southern Jackson VFD would be utilized through the weekend. Southern Jackson VFD provided manpower and operational hours for the distribution of water both bottled and filling containers. On Monday the closure of Ripley VFD as a distribution point due to no citizens from the surrounding counties stopped for any water supply. Accordingly, the Southern Jackson VFD was solely used for the remaining time as the distribution point for water. The location of the Southern Jackson VFD, Kenna was easily accessible from the Interstate.

The Division of Homeland Security and Emergency Management provided water supplies as requested through the utilization of ETEAM. During this event the Jackson County Commission was informed of the logistics regarding water distribution for the Kanawha Valley residents.

What went well and why?
(What steps were taken toward successfully achieving your objective?)

Successes	How to Ensure Success in the Future
• Notification to Jackson Co. residents via WARN (Wide Area Rapid Notification)	Continue to maintain an effective and operational WARN system in cooperation with the Jackson Co. Health Dept.
• Coordination with School Superintendent and Vol. Fire Departments	Maintain rapport with the Superintendent of Schools and Chiefs of the fire depts.
• Smooth operation of distributing water to citizens in need. Citizens registered name and address when requested.	Maintain a sign-in sheet for individuals receiving resources.
• Maintaining water supply for distribution	Division of Homeland Security and Emergency Management provided required water supply for distribution. DHS & EM achieve effective results.

What can be improved and how?
(What could have been done better? What can your organization d differently I similar situations in the future to ensure success? What would be your advice t future emergency response teams?)

What can be improved?	Recommendations
Correct information to the public.	Provide accurate public information on nature of emergency. First information that was sent out to the public via television was inaccurate. Information listed Jackson County along with other counties not to drink water. Unfortunately, this only applied to customers of the water company. Had the correct information been provided Jackson County would not have spent 3.5 hours answering all the phone lines advising the Jackson County water was safe. The WARN system notified all Jackson County land lines that the water supply was only for customers of American Water Company.
Logistics for distribution of water supply	During the event requests for water (bottled) were made via ETEAM. During the process OES was contacted and advised that Jackson County did not need all the water requested. This was based upon only 4 to 6 residences affected by the "do not drink alert" for the American Water Company customers. This decision was based upon an unknown formula and/or personnel decision without any creditable information. OES responded to this formula criteria that it was not just water for the few residences affected but for the Kanawha Valley. Citizens were receiving water were from Kanawha and Putnam Counties. It is recommended the state fill the requests for resources without debating or developing an unknown formula for determining what might be needed. It is further recommended that once a request for resources is made via the proper channels that tracking and delivery be assigned to the National Guard without any other personnel making any decision(s). It is the opinion of OES that too many individuals got involved with the

	process and forgot what the objective was during this event.
Delivery of resources	During the event resources for delivery of water there were three different time frames. It is recommended that delivery of resources be more definitive as to an exact time. During the event Jackson County OES was advised that MREs were ready to be delivered. Jackson County did not request MREs. It is recommended that a review of the procedures for certain resources for delivery be authenticated.

Summary:

Jackson County played a small role during the water crisis. Water distribution by the school system and two volunteer fire departments (Southern Jackson and Ripley) supported the distribution to the citizens in need of assistance. Jackson County Commission was informed daily of the activities. Jackson Count OES provided oversight and management for the event.

RECEIVED
MAY 07 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: Jackson County Health Department

Prepared by Susan Hosaflook **Date of Review:** 5/1/14

Key Participants:

Name	Job Title	Role in Emergency
Susan Hosaflook	Administrator	
Wendy Crawford	Threat Preparedness Coordinator	

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Jackson County Health Department main Role in Responding to the state of emergency was alerting our community by using the Wide Area Rapid Notification System to notify citizens that water within our county was safe to drink and not coming from WV water, Due to the fact the media said Jackson County water was affected our citizens panicked unnecessarily. Causing mass confusion, phone calls, and fear. Only 1% of Jackson County was affected and this should have been stated in their media information the WARN system worked in notifying residents that their water was safe.

GWC

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Wide Area Rapid Notification	this alert system operated successfully in notifying the Citizens of our community.

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Media Response	All of Jackson County was not affected and with only 1% of population affected this caused mass confusion for our County.

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: Kanawha County Emergency Management

Prepared by Matt Thomas **Date of Review:** 5/12/2014

Key Participants:

Name	Job Title	Role in Emergency
Dale Petry	OES Director	EOC Director
C.W Sigman	OES Deputy Director	EOC Deputy Director
Matt Thomas	Emergency Management Coor.	ETEAM Logistics

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Supported Water Distribution Centers / Labor, Equipment, Security, Water
Public warning & Notifications
Media Release Regarding Updates / Facebook, Twitter
Logistics / Coordinating Volunteers & Donations
Documented & Coordinated Water Delivery
Consultation w/ water Company Regarding Public Safety & Restoration
Trucking Water Orders
Taking / Documenting Calls From Public - Health, Water....

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Water Distribution, Water Supply From State, Security, General Operation	Maintain working relationship w/ volunteers and State logistics to support VFD
Great Cooperation with Civil Support Air Nat'l Guard & Water Company	Maintain Communication
Great Help From Private Industry	Incorporate these agencies into response plan

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Communication	Strengthen Unified Command Structure
Authentication of Request & Conflicting Reports	Conclusive NIMS/ICS Training
Protocol For Water Distribution Completion	Unified Command Strengthening

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: Kanawha County Schools

Prepared by Terry Hollandsworth **Date of Review:** _____

Key Participants:

Name	Job Title	Role in Emergency
Ronald E. Duenning	Superintendent	Leadership
Thomas Williams	Deputy Superintendent	Leadership
Terry Hollandsworth	Maintenance Director	Coordinated Efforts
Diane Miller	Child Nutrition Director	Food Services
Jeff Gibson	Supervison of Maintenance	- Coordinated workers

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

To ensure the Safety & Health of our School Children.

To Flush water lines & Tanks in an effort To Remove Contaminates.

To Provide & Deliver Bottled Water for every Student & Staff.

To Provide Nutritous meals That could be prepared Without The use of Water.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
WV National Guard Delivery of Water & Water Sampling	
Inter Agency Cooperation in Responding To odor Complaints.	
Developing A Proper flushing Procedure To meet our Systems	

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
A better understanding of the Chemical and its Effects	
~~Better~~ Communication with All of our Staff & Students	use of Social Media

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: KANAWHA VALLEY Senior Services, Inc.

Prepared by Paulette Justice Date of Review: 5-21-14

Key Participants:

Name	Job Title	Role in Emergency
KVSS	Director, Staff/Drivers Soc. Svcs.	Transported water to Kan. Valley Seniors
Meshea Poore	Delegate	Linked KVSS to addt'l water
KCEAA	Pastor in charge	Linked KVSS to addt'l water
Mountain Mission	Director	Donated water
Logan Corporation	Owner/Operator	Donated water

BoSS

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Night of initial report - we organized several charitable organizations to get water out to seniors who contacted us in need. Meshia was able to get truck loads of water to KVSS (Tiskelwah Center).
KVSS rallied 50+ volunteers/staff/drivers to destribute water.
Next day Soc. Svcs staff @ KVSS took water to all areas of Kan. Valley. Staff husband works for Logan Corp who donated cases of water.
The pastor @ KCEAA was a vital contact to access water - very kind and supportive to our need.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Boss provided us c̄ names & number to access water.	Emergency #s provided to agencies directors
Able to access and clearly State need c̄ drop off location	
Offered to deliver ourselves to expediate delivery of water	
Kept log @ office of who was in need for despatch	

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
one single contact with all emergency contact	
names & #s for improving communication	
More drivers to destribute to lesser # miles one agency	
would need to travel.	

Kanawha Valley Senior Services, Inc.
2428 Kanawha Boulevard, East
Charleston, WV 25311
(304)348-0707 * Fax (304) 348-6432

Paulette Justice
Executive Director

MEMORANDUM

To: Robert Roswall
From: Paulette Justice
Re: Acts of Kindness
Date: January 16, 2014

In response to your request of "acts of kindness" shown to the seniors living in the Kanawha Valley during the state of emergency, we have gathered the following information:

1. **Number of meals served (where, how), number of MREs-**
   a. Monday- January 13, 2014, we received 860 MRE's from the Emergency Operations Center- Mike Jarrett coordinated from KCEAA; Wednesday- January 15, 2014, I received a call from Randy Byrnside, CANS Nutrition site that many seniors in the valley still had no water and no meals, and several nutrition sites had not passed their health department inspection and could not open and requested additional MRE's be obtained; I contacted Mike Jarrett who delivered another 100 during the day and at 4:00pm, delivered an additional 240 to provide seniors in need through the end of the week.
2. **Who helped with anything you did (Staff, individuals outside of your agency)**
   a. We received water Thursday at the CANS nutrition site in coordination with/from Meshea Poore- and from Mountain Mission. delivered to Dunbar, Kanawha City, South Charleston, St. Albans, Sissonville, Rand, Chesapeake, Nitro, Clendenin, Elk River. Volunteers from KVSS, Title V Staff, Randy Byrnside/wife- from Putnam Aging, Mountain Mission,Delegate Poore and many volunteers.
3. **Any special stories of folks being helped out and volunteer donations**
   a. KVSS former board member delivered water from Indiana on Monday to aid us in providing seniors with water;
   b. Mike Jarrett (KCEAA) went above and beyond to assist us in getting food to seniors- his kindness and concern and his ability to act quickly was very much appreciated. It was a gift to KVSS as it uncovered his many special talents that he is willing to share with our seniors- he reads to seniors and is going to participate in our Lunch and Learn series for 2014 in training seniors how to respond to emergency situations in the home.
   c. Seniors had water delivered to them Thursday night until midnight on Thursday.
4. **Any service interruption site or Seniors that were not served (dates, number of days)**
   a. All centers were not served C-1 or C-2 meals except for shelf staples and MRE meals and water. Hansford Center served regular scheduled meals and sent out Nitro home bound meals;
5. **Water sent out to Seniors by Home Delivered or any In-Home Care.**
   a. Eric Sayre- a new employee with KVSS- traveled 160 plus miles throughout the Kanawha Valley on Friday, Monday, Tuesday and Wednesday taking water to 16- in-home seniors affected by the water situation who contacted our main-line.
   b. 52 in-home seniors (CH Program) needed water that we delivered;
   c. At least one case per person was delivered-
   d. Rand, Chesapeake, Clendenin, Sissonville seniors received 2 cases per person;
   e. All home bound received 3-6 MRE's depending on area.

RECEIVED
MAY 09 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

(**Note**: please append additional sheets as necessary to provide a complete response)

Agency/Commission: Lincoln County Health Department

Prepared by Jennifer McKay **Date of Review:** May 6th 2014

Key Participants:

Name	Job Title	Role in Emergency
Joe Huff	Admin.	Overseer for Public Health in County / Community Partners
Jimmy Casdorph	Sanitarians	working w/ restaurants for instructions - plans
Jennifer McKay	TP Coor.	Working w/ public - OES - Community Partners

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Lincoln Co. Health Department networked and Communicated with local restaurants, Businesses that were involved and local churches.

Meeting were held at LCHD for information and steps to be followed.

The communication and networking was a great success in Lincoln County.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Working Well / Cooperation with Business Owners	
Communication	
OES	

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Communications State - Agencies that are affected in a crisis.	Recieving information asap. Instead of recieving calls and seeing it on the news before agencies were contacted.

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: Lincoln County OES/911

Prepared by Francis Holton Date of Review: 8/1/14

Key Participants:

Name	Job Title	Role in Emergency
Allen Holder	Director, OES/911	In charge of the response County Incident Commander
Francis Holton	Planner, OES	Assisted in EOC
Geneva Wiley	Chief Dispatcher 911	Assisted in EOC

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Our agency was in charge of the distribution of supplies coming into Lincoln County. The requesting of supplies from the state was done through our EOC. We provided public information concerning the areas of contamination in the county. We coordinated with our National Guard Liaison Team for testing of the water. We coordinated response with our county fire departments, Red Cross and other relief teams that were in the county.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Providing public information via social media	Continue relationships developed during the event.
Cooperation among the various responding agencies.	Continue with these relationships. Work to improve them.
Others water sources supplying water to citizens free.	Our people look out for each other. This relationship exists and will continue to exist.

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Communication from the State OES. We learned about the Do Not Use order from media. Most of our information came from media which, once this started we didn't have time to monitor.	State needs to use email lists and phone numbers to contact emergency managers prior to a major event like this. We could have used the time to get better prepared and have our public information available

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: Lincoln County Opportunity Company Inc.

Prepared by William Carpenter Date of Review: 5/20/14

Key Participants:

Name	Job Title	Role in Emergency
Kathy Curry	Program Coordinator	Contacted to see what the need is
Scott Smith	Meal Delivery	Delivered Water to those in need
RNs	Registered Nurses	Contacted members for need

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

-We contacted all our clients / members to see what their need was. When the need was determined we coordinated / delivered needed supplies to the citizens of our country.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Water Available	Have stock piles of Water @ multiple Locations
Hot/Cold trucks	Allowed us to transport large Amounts of water

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be Improved?	Recommendations
Better Information	Have one source of media information

RECEIVED
JUN 02 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

Agency/Commission: Lincoln County Schools, 10 Marland Avenue, Hamlin, WV 25523
Prepared by: Patricia Lucas Date of Review: May 30, 2014

Key Participants:

Patricia Lucas, Superintendent of Schools	General Oversight
Jeff Midkiff, Assistant Superintendent of Schools	Oversight
Dana Smith, Maintenance Director	Oversight

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

The safety and health of all students is always the priority of the Lincoln County School System. Immediately after being notified of the water emergency that occurred on January 9, 2014, all students and their families, as well as all employees were notified via auto-call out and established TV and radio announcements, that all schools and offices would be closed on January 10. All schools remained closed through and including January 15. Essential employees who reported on January 11 and 12 and all employees on January 15, were provided bottled water made available to us by the WV National Guard. Supplies of hand sanitizer were also sent to affected locations (Hamlin PK8, Lincoln County High School, and central office complex). All schools except Hamlin and LCHS reopened on January 16. Employees at Hamlin and LCHS reported on this date as well as January 17 and were provided bottled water and hand sanitizers. Bottled water was available in all schools, including kitchens, throughout the emergency.

Multiple water samples were taken at all three sites by National Guard and recommended flushing instructions were followed. On March 12, 2014 all parents in the affected schools received a written communication from the office of the superintendent reporting on the water testing and that recent results showed a non-detect reading for MCHM at 2 parts per billion and that the U.S Centers for Disease Control and Prevention had declared the water to be safe. At that time, parents were told that effective March 17, 2014, the system would be returning to normal operating conditions at all locations. This information was also made available to parents via the county web site and the call out system.

What went well and why?

Successes

- Communication with students, families and employees.
- The support of the WV National Guard in providing safe water for drinking, cooking, and a shower site in Hamlin.
- The support of Lincoln County 911 in providing safe water.
- Testing of water and flushing that occurred after school hours that did not affect instruction time.
- Cooperation among county agencies to assist residents – water was made available at the local Volunteer Fire Department and the school system's fork truck was loaned for their use in loading/unloading.

What can be improved and how?

- Information regarding what specific schools are affected in a similar emergency. All county schools were closed at the on-set of the emergency, when only two were actually affected.

RECEIVED
MAY 27 2014
GOVERNOR'S COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: Lincoln Public Service District

Prepared by Ron Gregory Date of Review: 5-15-2014

Key Participants:

Name	Job Title	Role in Emergency
Ron Gregory	Board Chair	Coordinator
John Rife	Plant Operator	Field Coordinator

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

When the Lincoln PSD learned of the West American chemical problem, we immediately developed plans to switch the approximately 600 LPSD customers served with WV-American water to our Alum Creek plant. Over the course of four days, the switch from WV-American-Water to the Alum Creek plant was completed.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
The switch of 600 customers was completed.	Similar steps would be taken.

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Poor communication from state/federal agencies	Improve communications
Non-existent communication with WV-American Water.	Develop and improve communications

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: Logan County Health Department

Prepared by Donna Adkins **Date of Review:** 7/29/ 2014

Key Participants:

Name	Job Title	Role in Emergency
Livia N. Cabauatan	Health Officer	Risk Communications
Steve Browning	Threat Preparedness Coord.	Safety
Pete Spurlock	Threat Preparedness Coord.	Risk Communications
Donna Adkins	Office Manager	IT

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Immediate contactwith OES and County Commission -delivery of clean water to affected area.
Continued contact with area Fire Department - adequate supplies and distributing information to affected persons
Participationin conference calls, respond to emails and surveys
Issue PH Alerts
Status to the Public Health Officer and Board of Health

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Quick Response	Continue working relationship with local agencies to ensure quick and coordinated response

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations

RECEIVED
MAY 07 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: MOVHD Mid-Ohio Valley Health Dept/Roane

Prepared by Liz Green **Date of Review:** 5/2/14

Key Participants:

Name	Job Title	Role in Emergency
Charles Mapes	Sanitarian	Worked in Charleston to Assist in
Linda Smithson	Sanitarian	re-opening of permitted
Joe Faller	Sanitarian	facilities
Wil Helmick	Sanitarian	
Martha Klingler	Sanitarian	

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Roane County has small area of residential homes affected.
The bulk of participation was assisting Kanawha-Charleston with inspections to re-open permitted facilities. They visited facilities and checked for filter changes or water supply for those not yet allowed to use public water in their zones.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
large number of facilities	information & education
were reopened in	
small amount of time	

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
there were issues with	after hours - someone
keeping up to date on	designated to receive
facilities visited	information and
	update lists for
	following days.

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: **Putnam County Office of Emergency Management**

Prepared by **Frank Chapman** Date of Review: 4-17-14

Key Participants:

Name	Job Title	Role in Emergency
Frank Chapman	Director OEM	Coordinate all activities
John Dearnell	Director EMS	Coordinate EMS response Water deliver to shut ins
Steve Deweese	Sheriff	Coordinate all Security/escort of water sites
Brian Donat	County Administrator	Coordinate with Commission and EOC

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

We activated our EOC and worked with the state EOC, County fire-EMS-LE-Red Cross and others to provide water distribution points and delivery of water, and food to residents in Putnam County for several days.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
We had a very well staffed EOC from all agencies involved early on in the incident.	Continue working relationships with agencies that will be needed in a disaster.
Due to our sheriff being a member of the Guard we had good relationship with them and our LNO teams Good representation from our health dept.	Continue to work and train with those outside agencies
We had daily morning and evening briefs with all our agencies in the EOC EVERYONE knew what was going on at all sites in the county.	Continue on event to provide our briefs from every agency of their daily activity
Our distribution was great because we had preplanned our POD site in our EOP.	Continue our update of POD site incorporating different

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
The way we were initially notified or lack thereof I found out when my 911 center was overloaded with calls from hearing it on the news.	OEM Directors should have been told it was coming before release to news.

RECEIVED
MAY 08 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: PUTNAM COUNTY SCHOOLS

Prepared by Gary Sigman Jr. **Date of Review:** May 6, 2014
Coordinator of Energy / Safety

Key Participants:

Name	Job Title	Role in Emergency
Gary Sigman Jr.	Coord. of Energy/Safety	Coord. between EMS and County Board
Harold Hatfield	Superintendent	
Brad Hodges	Asst. Superintendent	
PCS Principals of	Affected Schools	
Dan Cornell / Maint.	Maint. Superviser	Coord. Clean up

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Maintained constant contact with State Dept., Health Dept., National Guard, Emergency Services and Schools.
Flushed and cleaned water lines of effected areas.
Distributed bottled water to effected areas.
Developed plans to use bottled water in preparing food.
Informed community of changing circumstances and provided information on how the schools would react to emergencies.
Made facilities available for testing.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Good communication between State and local school board.	
Clear guidelines were given to flush and clean	
County was clear in communicating to public	

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Water distribution was a little unorganized.	Water should be sent just to the schools affected, not all schools
Early distribution, water was sent without knowledge of delivery.	Communication

After Action Review Questionnaire
WATER CRISIS 2014

Agency: Roane County Commission

Prepared by: Jennifer Randolph, Administrative Assistant **Date:** May 15, 2014

Key Participants:

Name	Role in Emergency
Roane County 911	Handle emergency calls from concerned residents about crisis.
Roane County OEM	Resource management; information dissemination.
Volunteer Fire Depts.	Distribute resources to residents.
Walton PSD	Provided potable water.

Detailed summary of agency's role in responding to the state of emergency:

In addition to the comments by Melissa Gilbert, Director of the 9-1-1 and Office of Emergency Services, the Walton Public Service District was requested to produce more water for distribution.

What went well and why? What steps were taken toward successfully achieving your objective?

In addition to the comments by Melissa Gilbert, information was disseminated via Facebook and Internet using the Commissioner's pages and Roane County Website.

What can be improved and how? What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?

In addition to the comments by Melissa Gilbert, the OES Directors and Local Officials should be on the "phone tree" to receive the most up-to-the-minute information so it can be distributed to the citizens of the county in every way possible.
In the future, we plan to give the OEM director access to the County Website so up-to-the-minute information can be updated on the website in real time.
Future response teams should notify local officials BEFORE the media.

Roane County 9-1-1
205 East Main Street
Spencer, WV 25276

RECEIVED
MAY 27 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

Agency: Roane County 911/Office of Emergency Management

Prepared by: Melissa Gilbert, Director **Date:** May 1, 2014

Key Participants:

Name	Role in Emergency
Roane County 911	Handle emergency calls from concerned residents about crisis.
Roane County OEM	Resource management; information dissemination.
Volunteer Fire Depts.	Distribute resources to residents.
Walton PSD	Provided potable water.

Detailed summary of agency's role in responding to the state of emergency:

On the evening of January 9, 2014, the news media reported that our county was now included in the water emergency. As word spread via the media outlets, people began to panic and started calling 911. Dispatch alerted me to the situation and the alarming number of calls coming in from residents. The media released a map of the affected areas that indicated that much of our county was included. Later that evening, a conference call was held with the WVDHSEM and the Governor's Office in an attempt to inform the emergency managers of the situation. The emergency managers were given very little information regarding this crisis and were left with more questions than answers. I contacted all of the local PSD's to determine if they were affected (as was indicated by the map released by the media). I learned that an out-of-county PSD did, in fact, service an area of the county, but I was not able to contact that PSD. Mass panic had already set in based on the map that was released.

The next morning, another conference call was held; this time with WV American Water on the line. We were given a number for a representative from WV American Water and we were informed that we could contact her directly after the conference call; I contacted the representative afterward and she advised that only one customer in our county was affected...Sandy Brae Golf Course. She clarified this with her boss and assured me that this was the only customer affected.

Dispatch dealt with an alarming number of calls from panicked residents; many of those residents had water wells and were not even serviced by a PSD. Due to lack of information being released by the media, calls continued for several days. Our volunteer fire departments, particularly the ones serving the southern part of our county, began, on the 10th, distributing potable water thanks to the help of unaffected Walton PSD.

This agency dealt with the handling of emergency/non-emergency calls from citizens, resource management (as requested by the VFD's), and information dissemination. We attempted to correct false information that had been released on social networks in an attempt to halt the panic in our county.

Our VFD's continued, for weeks, to distribute bottled water (brought in by the National Guard and other sources), potable water, deliver water to Kanawha County fire departments, and also provided showers for affected residents.

This agency's role in the water crisis response was not as involved as some of the other counties due to the number affected.

What went well and why? What steps were taken toward successfully achieving your objective?

We were able to, on a local level, determine which PSD's were or were not affected. The local PSD's were able to provide us with necessary information quickly to help with the response. Those PSD's also attempted to provide information to customers that were not affected.

Our main objectives were to 1) disseminate information to all residents of the county and 2) ensure those affected had drinking/potable water.

We were able to achieve our objectives using local media outlets, such as the local radio station, through use of social media and by the help of the local volunteer fire departments and PSD's. One VFD established a distribution point and shower facility; this was manned 24 hours during the first week of the crisis and was open for three weeks following the crisis. Potable water was provided by Walton PSD allowing the VFD to have an open tap at their station. During the first week, shipments of bottled water arrived that had been requested through the WVDHSEM. Local VFDs also took tanker truck loads of water and extra bottled water to fire departments in Kanawha County.

During a multi-county event, based on my experiences, the help mainly comes from within the county thanks to the efforts of volunteers. Resources that are requested from outside sources take time to arrive and usually get sent to the hardest hit areas first.

What can be improved and how? What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?

The media learned of this crisis before the emergency managers were informed. The media publicized a map of the affected areas that was poorly drawn and provided no detailed information as to which parts highlighted/circled were actually affected. As it appeared on the map, the large red circle was drawn around the shaded areas. The media never advised what the map represented, thus indicating that all areas within the circle (not just the shaded ones) were affected.

During our initial conference call on the 9th, we were told very little useful information and were told that more information would follow. We needed a copy of the map that the media had released and useful information to provide to local residents. The WVDHSEM failed to quickly provide local emergency managers useful information that would help us locally respond to this crisis. I understand that the answers to some of these questions were simply not available, but we were overwhelmed with panicked residents that demanded answers; the initial burden of dealing with this crisis was left for the local emergency management/911 staff to endure.

It was later determined that approximately 10 residents were affected. No one from the WVDHSEM or WV American Water informed us of such; we found out via social media discussions. We made several attempts to obtain better information about this affected area, but we were never provided answers or confirmation.

Resources that were requested were poorly coordinated by the WVDHSEM. Requests were made via E-Team, but numerous phone calls were still required to coordinate these requests. In addition, we did not receive a receipt of acknowledgement from the WVDHSEM concerning our resource requests. When resources (bottled water in this case) were en route to our distribution point, too many trucks were "accidentally" sent to us. Again, we had to coordinate with the WVDHSEM to ensure we received what was requested and the other trucks got turned around. Once the truck arrived at the distribution point, the trailer was dropped off and left to be unloaded; the WVDHSEM had no record of what truck traveled to our distribution point and that a trailer was left. We received word from the WVDHSEM that if anyone had one of these trailers, to notify them so someone could come pick it up. An email was sent to the WVDHSEM making them aware of the trailers' location. Also, additional resources were either late getting to us or showed up unexpectedly.

Attempting to handle the residents in the best manner possible, we turned to our local sources for information, i.e. the PSD's and the local media. The media can be used as a valuable resource during such a crisis, but during this particular incident, the people were left with only vague information and maps released by the media until more than a week after the crisis began. People depend on the media to provide good, up-to-date information...the people needed better information within the first few days. This crisis quickly escalated because of inadequate information from the media and spread of such via social media.

In the event of a similar situation in the future, we have already taken steps locally to determine which PSD's service what areas. We used our mapping/addressing contractor to map all of the hydrants and PSD tanks; providing us with longitude and latitude and an address for each hydrant and tank. We also have a reverse 911 system, CodeRed, that allows us to call all or some residents of the county when there is a crisis such as this; this system was not utilized during this crisis because we were told that only one customer was affected and even later when that number grew to 10, we were not provided formal clarification of such.

We hope that if an event such as this occurs again, that the WVDHSEM will help control media reports before things escalate and get out of hand. Emergencies are best handled on a local level, using local agencies and resources; however, in times such as this, we must depend on the state, namely the WVDHSEM, to assist us with resources, media control and useful information. In the future, I would expect better information and resource coordination from the WVDHSEM.

RECEIVED
MAY 16 2014
GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

Agency: Roane County 911/Office of Emergency Management

Prepared by: Melissa Gilbert, Director **Date:** May 1, 2014

Key Participants:

Name	**Role in Emergency**
Roane County 911	Handle emergency calls from concerned residents about crisis.
Roane County OEM	Resource management; information dissemination.
Volunteer Fire Depts.	Distribute resources to residents.
Walton PSD	Provided potable water.

Detailed summary of agency's role in responding to the state of emergency:

On the evening of January 9, 2014, the news media reported that our county was now included in the water emergency. As word spread via the media outlets, people began to panic and started calling 911. Dispatch alerted me to the situation and the alarming number of calls coming in from residents. The media released a map of the affected areas that indicated that much of our county was included. Later that evening, a conference call was held with the WVDHSEM and the Governor's Office in an attempt to inform the emergency managers of the situation. The emergency managers were given very little information regarding this crisis and were left with more questions than answers. I contacted all of the local PSD's to determine if they were affected (as was indicated by the map released by the media). I learned that an out-of-county PSD did, in fact, service an area of the county, but I was not able to contact that PSD. Mass panic had already set in based on the map that was released.

The next morning, another conference call was held; this time with WV American Water on the line. We were given a number for a representative from WV American Water and we were informed that we could contact her directly after the conference call; I contacted the representative afterward and she advised that only one customer in our county was affected...Sandy Brae Golf Course. She clarified this with her boss and assured me that this was the only customer affected.

Dispatch dealt with an alarming number of calls from panicked residents; many of those residents had water wells and were not even serviced by a PSD. Due to lack of information being released by the media, calls continued for several days. Our volunteer fire departments, particularly the ones serving the southern part of our county, began, on the 10th, distributing potable water thanks to the help of unaffected Walton PSD.

This agency dealt with the handling of emergency/non-emergency calls from citizens, resource management (as requested by the VFD's), and information dissemination. We attempted to correct false information that had been released on social networks in an attempt to halt the panic in our county.

Our VFD's continued, for weeks, to distribute bottled water (brought in by the National Guard and other sources), potable water, deliver water to Kanawha County fire departments, and also provided showers for affected residents.

This agency's role in the water crisis response was not as involved as some of the other counties due to the number affected.

What went well and why? What steps were taken toward successfully achieving your objective?

We were able to, on a local level, determine which PSD's were or were not affected. The local PSD's were able to provide us with necessary information quickly to help with the response. Those PSD's also attempted to provide information to customers that were not affected.

Our main objectives were to 1) disseminate information to all residents of the county and 2) ensure those affected had drinking/potable water.

We were able to achieve our objectives using local media outlets, such as the local radio station, through use of social media and by the help of the local volunteer fire departments and PSD's. One VFD established a distribution point and shower facility; this was manned 24 hours during the first week of the crisis and was open for three weeks following the crisis. Potable water was provided by Walton PSD allowing the VFD to have an open tap at their station. During the first week, shipments of bottled water arrived that had been requested through the WVDHSEM. Local VFDs also took tanker truck loads of water and extra bottled water to fire departments in Kanawha County.

During a multi-county event, based on my experiences, the help mainly comes from within the county thanks to the efforts of volunteers. Resources that are requested from outside sources take time to arrive and usually get sent to the hardest hit areas first.

What can be improved and how? What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?

The media learned of this crisis before the emergency managers were informed. The media publicized a map of the affected areas that was poorly drawn and provided no detailed information as to which parts highlighted/circled were actually affected. As it appeared on the map, the large red circle was drawn around the shaded areas. The media never advised what the map represented, thus indicating that all areas within the circle (not just the shaded ones) were affected.

During our initial conference call on the 9th, we were told very little useful information and were told that more information would follow. We needed a copy of the map that the media had released and useful information to provide to local residents. The WVDHSEM failed to quickly provide local emergency managers useful information that would help us locally respond to this crisis. I understand that the answers to some of these questions were simply not available, but we were overwhelmed with panicked residents that demanded answers; the initial burden of dealing with this crisis was left for the local emergency management/911 staff to endure.

It was later determined that approximately 10 residents were affected. No one from the WVDHSEM or WV American Water informed us of such; we found out via social media discussions. We made several attempts to obtain better information about this affected area, but we were never provided answers or confirmation.

Resources that were requested were poorly coordinated by the WVDHSEM. Requests were made via E-Team, but numerous phone calls were still required to coordinate these requests. In addition, we did not receive a receipt of acknowledgement from the WVDHSEM concerning our resource requests. When resources (bottled water in this case) were en route to our distribution point, too many trucks were "accidentally" sent to us. Again, we had to coordinate with the WVDHSEM to ensure we received what was requested and the other trucks got turned around. Once the truck arrived at the distribution point, the trailer was dropped off and left to be unloaded; the WVDHSEM had no record of what truck traveled to our distribution point and that a trailer was left. We received word from the WVDHSEM that if anyone had one of these trailers, to notify them so someone could come pick it up. An email was sent to the WVDHSEM making them aware of the trailers' location. Also, additional resources were either late getting to us or showed up unexpectedly.

Attempting to handle the residents in the best manner possible, we turned to our local sources for information, i.e. the PSD's and the local media. The media can be used as a valuable resource during such a crisis, but during this particular incident, the people were left with only vague information and maps released by the media until more than a week after the crisis began. People depend on the media to provide good, up-to-date information...the people needed better information within the first few days. This crisis quickly escalated because of inadequate information from the media and spread of such via social media.

In the event of a similar situation in the future, we have already taken steps locally to determine which PSD's service what areas. We used our mapping/addressing contractor to map all of the hydrants and PSD tanks; providing us with longitude and latitude and an address for each hydrant and tank. We also have a reverse 911 system, CodeRed, that allows us to call all or some residents of the county when there is a crisis such as this; this system was not utilized during this crisis because we were told that only one customer was affected and even later when that number grew to 10, we were not provided formal clarification of such.

We hope that if an event such as this occurs again, that the WVDHSEM will help control media reports before things escalate and get out of hand. Emergencies are best handled on a local level, using local agencies and resources; however, in times such as this, we must depend on the state, namely the WVDHSEM, to assist us with resources, media control and useful information. In the future, I would expect better information and resource coordination from the WVDHSEM.

UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
REGION III
1650 Arch Street
Philadelphia, Pennsylvania 19103-2029

RECEIVED
JUN 23 2014
By

JUN 17 2014

RECEIVED
JUL 01 2014
GOVERNOR'S GENERAL COUNSEL

Peter G. Markham, General Counsel
State of West Virginia
Office of the Governor
1900 Kanawha Boulevard, East
Charleston, West Virginia 25305

Dear Mr. Markham:

Thank you for your April 29, 2014 letter to the U.S. Environmental Protection Agency (EPA) concerning an After Action Review of the State of West Virginia's emergency response to the January 9, 2014 Elk River chemical spill that contaminated West Virginia American Water Company's water distribution system, which services approximately 300,000 residents. EPA understands the State's interest in developing an After Action Review for the chemical spill. We have always valued our working relationship with the State of West Virginia, and hope that the recent chemical spill proves once again the benefit of our close relationship.

We have appreciated the amount of effort and resources that West Virginia dedicated to this spill response. EPA's role during the spill response was solely one of support to West Virginia. We supported the State's efforts in several areas. EPA concurred on the drinking water screening level developed by the Centers for Disease Control and Prevention and the Agency for Toxic Substances and Disease Registry. EPA's drinking water staff engaged in numerous discussions with their counterparts in the West Virginia Department of Health and Human Resources, concerning the testing of water and residual contamination. Our labs coordinated with the State on refining the analytical method to lower the detection limit of the chemical. EPA's On-Scene Coordinators were at the site of the spill assisting the West Virginia Office of Emergency Services and West Virginia Department of Environmental Protection.

Please be advised that our input is provided in the context of EPA's role during the response to the spill. Our one suggestion would be that in similar situations one overarching Unified Command be employed. This would improve coordinated actions and expedite communications.

If you have questions, please do not hesitate to contact me or have your staff contact Mr. Mark Ferrell, EPA's West Virginia Liaison, at 304-542-0231.

Sincerely,

Shawn M. Garvin
Regional Administrator

Printed on 100% recycled/recyclable paper with 100% post-consumer fiber and process chlorine free.
Customer Service Hotline: 1-800-438-2474

Rec'd

UTILITY WORKERS UNION OF AMERICA

D. MICHAEL LANGFORD
PRESIDENT

STEVEN VANSLOOTEN
EXECUTIVE VICE PRESIDENT

GARY M. RUFFNER
SECRETARY-TREASURER

JOHN DUFFY
VICE PRESIDENT

Affiliated with A.F.L.-C.I.O

815 SIXTEENTH STREET, N.W.
WASHINGTON, D.C. 20006
(202) 974-8200
(202) 974-8201 FAX
www.uwua.net

EXECUTIVE BOARD MEMBERS

HARRY FARRELL
NANCY LOGAN
NOEL J. CHRISTMAS
ARTURO FRIAS
DAVID LEONARDI
CHARLIE D. RITTENHOUSE
ROBERT T. WHALEN
JIM ANDERSON
MIKE COLEMAN
RICHARD HARKINS
FRANK MEZNARICH SR.
JAMES SHILLITTO
DAVE THOMPSON
JOHN CAPRA
KELLY J. COOPER
KEITH HOLMES
ANDY O'CONNELL
JAMES SLEVIN
PATRICK M. DILLON
NICHOLAS J. CARACAPPA
DANIEL DOMINGUEZ
DANIEL HURLEY
RICHARD J. PASSARELLI
MICHAEL P. SMITH

RECEIVED
JAN 28 2014
By

RECEIVED
JAN 28 2014
GOVERNOR'S GENERAL COUNSEL

January 23, 2014

The Honorable Michael A. Albert
Chairman
Public Service Commission of West Virginia
201 Brooks Street
Charleston, WV 25301

Re: Investigation of Elk River Chemical Spill

Dear Chairman Albert:

I write on behalf of the members of the Utility Workers Union of America, especially those who are employees of West Virginia-American Water Company (American Water), and who live and work in the areas affected by the recent chemical spill into the Elk River. We are pleased that bans on water use have been lifted, and are hopeful that residents and businesses in and around Charleston either have or soon will be able to resume normal daily activities.

As you know, UWUA Local 537, whose members work in Huntington, has for several years participated actively in Commission rate and other proceedings concerning American Water. The Local has testified from first-hand experience about the need for substantial upgrades to American Water's infrastructure and the impact of continuing manpower shortages on the ability of the workforce to operate and maintain aging mains and other facilities.

We are not alone in voicing such concerns. The Commission itself expressed frustration in late 2011 over American Water's emphasis on investing in new accounting software rather than on distribution system upgrades, and noted in an order issued as part of a general investigation of the Company that "neglecting distribution system infrastructure spending over time is shortsighted and not in the best interest of WVAWC or its customers."

Similarly, in a review of American Water's "quarterly metrics report" for the third quarter of 2013 (the most recent such report), the Commission's Engineering Division highlighted concerns about American Water's leaky pipes, noting that so-called "Unaccounted for Water" was well above the Commission's acceptable figure of 15%, including a 12-month rolling period of 37.57% for the Kanawha Valley District in both May and June of 2013.

The Staff went on to express concerns about the number of leak repairs and the failure to meet valve inspection targets. The data highlighted by the Staff were prepared by American Water. Moreover, in identifying "resource" concerns, the Staff pointed out that American Water's staffing levels were below Commission-approved minimum numbers.

One immediate concern raised by this data is that a consequence of the excessively high leak rate in West Virginia American's distribution system is that a significant amount of the contaminated water pumped through the system will have leaked into the ground. The UWUA does not know whether this presents a public health concern, but believes that the matter warrants investigation.

Separately, we have read of claims by Freedom Industries that a leaky water pipe near its site may have contributed to the rupture of the chemical storage tank. (According to the same news report, American Water indeed repaired a leaky water line near the property several days after the spill.)

We do not know—and take no position on—whether any deficiencies in American Water's infrastructure contributed to this water crisis. Our purpose in writing is not to point fingers, but to focus on the future. Toward that end, we urge the Commission and other agencies charged with investigating this situation and crafting going-forward recommendations to consider how best to address any deficiencies they find in American Water's physical and human infrastructure.

The UWUA appreciates your consideration of our observations.

Sincerely,

D. Michael Langford
National President

cc: The Honorable Jon W. McKinney, Commissioner, West Virginia Public Service Commission
The Honorable Ryan B. Palmer, Commissioner, West Virginia Public Service Commission
The Honorable Earl Ray Tomblin, Governor of West Virginia
The Honorable Jay Rockefeller, U.S. Senator for West Virginia
The Honorable Joe Manchin, U.S. Senator for West Virginia
The Honorable Barbara Boxer, Chair, U.S. Senate Committee on Environment & Public Works
The Honorable Benjamin L. Cardin, Chair, U.S. Senate Subcommittee on Water & Wildlife
The Honorable Patrick Morrisey, Attorney General of West Virginia
The Honorable Natalie E. Tennant, Secretary of State of West Virginia
The Honorable Jeffrey V. Kessler, President, West Virginia Senate
The Honorable John R. Unger, II, Majority Leader, West Virginia Senate
The Honorable Timothy R. Miley, Speaker, West Virginia House of Delegates
The Honorable Harry Keith White, Majority Leader, West Virginia House of Delegates
The Honorable Herb Snyder, Chair, Senate Committee on Government Organization

The Honorable Jim Morgan, Chair, House Committee on Government Organization
The Honorable Ron Stollings, Chair, Senate Committee on Health and Human Resources
The Honorable Don Perdue, Chair, House Committee on Health and Human Resources
The Honorable Karen Bowling, Cabinet Secretary, Department of Health & Human Resources
The Honorable Randy Huffman, Cabinet Secretary, Department of Environmental Protection
Dr. Letitia E. Tierney, Commissioner, West Virginia Bureau for Public Health
The Honorable W. Kent Carper, President, Kanawha County Commission
Ms. Jennifer Sayre, County Manager, Kanawha County Commission

WVACO
WEST VIRGINIA ASSOCIATION OF COUNTIES

RECEIVED
MAY 27 2014
GOVERNOR'S GENERAL COUNSEL

2211 Washington Street East
Charleston, WV 25311-2118
Phone: (304) 346.0591
Fax: (304) 346.0592

Patricia L. Hamilton
Executive Director

May 22, 2014

Mr. Peter Markham, General Counsel
Office of the Governor
State Capitol
Charleston, West Virginia 25305

Dear Mr. Markham:

Enclosed please find an After Action Review for the 2014 water crisis from the West Virginia Association of Counties. I hope it is helpful.

Please don't hesitate to contact me if you have any questions or need more information.

Best Regards,

Patti

Patti Hamilton, Executive Director
West Virginia Association of Counties

AFTER ACTION REVIEW REPORT
WATER CRISIS 2014

Agency/Commission: Met with representatives from Kanawha, Putnam, Logan & Jackson Counties

Prepared by: West Virginia Association of Counties

Date of Review: May 12, 2014

Key Participants: Name, Title, & Role in Emergency

(1) Steve Deweese, Sheriff of Putnam County; Law Enforcement
(2) Frank Chapman, Putnam County EOC Director; EMS / Fire
(3) Carrie Clendening, Grant Coordinator/Legislative Liaison, representing Kanawha County Commission
(4) Capt. Sean Crosier, Kanawha County Sheriff's Office; Law Enforcement
(5) Dale Petry, Director of Kanawha County Homeland Security & Emergency Management; representing Kanawha County Commission
(6) C.W. Sigman, Kanawha County Office of Emergency Management
(7) Matt Thomas, Kanawha County Office of Emergency Management
(8) Walt Smittle, Jackson County Office of Emergency Services
(9) Bill Weese, Logan County Office of Emergency Management
(10) Patti Hamilton, Executive Director, West Virginia Association of Counties – Meeting Facilitator

The West Virginia Association of Counties invited representatives of the nine affected counties to meet at the Kanawha County 911 Center to provide a forum for collective feedback for this after action review report.

<u>What went well and why? Successes and How to Ensure Success in the Future</u>
Our discussion started out with more of a focus on lessons learned:
(1) critical infrastructure in every county could be vulnerable to one relatively small incident that causes a major problem, either accidental or intentional
(2) We have to be prepared for anything.

Therefore, lessons learned and future preparation & prevention could be considered a positive outcome of this negative event.

The Kanawha County Commission tasked the Kanawha OEM to provide information & data that will both help prevent a similar incident and, if one occurs, will help with emergency management. That information and process includes:

- Identify potential pollution sources including regulated and reported, unregulated, and unreported materials. (Tier II sources are helpful information but do not include the unregulated potential pollutants).
- Identify transportation sources. Unregulated potential pollutants could be hauled on a train or tanker as well as in a storage tank and they are not placarded.
- Kanawha OEM is meeting with WV American Water (WVAW) and all other water facilities in the county to gather information.
- They will gather input from law enforcement regarding potential terrorist/criminal/intentional elements that could release pollutants.
- One of the goals of this process will be to provide information by clicking on a map to see what chemicals are at various facilities. (This is easy to accomplish with Tier II substances although the data is dated, but it is difficult for other substances that are not required to be regulated).

In Putnam County, both Putnam PSD and city of Hurricane's water system have contingency plans. They have also worked on identifying sources of potential pollutants. Putnam PSD has a self-sustained reservoir that could provide water for its customers, including fire service, for up to 165 days. Because the reservoir is filled from groundwater, they are also looking at the types of issues that would affect groundwater sources. Their redundancy program has been recognized nationally. Possibly a successful result will be the availability of a secondary water source for WVAW.

The public/private partnership that occurred was considered a successful outcome:

- Retailers such as Walmart, Target & Home Depot got water in quickly. FEMA and the State did well and had water to affected areas within 30 hours.
- WVAW got water to hospitals and to public distribution sites within 4 to 6 hours.
- Sheets and other private businesses donated trailer loads of bottled water.

As far as governmental agencies and intergovernmental cooperation, successes included:

- Coordination with the Division of Homeland Security worked well
- Good cooperation among counties and also with the National Guard
- Putnam County noted that the Military LNO (liaison) did an excellent job and had full-time employees helping with the efforts

Overall, it was a huge collaborative effort on behalf of public and private entities that resulted in good cooperation:

- Civil Support Team & WVAW cooperated well together and with others
- Emergency services personnel were kept in the loop
- The Bureau for Public Health was there at all times
- Dupont, a company that had no role in the making of the crisis, stepped up to the plate and provided scientific advisors for development of the testing procedures. They were there every day and helped with communications (but left decisions on safety of water to others).
- Everyone worked well with the military personnel who were taking & testing the samples.

Law enforcement representatives noted that NIMS training has helped everybody have the same protocols and procedures in place. This helped eliminate chaos. It was suggested that everyone who might be involved in emergency and incident management have some level of NIMS training, including staff of the Governor's office. This would help everybody "speak the same language." All 55 counties are supposed to be providing NIMS training. Kanawha County observed that "mixed" training sessions with a variety of perspectives (hospital personnel with law enforcement, for example) provide the most interesting sharing of information.

<u>What can be improved and how? Recommendations</u>

Every county was affected by poor *public* information. For example, in Logan County it took 3 days to convince people it affected only the Sharples area. In Jackson County, only 6 households were affected yet the media alerted the entire county without making that distinction..

Communications:
It was noted that 22,000 people received a delayed communication about the "do not use" order in Putnam County. In Logan County, only 68 households were affected. There was consensus among this group of representatives that, no matter how many or few were affected, *media communications could have been improved.* By 5:00 p.m., Kanawha County OEM knew that the do not use advisory was for *WVAW customers only*. Yet the news media were scrolling the names of counties on the TV screens without making that important distinction.

It was suggested there were "too many hands in the pot" when it comes to communications. Synchronization through one agency (state and county) would have been helpful. There was a lack of authentication of requests. For example, if requests are relayed to Homeland Security or National Guard, there should be only certain persons authorized to make those requests. (That could apply to state agencies and to counties).

Possibly the "do not use" advisory could have been tiered. All locations/households were advised at the same time even though the tainted water would not have reached all areas at the same time. For example, it was almost a week before the tainted water reached the Madison/Danville area of Boone County.

Phasing in the do not use advisory might have alleviated the "run" on water that occurred in the counties adjacent to Kanawha County that were less affected. Jackson, Logan, and others were inundated with Kanawha County citizens buying up water.

Distribution Centers
For law enforcement, the distribution centers were a challenge due to the sheer volumes of people. Kanawha County had 14 to 27 deputies on every shift to escort FEMA and service the distribution centers. Again, a lot of this goes back to communications & coordination.

In Putnam County, getting the water trailers from the central point to the distribution centers was a challenge. They relied on a private citizen but one or two dedicated drivers from the Division of Highways would have been helpful.

Putnam County "weaned" its customers from the water distributions within 72 hours of an area "going green." A similar policy in all affected counties would have been helpful. People would call the Governor's office or other agencies and be informed that they could still go get water but, in fact, it was no longer available for that area of Putnam County.

Coordination of Efforts:
It was noted that the Division of Homeland Security should be conducting this After Action Review as they are the responsible agency and main resource. We suggest that the form & questions for public comments should be different than the form for agency comments. (The Kanawha-Putnam Emergency Planning Committee will be conducting an After Action Review).

Daily conference calls with the state could have been more helpful and informative.

FEMA requests are made through a Governor's office; people were calling U.S. Senators' offices for assistance.

<u>We added a component to our discussion - Advice for future emergency responses:</u>

(1) "We can't control incidents, just responses." Plan accordingly!
(2) Know the chemicals in areas near critical infrastructure (other potential hazards as well).
(3) Hold forums and training on "How can intentional acts be prevented?"
(4) Create a public awareness of potential problems. "If you see it, say it."
(5) Identify areas that aren't very secure. Vulnerabilities need to be identified. Keep this information internal to law enforcement & emergency services.
(6) What if WVAW had shut their intake? Since only 10%-15% of water is used for consumption, this would have created huge fire and sanitation problems. Our aging infrastructure also could have issues with stopping and then starting up again. Advocating redundancy in water systems was viewed as the best solution to prevent a future water crisis.

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: West Virginia Broadcasters Assn

Prepared by Michele Crist **Date of Review:** 5-8-14

Key Participants:

Name	Job Title	Role in Emergency
Michele Crist	Ex Director	Co-Chair EAS Broadcast Sym.
Noel Richardson	Engineer WV Radio	Co-Chair EAS Broadcasting Sym

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

We did not have a role in the emergency but the stations we represent did. All commercial radio + television stations are required to take part in the EAS. We passed onto the public 100% of the announcements that we released.

We work with Jimmy Giatto thru out the year to make sure this important program is in constant optimun working order so the public is always informed.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
No links were broke all systems worked well to get out 100% of the alerts.	Continued communications with DHSEM is essential and we have a good relationship.

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
The lead engineer suggested a direct link from DHSEM to Metronew/WV Radio Morgantown for a sattelite uplink. Both have capabilities and this will ensure the Governor would be able to set off an alert if needed to the public incase telephone/cable/internet connections were down.	

RECEIVED

MAY 12 2014

GOVERNOR'S GENERAL COUNSEL

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: WV Dept. of Veterans Assistance

Prepared by Heather Miles **Date of Review:** May 6, 2014

Key Participants:

Name	Job Title	Role in Emergency
Mike Lyons	Operations Manager	Provided guidance and necessary supplies to DVA offices affected by spill.

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

The DVA was focused on ensuring that our own offices and facilities maintained normal operations. The Cabinet Secretary's office, the Charleston Field office, and the Donel C. Kinnard Memorial State Veterans Cemetery were affected, but were supplied with sufficent amounts of bottled water + hand sanitizer, so no notable disruptions occurred.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
All DVA offices remained open & operational throughout water crisis.	Follow all recommendations made by Governor's office and other emergency response leaders & agencies.

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Communication	A more sophisticated alert system between the Governor's office and other members of the executive branch should be in place so timely, accurate information is accessible to all state agencies. A more sophisticated system of communication is also needed within our department so employees throughout the state can be kept up to date during emergencies.

Bruce L. Berry, M.D.
Chair

Paul L. Hill, Ph.D.
Chancellor

Leading the Way: *Access. Success. Impact.*

West Virginia Higher Education Policy Commission
1018 Kanawha Boulevard, East, Suite 700
Charleston, West Virginia 25301
www.hepc.wvnet.edu

RECEIVED
MAY 23 2014
GOVERNOR'S GENERAL COUNSEL

FACSIMILE

TO: Peter Markham

FROM: Cindy L. Anderson

DATE: May 22, 2014

SUBJECT: After Action Review Questionnaire

NUMBER OF PAGES INCLUDING COVER: 3

On behalf of Chancellor Paul Hill and Chancellor Jim Skidmore, please find attached the **After Action Review Questionnaire** for the West Virginia Higher Education Policy Commission and the West Virginia Council for Community and Technical College Education.

ADMINISTRATIVE SERVICES DIVISION
(304) 558-4016 *phone* • (304) 558-5719 *fax*

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: West Virginia Higher Education Policy Commission
West Virginia Council for Community and Technical College Education

Prepared by Cindy L. Anderson Date of Review: May 6, 2014

Key Participants:

Name	Job Title	Role in Emergency
Chancellor Paul Hill	Chancellor	Agency Head
Chancellor Jim Skidmore	Chancellor	Agency Head
Rob Anderson	Executive Vice Chancellor for Administration	Liaison with Senior Staff
Cindy Anderson	Director Administrative Services	Staff Communication
Jessica Tice	Senior Director of Communications	External Communication

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

(1) Coordinated emergency notice with following entities:
West Virginia Regional Technology Park, South Charleston
West Virginia State University, Institute
Marshall University Graduate College, South Charleston
West Virgina University Institute of Technology, Montgomery
Bridgevalley Community and Technical College, ~~[illegible]~~ South Charleston / Montgomery

(2) Coordinated efforts with office / agency / building owner.

(3) Notified and shared communication from Governor's Office and WV American Water Co. with local institutions, staff, Commission and Council Members,

(4) Purchased hand santizer for all restroom facilities, obtained bottle water, and placed DO NOT USE WATER signage at all water sources prior to allowing employees to report to work.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
Prompt internal & external communication with staff and various constituents.	

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
	Early and Frequent information and notifications to general public and State employees.

After Action Review Questionnaire
WATER CRISIS 2014

RECEIVED
MAY 23 2014
GOVERNOR'S GENERAL COUNSEL

Agency/Commission: West Virginia Hospital Association

Prepared by: Samantha Stamper and Joe Letnaunchyn

Date of Review: May 2014

KEY PARTICIPANTS

Name	Title	Role in Emergency
Samantha Stamper	Director Emergency Preparedness	Provides direct support to WVDHHR Health and Medical Command
Joseph Letnaunchyn	President & CEO	Direct oversight over director of emergency preparedness and Association activities

PLEASE PROVIDE A DETAILED SUMMARY OF YOUR AGENCY/COMMISSION'S ROLE IN RESPONDING TO THE STATE OF EMERGENCY

Samantha coordinates activities for the Hospital Preparedness Program (HPP), as a grant sub-recipient of the DHHR Center for Threat Preparedness. She has worked with WV DHHR Health and Medical Command for other state emergency events, and anticipated being asked to work when the event was reported on the local evening news. She worked 12-hour shifts beginning on Friday, January 10, 2014 under Operations with WVDHHR Health and Medical Command. The assignment was in the DHHR Command Center for the first 6 days of the event, and then subsequent work was performed at the WVHA offices where support and information was provided to and from hospitals during the process.

The job for the WVHA representative at the DHHR Health and Medical Command was to contact the nine affected hospitals and assess their status and needs; and to collect information on numbers of patients coming to Emergency Rooms with water-related illness. This information was being requested by the WV DHHR leadership on a two-hour cycle initially. After several days the frequency was decreased to every four hours. In addition to calls for hospital status, there was responsibility to relay information to WV DHHR Command staff about hospital needs, and relaying information back to hospitals about state operations such as Surgical Instrument Sterilization, flushing instructions and water testing.

WHAT WENT WELL AND WHY?

Hospital operations and event mitigation were strong points. All affected hospitals were able to continue services and care for all patients, except for some elective services that were deferred to a later date. In addition, there was a high level of hospital to hospital assistance provided and/or pledged by hospitals across the state to assist the affected hospitals with their operational needs. Hospitals were very gracious in their willingness to comply with extremely frequent request for information and reports requested by DHHR leadership.

How to Ensure Success in the Future?

Maintain the Federal HHS Assistant to the Secretary for Preparedness and Response (ASPR) Hospital Preparedness Program. In the After Action Conference that WVDHHR Center for Threat Preparedness conducted with hospitals following the conclusion of the event, the effected hospitals stated that their success and level of preparedness stemmed from participation in the program. Contributing program activities include regional response plans, exercising, and regular meetings and interaction with state Preparedness and Emergency Management, also participation with county Emergency Management through Local Emergency Planning Committees (LEPC's).

WHAT CAN BE IMPROVED AND HOW?

What can be improved?	Recommendations
The frequency of calls and requests for data and on-site chart reviews were very disruptive to hospital operations while trying to manage during the contamination during the event.	A recommended process for future events is being developed by DHHR Center for Threat Preparedness.
The 'flushing" Instructions that were issued by Public Health and WV American Water were for residential structures and were not applicable to facilities the size of hospitals.	There should be guidance for this procedure provided by appropriate structural experts to hospitals, nursing homes and other "facilities" affected by the event.
There were multiple issues with water testing in hospitals, including; no knowledge that the facility was being tested, no consultation on the best site for sampling; and they were generally not informed of the test results in writing.	Our recommendation is to contact the Incident Command Center in each facility to notify them of the pending site visit for testing so this can be coordinated with hospital management.

Public Service Commission
Richard E. Hitt, General Counsel

201 Brooks Street, P.O. Box 812
Charleston, West Virginia 25323

Phone: (304) 340-0450
FAX: 1-866-336-2893
E-mail: rhitt@psc.state.wv.us

May 14, 2014

Peter G. Markham, General Counsel
Office of the Governor
Room M-146, State Capitol
1900 Kanawha Boulevard East
Charleston, West Virginia 25305

Re: Water Crisis after action review

Dear Mr. Markham:

As requested, enclosed is a completed After Action Review Questionnaire on behalf of the Public Service Commission. If you have any questions, please do not hesitate to contact me.

Sincerely,

Richard E. Hitt
General Counsel

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: Public Service Commission of West Virginia

Prepared by Richard E. Hitt, General Counsel **Date of Review:** May 5, 2014

Key Participants:

Name	Job Title	Role in Emergency
Michael A. Albert	Chairman	Monitor
Ryan B. Palmer	Commissioner	Monitor
Richard E. Hitt	General Counsel	Monitor
Susan Small	Director of Communications	Press Responses

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

See attached summary

The following is a summary of the Public Service Commission's role in responding to the State of Emergency.

1. The Commission Staff worked with West Virginia American Water in developing a bill credit process.

2. The Commission Staff responded to numerous public and reporter inquiries regarding the water plant construction and operations of West Virginia American Water and issues related to prior West Virginia American Water proceedings.

3. A Commissioner attended legislative committees during the development of SB 373 and provided information requested by various legislators and staff.

4. The Commission assumed a monitoring role in the state of emergency for several reasons:

    a. The Bureau of Health is designated as the primary state agency responsible for establishing water standards.

    b. Because the Commission operates as a quasi judicial body and will likely be called upon to decide issues related to cost recovery and the public utility responsibilities of West Virginia American Water based on an evidentiary record and formal proceedings, the Commission did not play an active investigating role in the 2014 Water Crisis. The Commission will instead react to cases filed with it in evidentiary proceedings. Presently there are approximately two dozen complaints raising various issues that will ultimately be addressed by Commission deliberation and order.

    c. West Virginia American is currently in a rate filing moratorium until January 1, 2015, and no costs related to the 2014 Water Crisis are currently included in West Virginia American's rates. Costs related to the spill incurred by West Virginia American will likely be included and considered in future rate case filings, sometime after January 1, 2015.

    d. With the relatively quick introduction of SB 373 and its amendment, it was apparent that the Legislature and the Governor intended to react timely and vigorously to the crisis. From the outset, the proposed responsibilities, duties, and further regulatory roles were assigned to the Bureau of Health and the Department of Environmental Protection.

Hatfield, Ryan L

From:	Pat Kelly <PKelly@wvhca.org>
Sent:	Monday, July 28, 2014 9:50 AM
To:	Hatfield, Ryan L
Cc:	Roger Topping (roger.topping@pmhonline.org)
Subject:	Water Crisis

Ryan,

Thank you for the opportunity to share my thoughts regarding the emergency water crisis.

I would like to begin by saying that the public health emergency services / threat preparedness team was awesome! They are a very dedicated and caring group of people.

Two things occurred during the crisis that I believe warrant more attention. Both involved calls to facilities.

During the crisis, I worked with the Office of Threat Preparedness to contact nursing homes and assisted living facilities. Initially, we contacted every licensed facility in the counties affected and told them not use the water except for flushing and fire suppression. When we followed up hours later, several facilities reported that they were not on the WV American Water line and therefore were not affected. We noted this fact and gave it to the folks in charge.

Every day we were instructed to call the unaffected facilities and ask if they needed any supplies and go through a list of questions. Again, they would say that they were unaffected. The next day we would call and ask them the same questions. We would receive the same response. It was a colossal waste of time! Moreover, it made emergency services look ridiculous. It lead to a loss of confidence in the state's efforts. Why would you keep calling and bothering facilities that were unaffected. This went on for days!

When asked why we were calling unaffected facilities, the answer was because the higher ups demanded it!

The second thing that needs to be changed is the time at which the calls are made. Most were made early in the morning so that a report could be prepared and given to the higher ups when they arrived at work or for a staff meeting. When the calls were placed around 6:00 a.m., the administrators were not in the building. The caller would drag the night shift nurse off the floor and ask her the list of questions. She would have no idea of the answers but when pushed, would guess. (i.e. Do you have enough water for three days? "I guess so.") The person who would know the needs of the facility, the administrator, was never contacted. During the crisis, the administrators were working late in the buildings. They were not in the buildings at 6:00 a.m. This fact was pointed out, but once again the answer was the top brass wanted the reports when they arrived at work or for a morning briefing. The intelligence gathered was poor and barely worth the effort.

Some thought needs to be given to the preparation of field reports. It appeared that getting the report completed was more important than obtaining accurate and use full information.

Patrick D. Kelly, CEO
West Virginia Health Care Association, Inc.
110 Association Dr.
Charleston, WV 25311

Phone: (304) 346-4575
Fax: (304) 342-0519

Information contained in this e-mail and any attachments thereto is intended solely for the use of the recipient(s) named above and may be privileged, confidential, and/or proprietary. If you are not the intended recipient, please do not read, distribute, or reproduce this transmission. You are advised that unauthorized use of this e-mail by any unintended recipient may be unlawful and could subject the user to civil damages and other penalties. If you have received this e-mail transmission in error, please notify the sender immediately to reply e-mail and then delete this e-mail. Thank you.

State of West Virginia
Glen B. Gainer III
State Auditor

Office of the State Auditor
1900 Kanawha Boulevard, East
State Capitol, Building 1, Suite W-100
Charleston, West Virginia 25305

Toll Free: (877) 982-9148
Telephone: (304) 558-2251
Fax: (304) 558-5200
www.wvsao.gov

RECEIVED
MAY 27 2014
GOVERNOR'S GENERAL COUNSEL

May 23, 2014

Mr. Peter G. Markham
General Counsel
Governor's Office
State Capitol Bldg., Room M-146
Charleston, West Virginia 25305

Dear Mr. Markham:

Please find attached your request dated April 29, 2014, regarding the State Auditor's Office "After Action Review" of the State of West Virginia's emergency response to the January 9, 2014, Elk River chemical spill that contaminated West Virginia American Water Company's water distribution system.

If you should have any further questions concerning the above, please do not hesitate to call me at 304-558-2251.

Sincerely,

Glen B. Gainer III
State Auditor

GBGIII:cc

Attachment

After Action Review Questionnaire
WATER CRISIS 2014

(Note: please append additional sheets as necessary to provide a complete response)

Agency/Commission: WV State Auditor's Office

Prepared by David H. Williams, CIO **Date of Review:** April 1, 2014

Key Participants:

Name	Job Title	Role in Emergency
Glen B. Gainer III	State Auditor	Executive in Charge
David H. Williams	Chief Information Officer	Sent out message to WVSAO staff.
Mark Shellhammer	Business Continuity Coordinator	Advisor

Please provide a detailed summary of your Agency/Commission's role in responding to the state of emergency.

Upon notification of the Governor's declaration of a State of Emergency, the Auditor contacted David Williams and had him send out a message to the WVSAO staff. The message from the Auditor was informing them that Governor Tomblin had declared a state of emergency with regard to the WV Water situation, however he had not shut down WV State government, and that everyone was expected to work on Friday, January 10th, 2014, and if they needed to be off that day they should contact their Directors requesting annual leave.

What went well and why?
(What steps were taken toward successfully achieving your objective?

Successes	How to Ensure Success in the Future
The message was successfully sent to the WVSAO staff utilizing the Everbridge Emergency Notification System, via voice & text to cell phones, home phones, and email. Everyone reported to work on 1/10/14 except for 4 employees who were on sick leave and 10 who were on annual leave.	Ensure that the staff keeps their contact information current and up to date.

What can be improved and how?
(What could have been done better? What can your organization do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?)

What can be improved?	Recommendations
Communications across all of state government.	Utilization of the Everbridge Communications System for all of WV State Government. It even has the ability to communicate with the citizens.

Appendix 19

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 2:56 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Laura J Gandee

Governor

Laura J Gandee has been added

Modify my alert settings View Laura J Gandee View AfterActionReviewQuestionnaire Mobile View

Title:	Laura J Gandee
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I was without water for about 10 days and did not drink the water or use it for anything other than bathing and washing clothes and dishes for at least two months. I developed a stinging rash the first shower I took in the water.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I think anyone who was here and lived through it would agree that the response was completely botched...from Freedom to WVAWC to DEP to DHHR to the CDC to the Governor's Office...poor communication...poor policies...poor coordination...poor prevention measures....it was really a sad thing to watch and experience. The governor should have said...immediately...I will not allow one drop of water to be drunk until I know it is safe to do so, if I have to supply bottled water for a year!
WhatWaysDidGovSuccessfullyRespond:	Seriously?
WhatWaysDidGovUnderperform:	See my answer above
RecommendationsForImprovement:	Prevention is the KEY. Why do we always have to wait for a disaster before we act to protect our environment and our drinking water? Government officials should be leaders and their number one priority should be the health and well-being of the state's people...not the corporate bottom line or the promise of a "job." Also, when responding to a crisis...try not to immediately rush to the defense of the coal industry as your first response. Forget coal...think about people's safety first!
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 3:11 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Laura Little

Governor

Laura Little has been added

Modify my alert settings View Laura Little View AfterActionReviewQuestionnaire Mobile View

Title:	Laura Little
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	No water at all for 5 days; contaminated water thereafter.
DoYouBelieveGovAgenciesHandledAppropriately:	Undecided
DoYouBelieveGovAgenciesHandledAppropriately2:	it was such a mixed bag. They did a good job in mobilizing resources. They did poorly in getting out accurate information.
WhatWaysDidGovSuccessfullyRespond:	Calling for immediate shutdown of facilities.
WhatWaysDidGovUnderperform:	Getting out accurate, scientifically valid information. Too much information was made up and disseminated on the fly, only to be later rescinded (for example, 1 ppm is safe, then 1 ppb; the water is fine to drink, followed by pregnant women and children should not drink the water). That does not help with the confidence in our leadership.
RecommendationsForImprovement:	Require water company to change filters IMMEDIATELY.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	United Methodist Church...provided bottled water.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	
AdditionalComments:	I have a feeling that this will be a textbook case of how not to handle this kind of disaster. The State did a good job at getting the initial word out, but quickly became overwhelmed. Please, let's search for the lessons so that it can help others in similar disasters down the road.

Last Modified 5/5/2014 3:07 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 3:16 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Belinda Cook

Governor

Belinda Cook has been added

Modify my alert settings View Belinda Cook View AfterActionReviewQuestionnaire Mobile View

Title:	Belinda Cook
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	We did not shower, brush our teeth, cook, or drink the water etc. we gathered rain water and went to Sissonville FD and the Stamping Plant for the donated water also we purchased many cases of water for ourselves and our family and church family. we currently do not cook or delibertly drink the water still. We still purchase cases today.
DoYouBelieveGovAgenciesHandledAppropriately:	Yes
DoYouBelieveGovAgenciesHandledAppropriately2:	It seems like they did good... but not for long enough. people are still purchasing their drinking water
WhatWaysDidGovSuccessfullyRespond:	i like that they had water you could receive and i absolutely love that they used the boy scouts to help. both locations seemed helful and cheerful.
WhatWaysDidGovUnderperform:	could have locations available for people who are still not drinking the water
RecommendationsForImprovement:	
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Sissonville Fire Dept. and South Charleston Stamping plant
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	pull up they filled your vehicle with out having to fill out any paper work and the traffice moved very quick and smoothe.
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Our church
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	cheerful and giving.
AdditionalComments:	

Last Modified 5/5/2014 3:13 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 3:21 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Chris

Governor

Chris has been added

Modify my alert settings View Chris View AfterActionReviewQuestionnaire Mobile View

Title:	Chris
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Jefferson
DescribeHowYouWereAffected:	My family, my wife's family and countless friends all live in or around Charleston.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I think this was handled horribly. At no time, even now, did any of the above agencies handle this with any professionalism or know how. This is one of the main reasons why government exists is to coordinate and handle such occurrences. People had no clue if they needed to go to the hospital, drink the water, use the water and Gov. Tomblin was left flip-flopping on the situation and offered zero confidence - he is a joke. Any school kid could tell he was lying through his teeth when asked by a journalist if he and his family were drinking the water. When he told the West Virginia people that it was their choice to drink the water that forever solidified his career as governor as a mockery of the position and the state. We deserve better than this clown. Who would ever, EVER, want to move to Charleston now? I was considering going back home with my wife - we are both pretty young - but now I would never live there. The state agency cares not for the people, but only for Coal and Gas companies.
WhatWaysDidGovSuccessfullyRespond:	I haven't a clue. They still haven't done much to address the situation. Every house hold should have had their water checked. Should have all water tanks replaced and paid for by the state who failed to properly regulate a company.
WhatWaysDidGovUnderperform:	Execution and know how.
RecommendationsForImprovement:	Impeach Gov. Tomblin and the rest of the Coal goonies and work to get people, not coal business men, in office who acutally care about the well being of the West Virginia people, and not their campaign money. The WV labor force statistics show 3% of our labor field is made up with coal related jobs. 3%. Now, why do we not hear this when they pour the tired war on coal rhetoric. There are no jobs in the first place. Get people in office who speak truth and not lies and help move the state forward with new jobs, industries, etc. that are not dying.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/5/2014 3:18 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 3:21 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Dan Taylor

Governor

Dan Taylor has been added

Modify my alert settings View Dan Taylor View AfterActionReviewQuestionnaire Mobile View

Title:	Dan Taylor
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Cabell
DescribeHowYouWereAffected:	I often work in Charleston and was unable to use the water while in town, and am still concerned to drink the water while in town. In fact, as the Elk River flows into the Ohio River, which feeds Huntington's drinking water intake, I was concerned to drink the water here for many weeks due to WVAW not closing the intake as the chemical spill passed by.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I would like to have seen the DEP prevent a spill like this before it ever happened and in the future do their job to protect our state's natural resources much better than they have in the past. So, strong rulemaking for SB 373 and enforcement are a must. I also expect the Bureau of Public Health to do real medical monitoring to see the long term health effects of this spill. Beyond that, water should have been provided longer by all agencies involved, both state and federal. We should be receiving federal disaster aid money and aiding not only businesses who were hurt by this chemical spill, but also working people who this cost a lot in missed work hours and money spent on bottled water. We need to change the culture that exists both nationally, and even worse in West Virginia of disregarding our health and environmental safety.
WhatWaysDidGovSuccessfullyRespond:	By doing the best they could with so little planning and preparation, which should change in the future, and by at least providing drinking water for a little while.
WhatWaysDidGovUnderperform:	No disaster planning or preparation, knowing that we have lots of industry near our water ways. Lack enforcement of laws by the WV DEP. Too quickly cut off the water that was being given to affected citizens.
RecommendationsForImprovement:	A change in culture at the DEP to allow for real enforcement. Better planning and preparations for local agencies, and implementing the previous recommendations of the Chemical Safety Board after the last major chemical accident. More local and municipal oversight and control of water intakes and their safety.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	

AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	WV Clean Water Hub
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	Get citizen organized response to this crisis to fill in the gaps for needed drinking water not being provided by the state.
AdditionalComments:	Please take this moment to really change the culture of this state towards protecting our drinking water and make us a model for the rest of the country and not a laughing stock.

Last Modified 5/5/2014 3:16 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 3:26 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Jane Claymore

Governor

Jane Claymore has been added

Modify my alert settings View Jane Claymore View AfterActionReviewQuestionnaire Mobile View

Title:	Jane Claymore
Address:	[redacted]
PhoneNumber:	
EmailAddress:	
County:	Kanawha
DescribeHowYouWereAffected:	Couldn't do anything but flush the toilet for a month. Got billed by water co and Sanitary Dept anyhow, for water I did not use. Smelled the smell and thought I had a gas leak/furnace problem for 13 hours and worried my house would explode. Bought water, got water, e continue to buy for drinking. 4 weeks with only minute baths. 4 weeks when I would not use the water to clean in my house which is rather large and in sight of the state capitol. Rude remarks from your secretary who answers the phone. Watching you wring your hands, no leadership, telling us we are on our own. I expected to be on my own on the day I die, but I'm not ready to do that, yet. I consider it to be rather large psychological damage, but since I have a brain and you guys don't, I notice the damage. i doubt, Gov. that since you are being squeezed by Manchin who is "keeping his options open"..and I despise him, you're career will be best taken back to Logan. Nurse your addict brother back to health.
DoYouBelieveGovAgenciesHandledAppropriately:	Yes
DoYouBelieveGovAgenciesHandledAppropriately2:	Feds
WhatWaysDidGovSuccessfullyRespond:	Brought in water
WhatWaysDidGovUnderperform:	Governor playing dumb or maybe he's just dumb
RecommendationsForImprovement:	Revamp the the Office of water conservation. Aimee Figgatt is prancing around bragging about what good friends she is with 2 of the principals at Freedom and is letting the permit for MTR near Kanawha State Forest go through. She's to stupid to read the app.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Gave me water
PleasedWithAssistance:	Somewhat
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	No
PleasedWithAssistanceNonGov2:	

AdditionalComments:

Last Modified 5/5/2014 3:24 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 3:31 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Chris Meadows

Governor

Chris Meadows has been added

Modify my alert settings View Chris Meadows View AfterActionReviewQuestionnaire Mobile View

Title:	Chris Meadows
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Summers
DescribeHowYouWereAffected:	I personally was not affected by the water crisis.
DoYouBelieveGovAgenciesHandledAppropriately:	Undecided
DoYouBelieveGovAgenciesHandledAppropriately2:	I am unsure if the state did enough for the water crisis on a regulatory function because of the lack of inspection, however if the company was not inspecting the containment tanks because there was no law in place to make sure the company was regulating itself then we are stuck in a reactive state instead of a proactive one. I also believe that it gives everyone an opportunity to learn from the mistakes and move forward in a more responsible manner.
WhatWaysDidGovSuccessfullyRespond:	The government agencies owned their mistakes and legislation was passed to improve the prevention of future crisis.
WhatWaysDidGovUnderperform:	I think there should be more transparency in these agencies.
RecommendationsForImprovement:	There is technology in this world that would have prevented this crisis. I would like to see better and more efficient methods of containment and inspection.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/5/2014 3:26 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 3:51 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Staci Steele Tinney

Governor

Staci Steele Tinney has been added

Modify my alert settings View Staci Steele Tinney View AfterActionReviewQuestionnaire Mobile View

Title:	Staci Steele Tinney
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I woke up on 1/10/14 at 2AM nauseous, dizzy and with a migraine headache. My symptoms went away once I had evacuated my home and arrived in Lewisburg, WV. I stayed out of town until Monday evening, 1/13/14 - upon arriving back at my house the smell was still so bad I had to open my windows to air out my house. I immediately became nauseous and dizzy with another migraine upon returning to my house. The water fumes would make our eyes burn during the flushing process. I tried to stay out of my home as much as possible during the month of January. We got water from a friend in Scott Depot who is not on WVAmerican Water. This water donation from our friend lasted until the end of April. We still don't drink the water or make ice with it, but we do shower with it and clean with it now. Several times, I had gastric distress that lasted about 5 days after consuming the contaminated water. The gastric distress happened during the month of February when I would inadvertently consume a glass of ice made with the local water. I bought an ice maker that uses bottled water as I still don't trust the water because of how it made me feel.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The dependency on what the CDC determined to be a safe level for a chemical that previously had no data was meted out to the public as it was fact. Then the government agencies seemed to want to rely fully on the CDC report and had little to no concern from its citizens who kept reporting something was still wrong. The lack of concern and care was totally inappropriate since this IS the worst chemical spill into a water source in the USA. I have given up on having any respect and definitely don't believe much of anything government agencies have to tell me now. VERY DISAPPOINTED
WhatWaysDidGovSuccessfullyRespond:	The only successful thing that was done was to inform us of the crisis the evening of 1/9/14. I think it should have been reported earlier in the day though.
WhatWaysDidGovUnderperform:	Preparedness - no one knew those chemical tanks existed upstream from the water intake valve Concern - covering asses seemed to be more important than caring about the crisis Education - I can't believe anything the government agencies tried to "teach" us about this chemical.
RecommendationsForImprovement:	It would be a good idea to know the dangers that surround our water sources. Once identified, these dangers need to be mitigated.
PersonallyAssistedByGov:	No

AgenciesThatAssisted:

PleasedWithAssistance:

PleasedWithAssistance2:

AssistedByNonGov: No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/5/2014 3:49 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 3:51 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Sherry Combs

Governor

Sherry Combs has been added

Modify my alert settings View Sherry Combs View AfterActionReviewQuestionnaire Mobile View

Title:	Sherry Combs
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I had to visit the emergency room at CAMC General because I passed out across the river from Freedom Industries while driving on the Interstate. Extremely frightening. Also I was personally affected because my drinking water was poisoned. I still will not cook or drink the water.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	1. State of Emergency was declared too late. 2. The Water Company can no longer be trusted. Also when I called with questions I was simply passed around from one person to another, and NEVER getting the answers. 3. I learned that the DEP is controlled by the governor and coal companies. 4. I also learned that the Governor doesn't care anything about the people of this state. He belongs to king coal. 5. I now know that most of our elected officials are controlled by the coal companies. 6. Except for Charelston's mayor I don't trust any of our elected officials. 7. Very disappointed with CDC and the lady who represented them.
WhatWaysDidGovSuccessfullyRespond:	1. I was pleased with the health department's response and honesty. 2. The WV poison center was a benefit for the people.
WhatWaysDidGovUnderperform:	The DEP. our governor, and our legislators played down the poisoning of our water, weren't honest, and sided with coal.
RecommendationsForImprovement:	1 The city of Charleston should take over the water company 2. The DEP leaders need to step down. 3. Coal shouldn't be involved with making decisions about our policies 4. Tomblin, Manchin, and Capito need to be defeated.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	1. The poison control center gave me information about my symptons. 2. The health center told me what I needed to do.
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	

AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	All the kind people and organizations that brought clean water to us.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	
AdditionalComments:	I've never been so angry and disgusted with our government leaders as I was during the water crisis. I'm still angry.

Last Modified 5/5/2014 3:46 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 3:56 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - John A. Deskins

Governor

John A. Deskins has been added

Modify my alert settings View John A. Deskins View AfterActionReviewQuestionnaire Mobile View

Title:	John A. Deskins
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I was without water for the duration. I was also mid-move, bringing three children ages 9, 5, and 3 months, to live in a new house. The crisis delayed our move, leading to greater expenses, and also delayed repairs on the home.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I believe government agencies were too quick to say the water was potable before there was reliable data. I think they dismissed legitimate citizen concerns. I believe they worked to spin the crisis away from the coal industry. Further, I believe the crisis might have been averted if government agencies had adopted measures recommended by the EPA years prior. The origin of this crisis is clearly on the head of WV government.
WhatWaysDidGovSuccessfullyRespond:	Information dissemination in the initial stages.
WhatWaysDidGovUnderperform:	Again, primarily working spin control rather than providing helpful information.
RecommendationsForImprovement:	FOLLOW FEDERAL GUIDELINES FOR CHEMICAL SAFETY IN THE VALLEY. And hold industry TRULY accountable for the damage they cause.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/5/2014 3:55 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 3:56 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Sherri Walker

Governor

Sherri Walker has been added

Modify my alert settings View Sherri Walker View AfterActionReviewQuestionnaire Mobile View

Title:	Sherri Walker
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I suffer with a liver disease and could not touch the water and didn't until the filters were changed at WV Water. I am still not ingesting, cooking or using the water for brushing my teeth or anything. I only started showering in the past few weeks and in doing that I have horrible dry skin and outbreaks. I have always been sensitive to chemicals and feel that this chemical spill has definitely had an adverse effect on my life. I now have to purchase water and pay my water bill. I don't know if I will ever be able to cook or drink the water, again!
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	It was a three ring circus of lies and deceit! I was terribly disappointed.
WhatWaysDidGovSuccessfullyRespond:	I don't feel that they have, even now.
WhatWaysDidGovUnderperform:	Not informing the public, allowing the entire system to become poisoned, the flushing process, etc.
RecommendationsForImprovement:	There should be an early detection system, a system in place to protect against contamination. There need to be laws to protect from corrupt companies and maybe some politicians that are not in the pockets of the companies who are raping and pillaging this wonderful state of ours.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	I picked up water at the water distribution sites
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	The people who gave out the water were very nice.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/5/2014 3:54 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 4:06 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - michael withrow

Governor

michael withrow has been added

Modify my alert settings View michael withrow View AfterActionReviewQuestionnaire Mobile View

Title:	michael withrow
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	as a resident on Lee St east, we were without water for several days. as a part of zone 1, i flushed our lines according to the water company's directions. my fiance had an allergic reaction to the water, bathing for the first time 3 days after the flush, and was seen at CAMC General.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	the governor's mischaracterization of the situation to the fed in his request to FEMA is totally unacceptable. secondly, the nature of the relationship between the cabinet and the water company is wholly inappropriate and begs suspicion of collusion. additionally, the DEPs reactionary actions were extremely off-putting. further, the Governor's constant discussion of the cost of the incident to the state was incredibly arrogant; the people were in an extreme situation, and, after all, it is the people's money.
WhatWaysDidGovSuccessfullyRespond:	requested Federal Aid early, scheduled regular press conferences to inform the public.
WhatWaysDidGovUnderperform:	practically ever conceivable way
RecommendationsForImprovement:	less focus on mitigating, way more focus on managing and resolving!
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/5/2014 4:03 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 4:06 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Kimberly A. Vorholt

Governor

Kimberly A. Vorholt has been added

Modify my alert settings View Kimberly A. Vorholt View AfterActionReviewQuestionnaire Mobile View

Title:	Kimberly A. Vorholt
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	My family and I and our animals were exposed to toxic household water through our tap water provided to us by WV American Water on or prior to January 9, 2014 and we have no doubt this chemically tainted water continues to flow thru our public waterlines today, as WV American Water chose to allow this toxic water to contaminate our water mains and municipal water tanks and they have also chosen not to ever change out their water plant filters four months after the fact.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	NO government agency protected the citizens of WV in this tainted, toxic water crisis! All government agencies were too busy covering their own behinds in lieu of making certain the people were not being harmed; even today, long term health studies are not being conducted, multiple households are not being tested to see if MCHM is still present in household pipes. Our government could not care less about the people of WV that were the guinea pigs in this man-made disaster.
WhatWaysDidGovSuccessfullyRespond:	The government did successfully provide bottled water to needy people in WV for a few days; but NOT NEARLY LONG ENOUGH!
WhatWaysDidGovUnderperform:	The government agencies underperformed in protecting the citizens of WV in every way fathomable, and 10 to 20 years from now cancers and birth defects will tell the tale of this man-made disaster and the lack of government action that came with it.
RecommendationsForImprovement:	Our government on local, state, FEDERAL levels could and SHOULD HAVE IMMEDIATELY FORCED WV American Water to have shut down the water intake valves and closed off the on-slot of toxic, chemically tainted, MCHM water that was coming into the water treatment plant and flowing out into the municipal water holding tanks and waterlines and out to the people' houses! Since WV American Water was ONLY looking out for their company's bottom line DOLLAR, then our government SHOULD have looked out for the PUBLIC! and shut the water system down!
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	No
PleasedWithAssistance2:	
AssistedByNonGov:	Yes

AssistanceProvidedByNonGov:	Sissonville Volunteer Fire Department did an excellent job of providing bottled water to the public in our area.
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	Sad, Sad, Sad ..... so very very sad that all government agencies were looking out for their own selves rather than for the good of the people!

Last Modified 5/5/2014 4:03 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 4:11 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Robin Blakeman

Governor

Robin Blakeman has been added

Modify my alert settings | View Robin Blakeman | View AfterActionReviewQuestionnaire | Mobile View

Title: Robin Blakeman

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Cabell

DescribeHowYouWereAffected:

I was personally affected by the Charleston intake contamination by being in Charleston working immediately before, and during the time of the "do not use" orders, and afterwards. I had to stay overnight in a Charleston hotel one night and took a shower; I felt very bad the next day and had to take off work for a half day. I had to transport water to friends and family in Boone County who were under-served by the distribution outlets set up by the state, which also meant that I had to take some of my personal and work time to locate bottled water, buy it and transport it to Boone county.

I was also impacted at my home in Barboursville, which gets water from the Huntington intakes, which were NOT closed when the MCHM plume traveled through and past our area. There was very little in the news about this, but I have since talked to Health Dpt., ORSANCO and WVAW officials and found out that Huntington did have measurable amounts of the spill contaminants near our water intakes for approximately a two day period of time. Best estimates I've heard were that the spill - when it reached Huntington - was diluted by 30% from it's concentration while in the vicinity of the Charleston intake. Huntington intakes were not closed for that two day period of time and/or residents in this area warned not to use their water; therefore I believe that I and my family in Huntington area got contaminated water, and have been purchasing bottled water ever since for drinking and cooking.

DoYouBelieveGovAgenciesHandledAppropriately: No

DoYouBelieveGovAgenciesHandledAppropriately2:

I feel there was never enough information distributed, and that the officials who spoke at press conferences were often trying to placate the public. WVAW officials and Freedom Industry officials should have been mandated to attend each press conference and an unlimited time for public questions should have been provided.

WhatWaysDidGovSuccessfullyRespond:

The only partially effective response that happened was the establishment of the WVTAP research project, but it - in the end - seemed to have been corrupted. The press conference that they conducted with their "final report" offered only minimal information about the effects of these chemicals and at least two of the researchers spoke very condescendingly to the public who were there and who attempted to ask questions. There needs to be funding for a truly unbiased, long-term health study &/or medical monitoring of residents who were exposed to this chemical.

WhatWaysDidGovUnderperform:

Not enough water distribution sites - especially in rural areas, like Boone County. Not enough medical monitoring. No acknowledgement of the extent of problems this spill has caused, and is continuing to cause; rushed too fast into the process of flushing and re-use of still contaminated water. Contradictory and/or insufficient information provided to the public. I'm not much of a fan of Erin Brokovich, but she spoke correctly in stating that "this is just a cluster F#*@ all the way around".

RecommendationsForImprovement:

Put resources into long term health study and/or medical monitoring for people who were affected by the contaminated water.
Mandate that WVAW improve it's customer notification processes and change ALL filters in Charleston, Huntington and any other affected system.
Mandate early warning systems for our tap water intakes &/or storage facilities for "back-up/emergency" water supplies so that if something like this happens again, the intakes can be closed.
Mandate full disclosure to WVAW and the public of all potential contaminating sources within a five hour flow time of the intakes.
Mandate that the DEP increase staff resources for full and regular inspections of all chemical and waste water holding facilities within the state.
STOP fighting EPA Clean Water Act regulations!

PersonallyAssistedByGov:

No

AgenciesThatAssisted:

PleasedWithAssistance:

PleasedWithAssistance2:

AssistedByNonGov:

Yes

AssistanceProvidedByNonGov:

WV Water Hub - provided water to me and my family
Ohio Valley Environmental Coalition - provided water to me and my family and provided resources to hold public forums in late Feb., which provided more information than the gov't was dispensing at the time.
WV TAP project - Dr. Andrew Whelton; he was willing to talk with citizens and answer questions as frankly as possible, and he came to this area to do testing of the polluted water as early as possible in the crisis.
Downstream Strategies - Evan Hansen; he provided information that was more detailed on potential contaminants to both the Charleston and Huntington intakes than any I've ever seen.
WV Citizens' Action Group: provided information on PSC complaint processes, and on how to contact WVAW directly and effectively (since their customer service system is very hard to negotiate)
People Concerned about Chemical Safety: provided very important information on Chemical Safety Board recommendations, which should be adopted in WV, and nationally. This group and WV Free also combined their resources and provided several Women and Water meetings, which I feel were very helpful to women of childbearing age in terms of giving as detailed and acurate information as possible.

PleasedWithAssistanceNonGov:

Yes

PleasedWithAssistanceNonGov2:

These organizations and the people who work in them genuinely seem to care about average citizens; our elected officials - especially our governor - do not.

AdditionalComments:

Last Modified 5/5/2014 4:05 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 4:26 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Katrina McIntyre

Governor

Katrina McIntyre has been added

Modify my alert settings View Katrina McIntyre View AfterActionReviewQuestionnaire Mobile View

Title:	Katrina McIntyre
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	For 9 days.... No drinking, cooking, bathing, washing clothing, giving to the animals on our 23 acres, etc. For 9 days.... 45 minute trips each way to my mother's house outside of the red-zone in Jackson Co for water for us and animals, clothes washing, showers (once every three days or so...we still had to work, you know....)... For 2 months.... Didn't drink with or cook with tap water....severe headaches. Sitting for hours in the truck to pick up water locally....pre-bottled water from outside of the red-zone...(Ya think that I was trusting the stuff that came in on the buffalo trucks from WVAWC?????) Spending 1/4-1/3 of the grocery bill on bottled water. Spending the rest of my life wondering, every time I get an ache or a pain or an unexplained illness....did it come from that???? (Since I had drank the water ALL DAY LONG on January 9th until it was "deemed" potentially unsafe....and I spent the afternoon being violently ill for no reason that I could think of....) Yeah, bang up job.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	See prior remarks.
WhatWaysDidGovSuccessfullyRespond:	Have they?
WhatWaysDidGovUnderperform:	See prior remarks.
RecommendationsForImprovement:	Any time that there is the "potential" for public harm from a situation like this, it's not NICE to sit on it for HOURS..... Nor is it pleasant to be a "guinea pig" on an untested and untried substance on human beings. (Whatever mathematical or statistical equation that you decide to implement....)
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	

PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Whoever was supplying bottled water in the Jackson Co schools.....came from Broughton out of Marietta, OH.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	
AdditionalComments:	I have plenty. I don't "trust" the water that I'm paying for...(by the way, that 1000 gal credit was a joke...). I don't "trust" the agencies to know what they are talking about. I don't "trust" the agencies to police what needs to be watched.

Last Modified 5/5/2014 4:21 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 4:31 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Anthony Johnson

Governor

Anthony Johnson has been added

Modify my alert settings View Anthony Johnson View AfterActionReviewQuestionnaire Mobile View

Title:	Anthony Johnson
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Putnam
DescribeHowYouWereAffected:	My wife had to be treated for exposure and Chemically Induced Asthma. We are still not using the water for drinking or cooking, because of the fear of long term issues. I still haul water three times a week from a safe source in another county and the cost is mounting.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	We live in Buffalo, Putnam County, WV. We were given a "safe to use" notification when the water was not safe and then told for a second time. We live at the end of the system and all the chemical ended up here. The State and Federal agencies FAILED to keep a supply of bottled water in our area, but water was readily available in Charleston where all the visitors and politicians were at! All the State Government was interested in was getting "back to normal"!
WhatWaysDidGovSuccessfullyRespond:	They FAILED miserably in every sense! The Governor had no idea what direction to turn and failed to go through proper channels to get the help we needed.
WhatWaysDidGovUnderperform:	They UNDERPERFORMED in every action they took. Residents of Putnam County were left to fend for themselves.
RecommendationsForImprovement:	Get rid of anyone in a state position that has any connection to a coal company or suppliers to the coal industry.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	We received very little bottled water in our area and the tankers we received came from the WVAW plant in Charleston.
PleasedWithAssistance:	No
PleasedWithAssistance2:	It is hard to be pleased with something you did not receive.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	If it had not been for friends in other counties on different water systems, we would not have the water we need to survive. We are still hauling water in tanks we had to purchase because of the crisis.
PleasedWithAssistanceNonGov:	No
PleasedWithAssistanceNonGov2:	Again, it is hard to be pleased with little or nothing at all!

AdditionalComments:

This State is being poisoned little by little every day because our elected officials want to put power, position, and money above the people who live here. There are laws in place that are not being enforced because of the "good ole buddy" system. Our State Government is not taking care of the residents, but instead puts the companies who want to rape our land and poison it's people ahead of anything else. Our children were put back into harms way in schools that did not have safe water and left to breathe the stench of the chemical that caused all of this mess. A mess that could have been prevented had our State Officials done the job they were elected to do. What kind of Government would let a dilapidated storage facility store chemicals that could kill it's residents above it's largest water intake system stay in operation? Oh, that's right, The State of West Virginia would!

Last Modified 5/5/2014 4:29 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 4:36 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Courtney Crabtree

Governor

Courtney Crabtree has been added

Modify my alert settings View Courtney Crabtree View AfterActionReviewQuestionnaire Mobile View

Title: Courtney Crabtree

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Kanawha

DescribeHowYouWereAffected:

I live on the East End of Charleston and was not able to use the water for anything other than sanitation until Monday. I work right next to the water company, our business was negatively affected because people didn't want to go close to the smell.

I also had several medical issues from the exposure that were not severe enough to need to go to the hospital but were still concerning. The worst was the nausea that I had, which was significantly worse after I drank lemonade on Wednesday, January 15th from the Town Center Mall without thinking it was made from tap water. I also had swelling in the mucous membranes around my nose and around my throat, and a little bit of stinging in my chest when I would breathe deep.

These issues were not severe enough to go to the emergency room, nor did I have the time or money to go for these issues. But that doesn't mean I didn't have them and they should have been discounted. I had a conversation on the 17th at a bar and every single person at the table had some sort of exposure issues and none of us had been checked out by a doctor.

I also suffered mentally. Knowing that I am a lab rat isn't comforting. I will always suffer from the water crisis, any health concern I have later in life will lead me to wonder if it was the water crisis' fault. Knowing that no one knows what the long term will be with this is scary and will always be at the back of my mind.

I am still hauling water into my house, so "were personally affected" isn't the correct term to use. I am still affected by the water crisis. I don't know when I will feel comfortable to drink the water because the lack of in home testing. We have seen results of testing that blamed the water company's filters, but the water company said the filters had a non-detect level of the chemical so I need to see more about how the chemical could stick to the piping in the homes.

DoYouBelieveGovAgenciesHandledAppropriately: No

DoYouBelieveGovAgenciesHandledAppropriately2:

This was absolutely a failure of epic proportions from our government. From communication - or complete lack of it, to not listening to our concerns and having them ridiculed to the DEP director going on a fishing trip before the water was potable by all, there was little the government should be proud of in the aftermath of the water crisis.

I was especially bothered to learn Randy Huffman had never been to the Freedom Industries site. It is a mere 10 minute drive from his office, yet 1/6th of the state has their water poisoned and he can't be bothered to see it in person? His leaving for a fishing trip a week after the do not use order being issued was in incredibly poor taste also. If he wants to be a commercial fisherman he needs to give up his job and become a fisherman, but if he is the Secretary of the DEP he has to be

responsive to the states needs. It was selfish and incredibly disrespectful to the residents of WV for him to not visit the site and instead go fishing.

WhatWaysDidGovSuccessfullyRespond:

The water distribution was impressive. However, the water should still be being distributed and not from water buffalos.

WhatWaysDidGovUnderperform:

Government agencies under performance caused the entire problem to begin with. That company should have never been allowed to operate in such conditions with lax oversight.

The Charleston area and many of us in WV are not idiots and didn't deserve to be treated as such. My symptoms weren't from the flu season or from not properly washing my hands - they were chemical exposure. Gov Tomblin in no way shape or form should have been defending any industry like the coal industry by trying to say it wasn't a coal issue, that was not the time or place to make that claim. Long term medical monitoring should have been established immediately, I don't appreciate being a lab rat and knowing in 25 years that if I have problems from this I am not listed on any forms as having been exposed.

The government did an absolutely horrible job of keeping us informed, and instead acted like cheerleaders for the chemical and coal industries. The press conference at 9pm on a Saturday evening was called before a rain storm came and spiked the levels back up - something I was able to discern because of my water quality classes I had taken in college but were not explained to the state. We deserved to know exactly what was going on, not just what you wanted us to hear. We deserved to have our voices heard and to be informed of exactly what was going on. We didn't receive that treatment.

The CDC jumping to the rush screening level and the government allowing the flushing protocol to be dictated by the water company and not medical science is incredibly disconcerting as well. The water company made some mistakes, for sure, but they were reacting to a problem that wasn't their control and they didn't know how to fix. The Water Company is a for profit business, which has to operate with profit in mind. If the government is going to allow a utility to be for profit instead of a government agency, they need to have controls in place or the balls (for lack of a better term) to take control in case of an emergency like this.

It was an epic fail for many levels of government and should be viewed as such.

RecommendationsForImprovement:

Don't discredit the public or rush to give answers you don't have. Admit when you don't know something, instead of making excuses for why you don't. Get the best experts involved as soon as possible, and as many as possible.

Don't insult our intelligence. We know the water smelled for months afterward and know full well we had chemical exposure whether or not the government says we did.

PersonallyAssistedByGov:

Yes

AgenciesThatAssisted:

I received one case of water from the Morris St. Fire Station in Charleston.

PleasedWithAssistance:

Yes

PleasedWithAssistance2:

The distribution was organized, quick and effective. Bravo to the Charleston fire department for doing such a wonderful job.

AssistedByNonGov:

No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/5/2014 4:35 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 5:01 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Tim Sayre

Governor

Tim Sayre has been added

Modify my alert settings View Tim Sayre View AfterActionReviewQuestionnaire Mobile View

Title:	Tim Sayre
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	my son lives in Buffalo with his mother and goes to school there, most of my friends and family came here to get clean water and take showers and do laundry and dishes. Also, living in WV, we recently found out exactly what else was in our water, none of it is safe for consumption.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	First of all, the governor had no idea what to do. He should have ordered the water shut completely down, should have continued to provide water to residents, should have ordered the national guard to distribute water to residents that needed it, and should have declared the state of emergensy in such a way as to get FEMA funds, and should never have lifted the state of emergency. There was no sort of coordination among agencies, and no ploan in place for such an emergency. What would we have done in the event of an attack?
WhatWaysDidGovSuccessfullyRespond:	None.
WhatWaysDidGovUnderperform:	Everthing they did, or in most cases, did not do. should have ordered the water shut completely down, should have continued to provide water to residents, should have ordered the national guard to distribute water to residents that needed it, and should have declared the state of emergensy in such a way as to get FEMA funds, and should never have lifted the state of emergency.
RecommendationsForImprovement:	Privatization of the water distribution, put plans in place to capture a holding area for clean water, stop pandering to the coal industry, implement some suggestions from environmental groups, actually enforce the new legislation, actually enforce the regulations you have on the books, stop mountaintop removal especially near a state forest, and act like you care about something other than money and power.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	No
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	

PleasedWithAssistanceNonGov: No

PleasedWithAssistanceNonGov2:

AdditionalComments: I became an activist during this time, and have volunteered myself to assist. I was in the guard with then Major Hoyer and know well all of the preparation that needs to go into this type of response. I have been in the Starbase and know what you are capable of. You are capable of considerably more than this. I also went onsite and looked at the tank myself while the FBI were investigating. Not only do you need to have a plan in place, you have to actullay practice it once in a while. If you want any advice, please contact me, I have a boat load of ideas, most of them are actually good and achievable. I am going to be an outspoken, very verbal, individual. But I also am very smart and reasonable. You would do good to have a meeting with me and listen to some of what I have to say. Tomblin should resign in disgrace for letting this situation get so messed up and not having any kind of response plan in place or any idea of what to do. If it were me, I would start culling the dead weight in the agencies or at the very least, hire a few competent personnel and place them in positions of authority. This event was not only incompetence, but verging on criminal negligence.

Last Modified 5/5/2014 4:59 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 5:01 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Paul Smith

Governor

Paul Smith has been added

Modify my alert settings View Paul Smith View AfterActionReviewQuestionnaire Mobile View

Title:	Paul Smith
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Expense of buying water. Developed a skin rash from exposure to contaminated water.
DoYouBelieveGovAgenciesHandledAppropriately:	Undecided
DoYouBelieveGovAgenciesHandledAppropriately2:	I feel an honest effort to help the people effected was made but the distribution of bottled water ended too soon. I still don't trust the water supply and the cost of buying drinking water has been a burden on me.
WhatWaysDidGovSuccessfullyRespond:	Informed public in a timely manner and provided water for the consumers.
WhatWaysDidGovUnderperform:	Did not provide safe water in sufficient quantities and for too short a time.
RecommendationsForImprovement:	Resume distribution of bottled water until such a time as the water supply can be PROVEN safe.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	City and Fire Department provided water
PleasedWithAssistance:	Somewhat
PleasedWithAssistance2:	I am disappointed by the quantity of water provided and the legenth of time it was made available.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	No
PleasedWithAssistanceNonGov2:	
AdditionalComments:	I am unhappy that I am paying WVAW drinking water prices for water that I do not feel is safe to drink.

Last Modified 5/5/2014 4:57 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 5:16 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Renate Pore

Governor

Renate Pore has been added

Modify my alert settings View Renate Pore View AfterActionReviewQuestionnaire Mobile View

Title:	Renate Pore
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I did not water for drinking, showering and washing clothes during the crisis and did not resume drinking water for more than a month after the end of the crisis. I have a house for sale, which was shown as the crisis hit and the person looking decided to rent rather than buy a house in Charleston. My realtor told me this and I would be interested in knowing what other Charleston realtors think about this. The water crisis has definitely caused me worry about how dependable and safe our water is.
DoYouBelieveGovAgenciesHandledAppropriately:	Yes
DoYouBelieveGovAgenciesHandledAppropriately2:	Notification of the public was much later than it should have been. Should the DEP staff at the scene asked for an immediate alert. It is my impression that several hours passed between the time DEP officials came on the scene and the alert was issued. Why was WV American Water allowed to keep pumping water when little or nothing was known about the chemical? Mass confusion and distrust might have been avoided if the Governor and State Agencies could have admitted that they did not know at which level the water was safe.
WhatWaysDidGovSuccessfullyRespond:	Plenty of bottled water came into the Valley very quickly. I was surprised that I could find nothing on the evening of the crisis and by morning there was plenty of water. This was a great response.
WhatWaysDidGovUnderperform:	I addressed this in comments above.
RecommendationsForImprovement:	Residents deserve the whole story. There seems an enormous amount of negligence both on the part of Freedom Industries and WV American Water. The Freedom Industries Tank Farm will be dismantled. Thank you. No unknown or hazardous chemical should be stored so close to a water input. I don't know the appropriate distance but imagine there are experts who did. Were the appropriate actions taken? Ask the experts what should have been appropriate. What should be done to avoid any such accident in the future in any part of West Virginia? Should we not ask for and get a state-of-the-art water system to restore trust in the ability of West Virginians to manage such a precious resource? The Public Service Commission, the DEP and other appropriate state agencies should conduct a full investigation, make recommendations and the Governor and Legislature should follow up to make sure that recommendations are met in Charleston and other parts of West Virginia. Where else is a crisis waiting to happen? Consider issuing bonds to pay for infrastructure improvements. Give grants to local municipalities who make improvements in accordance with the recommendations.
PersonallyAssistedByGov:	No

AgenciesThatAssisted:	
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	I was glad to have plenty of access for water for drinking, cooking and showering. I was able to pay for the water and there was no effort to spike prices. The public behaved remarkably well except for the first night when a few people made a run on the available water trying to get all they could carry.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	The crisis was not just an inconvenience. It was not an Act of God. It was human beings trusted with a big responsibility, who let us all down. Frontier Industries, West Virginia American Water and government regulators did not do their job to protect the public. It gave West Virginia a big black eye, which will hamper economic development and job creation for years to come. We should use our current laws to hold those most directly responsible and look to a future where nothing like this can ever happen again.

Last Modified 5/5/2014 5:13 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 5:21 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Mark Blumenstein

Governor

Mark Blumenstein has been added

Modify my alert settings View Mark Blumenstein View AfterActionReviewQuestionnaire Mobile View

Title:	Mark Blumenstein
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Summers
DescribeHowYouWereAffected:	I Had expected our WVDEP to react immediately and without hesitation . As goes Kanawha Co . So goes WV and if this crisis could not have had the immediate attention then other counties can only expect a poor response to a crisis . The fact that there was no oversight ! No inspections, no response even thou neighbors were complaining about odors days before . No site survey to see how much pollution and how deep the pollution goes ! No action making the water company turn off intakes so the pollution continued . Shame on the Governor for trying to look the other way during the hours his leadership was needed . Denighing it was coal related product and doing his best to sweep this crisis under the rug . But it kept coming back . Where was he ? Needing to get the toxic information to the effected . Where was he when 100'000 were contaminated as per his public health person Dr Gupta ! And still there is no complete effort to find out who was contaminated and what their condition was and is !
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I Had expected our WVDEP to react immediately and without hesitation . As goes Kanawha Co . So goes WV and if this crisis could not have had the immediate attention then other counties can only expect a poor response to a crisis . The fact that there was no oversight ! No inspections, no response even thou neighbors were complaining about odors days before . No site survey to see how much pollution and how deep the pollution goes ! No action making the water company turn off intakes so the pollution continued . Shame on the Governor for trying to look the other way during the hours his leadership was needed . Denighing it was coal related product and doing his best to sweep this crisis under the rug . But it kept coming back . Where was he ? Needing to get the toxic information to the effected . Where was he when 100'000 were contaminated as per his public health person Dr Gupta ! And still there is no complete effort to find out who was contaminated and what their condition was and is !
WhatWaysDidGovSuccessfullyRespond:	
WhatWaysDidGovUnderperform:	I Had expected our WVDEP to react immediately and without hesitation . As goes Kanawha Co . So goes WV and if this crisis could not have had the immediate attention then other counties can only expect a poor response to a crisis . The fact that there was no oversight ! No inspections, no response even thou neighbors were complaining about odors days before . No site survey to see how much pollution and how deep the pollution goes ! No action making the water company turn off intakes so the pollution continued . Shame on the Governor for trying to look the other way during the hours his leadership was needed . Denighing it was coal related product and doing his best to sweep this crisis under the rug . But it kept coming back . Where was he ? Needing to get the toxic information to the effected . Where was he

when 100'000 were contaminated as per his public health person Dr Gupta ! And still there is no complete effort to find out who was contaminated and what their condition was and is !

RecommendationsForImprovement: Stop being a servant to coal and start protecting the health and we being of the entire WV community !

PersonallyAssistedByGov:

AgenciesThatAssisted:

PleasedWithAssistance:

PleasedWithAssistance2:

AssistedByNonGov:

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments: It took out of state volunteer orgs to share the bottled water burden ! Shame on WV government for not being there with water immediately for it effected citizens

Last Modified 5/5/2014 5:19 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 5:21 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Jennifer Collins

Governor

Jennifer Collins has been added

Modify my alert settings View Jennifer Collins View AfterActionReviewQuestionnaire Mobile View

Title: Jennifer Collins

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Kanawha

DescribeHowYouWereAffected: We were unable to use our water for five days. Once we were able to flush our lines, we chose not to drink or cook with the water. To date, we still are not cooking with the water or drinking it. I do not feel comfortable consuming the water. The first few times I showered in the water, I broke out in a rash and felt a burning sensation in my nose. I have allergies and the steam from the shower affected my sinuses. I did not seek medical treatment. I chose to shower less often. I have a five year old that I still will not bathe in the water. Only last week did I start allowing her to take quick showers, but I feel uneasy about allowing her to shower. For months after we were able to flush the lines, I still felt the chemical in the water. It left a greasy film on my skin and my hair after showering. Only after the Water company started changing their filters did it appear the water no longer had the greasy feel to it. We have spent a lot of money on bottled water.

DoYouBelieveGovAgenciesHandledAppropriately: Undecided

DoYouBelieveGovAgenciesHandledAppropriately2: Yes and No. I do not think the public was alerted soon enough or in a manner that assured all residents were aware of the contamination. I learned through a co-worker. It was offensive that the fact there was lingering odor in the water was downplayed as just aesthetics. However, there were many news conferences on the spill and it was reassuring that they were at least trying to keep the public apprised of the status.

WhatWaysDidGovSuccessfullyRespond: The Governor did a good job in getting water to the communities. The National Guard, local city and volunteer fire departments and many other volunteers did a wonderful job in distributing water and getting water to people who were home bound. Senator Rockefeller was quick to respond, was honest in his comments to the public and quick to chastise those who were not.

WhatWaysDidGovUnderperform: I believe the CDC and state government were too quick to come up with a calucation for an "appropriate" level for the chemical in the water. I do not feel they were conservative enough in their calculations. Zero is the only safe level. Letisha Tierrney of the DHHR was very condescending and aided in the public's distrust by her statements to the public and at the Congressional hearing held at the County Courthouse. On a local level, the DHHR failed the public. On a federal level, the CDC failed the public. Honesty is what the public needed and deserved. The agencies danced around the seriousness of the spill and the dangers of the chemical. Cresol is used in the make up of MCHM...it is a known carcinogen. I feel all agencies mislead the public by not being forthright with the chemicals that make up MCHM. The MSDS clearly states they are moderately to highly toxic. I understand not wanting to create panic, however the public deserved the truth. Conflicting information presented by the various agencies and companies created distrust.

RecommendationsForImprovement:	Implement the plan the National Chemical Safety Board recommended after the Bayer plant explosion. If it had been implemented, it is highly possible the impact could have been minimized. Be honest with the public. The water company should have, as a matter of public health, been required to change the water filters as soon as the lines were flushed. The water company should keep extensive records on substances that could affect the public drinking water.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Water distribution by the City of South Charleston and the National Guard.
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	Everyone was pleasant and helpful. I am very appreciative of the endless hours they sacrificed for the public.
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Local churches for water distribution.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	I am very appreciative of the endless hours and selfless sacrifices they made for the public during this time.
AdditionalComments:	The confidence level with our governmental agencies (state and federal), the water company, businesses, etc. has significantly decreased. It was made clear that the industries' interests were put above the public's. The Governor had a closed door meeting with top officials of the coal and chemical industries even before any legislation was crafted. It is clear that the public and environment were not the top priority. I understand we have to have a healthy business base, but we also deserve to live safe, healthy lives. I at least know better than to believe everything I am told and do my research. Some people are not as fortunate and believe what they are told. It is wrong to have misled the public. The very public that these agencies were elected or appointed to serve.

Last Modified 5/5/2014 5:17 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 5:26 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Nicholas Dawson

Governor

Nicholas Dawson has been added

Modify my alert settings View Nicholas Dawson View AfterActionReviewQuestionnaire Mobile View

Title:	Nicholas Dawson
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Unable to shower in my home for the duration. Had to purchase bottled water for cooking/cleaning. Had to drive 40 minutes to my parents home to do laundry and shower. The business I work for was shut down for the duration, cutting my hours. All in all, very bad situation.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I wish there was more warning, I had already used the water quite a bit until I found out much later that they had changed their minds on whether the water was safe or not. You never know, maybe the MCHM I ingested will end up being what gives me some form of cancer. You grow up your whole life thinking that the people who run the place that you live in are experts, and they will always try to do whats best for you. Then something like this happens and you realize that they are all just clueless people just like you, who have no idea what they're doing. It's a scary thing.
WhatWaysDidGovSuccessfullyRespond:	The bottled water distribution was wonderful. Glad to see that happening.
WhatWaysDidGovUnderperform:	The CDC could not give us a straight answer on the severity of the chemical we were ingesting. I think that they should have used the "better safe than sorry" mentality rather than tell everyone they think that we should be okay, but are essentially guinea pigs. Should have just told us "We are not sure, you probably shouldnt drink it until we can get things cleaned up."
RecommendationsForImprovement:	If we don't have any kind of water reserve tanks set up, we should. I have family in Cincinatti that said that as the plume was approaching, they simply shut down the plant and ran on reserve water until it passed. Pretty simple, and an excellent way to handle spills like that.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	No
PleasedWithAssistance2:	Did not receive assistance.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	

PleasedWithAssistanceNonGov:	No
PleasedWithAssistanceNonGov2:	Did not receive assistance.
AdditionalComments:	Please, for the sake of all of us, take care of our environment. We are depending on you.

Last Modified 5/5/2014 5:21 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 5:41 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Penni Hall

Governor

Penni Hall has been added

Modify my alert settings View Penni Hall View AfterActionReviewQuestionnaire Mobile View

Title:	Penni Hall
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Putnam
DescribeHowYouWereAffected:	Was unable to use the water because of the spill. Had just purchased all new appliances and hot water tank that will now always be contaminated.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	After 9/11 every community was to have in place an emergency back up for water. Had this been in place we would have been more prepared instead of playing catch up for the first few days. As a citizen it is illegal for me to go into a movie theatre or any other public place and scream fire causing mass pandemonium yet the givernment aloud the local law office to get on the television and place adds causing undo fear and clogging all of the local emergency rooms and hospitals. After the spill once again government stood behind big business and not the people who elected them in allowing West Virginia American Water to supply water to their customers before the filters in the water purification plant was changed.
WhatWaysDidGovSuccessfullyRespond:	The government did attempt to get clean water to the citizens as soon as possible.
WhatWaysDidGovUnderperform:	The government agency under performed by not being proactive. The placement of the intake valve for the water company so close down stream was an issue years ago when American water wanted to put it there. Never should a water intake valve have been placed so close down stream from any chemical holding tanks.
RecommendationsForImprovement:	Better planning in the future and thinking about the citizens and the community instead of money and big business.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	I did get bottled water from the Nitro fire department
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	These men worked very hard as always to serve their community.

AdditionalComments:

Last Modified 5/5/2014 5:37 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 6:01 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Krista Scott

Governor

Krista Scott has been added

Modify my alert settings View Krista Scott View AfterActionReviewQuestionnaire Mobile View

Title:	Krista Scott
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Do not drink order applied to both my home and my office. I suffered severe nausea, swelling and discharge from contact with chemical.
DoYouBelieveGovAgenciesHandledAppropriately:	Yes
DoYouBelieveGovAgenciesHandledAppropriately2:	They did the best the could, as well as friends and neighbors.
WhatWaysDidGovSuccessfullyRespond:	Do not use order with scientific research applied to safe levels.
WhatWaysDidGovUnderperform:	Planning. The study and enforcement of safe storage tanks-it's been almost 100 years since those tanks were built. A little cinder block wall sunk down in a riverbank-and this is acceptable safety standard? What about Bayer? The underground MIC tank? We have to reconsider and reconstruct our post world war lifestyles.
RecommendationsForImprovement:	Stop. When I went to WVSU I had blisters around my mouth and nose-terrible headaches and no one even cared about air quality. It was just a big fat joke. We need to continue in healthy activities for Charleston and the surrounding communities.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	No
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	No
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/5/2014 5:59 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 6:01 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - J Chase

Governor

J Chase has been added

Modify my alert settings View J Chase View AfterActionReviewQuestionnaire Mobile View

Title:	J Chase
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Disbelief, fear, and anger were first reactions. Burning of my eyes when flushing and had to open all doors and windows in the intense cold weather. The poisoned water killed our water heater. Depression and frustration. Total loss of faith in our elected officials except for Mayor Danny Jones. Collecting rain water and boiling it for bathing, washing dishes and going to Hurricane to wash clothes. Spending tremendous amounts of money for bottled water for cooking, brushing teeth, cooking and drinking. It is now describing how we WERE affected but how we still ARE affected.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The governor stepped into quick action by meeting with industry lawyers. State legislators had meetings that sounded like they were really going to do something and then tried to pass a weakened Senate 373 bill which did very little. The bill was only made somewhat stronger by public demand. Freedom Industries executives are continuing to do business and were not hurt in any way and we the public will continue to be the scapegoats. DEP is probably doing what it is told to do which is not in the interest of the people. Nothing is regulated as it should be except to protect the backs of industry. Dr. Gupta was the only one on these panels who is trusted by all of the people.
WhatWaysDidGovSuccessfullyRespond:	By bringing water for a period of time...not enough... we were told that all was safe. This crude MCHM has NEVER been tested on humans so we really don't know.
WhatWaysDidGovUnderperform:	By protecting everyone but the public and not getting their act together without looking over their shoulders to see what industry might say. By not demanding monitoring health problems from the beginning.
RecommendationsForImprovement:	A dream which will never come true as long as we the people keep electing people who allow industry to control the politicians on all levels. The so-called overlapping of so-called laws are like pieces of swiss cheese with holes in them. I am not an expert but have attended enough meetings to see that this is just a dream as long as the money flows to these politicians.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	

AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	I am very angry for the poor people who are/were drinking the water because they would have to decide to either buy water or food.

Last Modified 5/5/2014 6:00 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 6:21 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Tara Beech

Governor

Tara Beech has been added

Modify my alert settings View Tara Beech View AfterActionReviewQuestionnaire Mobile View

Title:	Tara Beech
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I had no water for several weeks and currently still feel that the water is unsafe and take caution.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Agencies could have warned us sooner.
WhatWaysDidGovSuccessfullyRespond:	Supplying water bottles, however, it was a few days for more area
WhatWaysDidGovUnderperform:	Not prompt in warning
RecommendationsForImprovement:	
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/5/2014 6:15 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 6:26 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Matt Wood

Governor

Matt Wood has been added

Modify my alert settings View Matt Wood View AfterActionReviewQuestionnaire Mobile View

Title:	Matt Wood
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Lack of drinking water and handwashing etc. at work. Additional work hours to make sure that students at WVSU had what they needed and to man water buffalos and distribute bottled water.
DoYouBelieveGovAgenciesHandledAppropriately:	Yes
DoYouBelieveGovAgenciesHandledAppropriately2:	I was aware of the problem by 5pm the day the leak was discovered.
WhatWaysDidGovSuccessfullyRespond:	I think that the public was informed fairly timely. involved agencies coordinated.
WhatWaysDidGovUnderperform:	It is my personal opinion that the WV PSC should NEVER let a public water utility serving 300,000 customers have only one (1) water source or intake. Saint Albans MUC has 2 intakes. I know of other water supply utilities with about 50,000 customers that have 3 or more water sources!
RecommendationsForImprovement:	WV PSC needs to let WV American Water know that they need a plan to keep this from happening in the future or not get any rate increases until they do.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	WV National Guard for deliveries of bottled water and water buffalos.
AssistedByNonGov:	
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	WV American Water needs to immediately come up with a plan and timeline to establish additional water sources.

Last Modified 5/5/2014 6:24 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 6:36 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - leigh griffith

Governor

leigh griffith has been added

Modify my alert settings View leigh griffith View AfterActionReviewQuestionnaire Mobile View

Title:	leigh griffith
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	My family lives on the west side hill very close to where the spill happened. We were affected in every way possible. We were scared, frantic to find "safe" water and very concerned because we had just had dinner which included a pitcher of sweet tea all used the bad water. We are still using bottled water but use it for bathing dishes and laundry. Mentally, my whole family has become anxious and fear what we are putting in our body. We also believe our property value has decreased significantly. And the cost of buying bottled water, gas to get it plus still paying the water company sucks and should be criminal.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The volunteer effort from the community and fire stations was amazing as well as Gupta - the only one that was honest and dependable was Gupta. Every other person that was involved seemed to be blowing smoke up our asses! It was a wake up call.
WhatWaysDidGovSuccessfullyRespond:	By giving bottles of water to us and allowing Gupta to speak to us.
WhatWaysDidGovUnderperform:	Giving false information. Flushing in the schools with children present. Flushing in our homes for fifteen mins was a lie. Not helping people figure out how to change the filters in their home and the hot water tanks. Allowing water to be given out in bulk that was not clean. Not turning off the valves and changing the filters before having us flush. Not being honest and trying to sweep the whole situation under the rug. Waiting far too long before announcing that the water was contaminated. Not telling us all the chemicals in the water. Telling us it's safe then later deciding it wasn't safe for pregnant women and infants. They screwed up in every way possible!
RecommendationsForImprovement:	Money. Give the people lots of money. Don't allow assholes to file bankruptcy to avoid being accountable.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	I picked up about 4 packs of water containing 24 bottles each.
PleasedWithAssistanceNonGov:	Yes

PleasedWithAssistanceNonGov2:	Volunteers handed out water even during bad weather.
AdditionalComments:	You suck

Last Modified 5/5/2014 6:31 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 6:36 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Marisa Jackson

Governor

Marisa Jackson has been added

Modify my alert settings View Marisa Jackson View AfterActionReviewQuestionnaire Mobile View

Title:	Marisa Jackson
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Nicholas
DescribeHowYouWereAffected:	The majority of my family lives in charleston, and my husband, myself and our son travel every other weekend to charleston to be with family. During the water crisis, we purchased gallons of spring water to take to family and friends. My grandmother receives in home care and it was very difficult to take care of her without cleans water. We also had a brand new set of twins born into our family and were unable to bathe them with the water from the tap. My grandfather's surgery was cancelled due to the hospital lacking clean water.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The common phrase, hindsight is 20/20 comes to mind here. The government agencies failed to inspect freedom industries and allowed those inspections to fall by the wayside.it is our government's job to look out for the citizens and do a thorough jobs So careless disasters do not occur. As for responding to the incident, we now know the tanks had possibly been leaking prior to the public being alerted. No one took any action. Once people were notified, responders did work quickly, but gave the ok to use the water too soon. Later we find out there were other chemicals present, mchm still in the pipes. There is so much uncertainty surrounding the incident that giving the ok to use the water should have been delayed until further tests were performed. There was no back up reservoir for our city. The intake at the water company wasn't shut off even when they knew mchm was in the water. There always needs to be a plan "b."
WhatWaysDidGovSuccessfullyRespond:	Through televising and using social media, the message got out quickly. They also were able to get aid on a federal level for those affected.
WhatWaysDidGovUnderperform:	As mentioned before, inspectors did not do their job, the government didn't enforce it. Our government didn't think proactively to have a back up plan in case a disaster such as this should occur. Being that we are a coal state, unfortunately, our government should have had a plan for when streams and rivers do become polluted. Many of our streams and rivers are unsafe due to the coal industry and our state needs to be upset by this! I would like to see our elected officials say, no more. So many of our citizens want to leave wv because of the lack of industry here, and now wv has given them another reason to leave due to unsafe water sources. What is it going to take for WV to wake up?
RecommendationsForImprovement:	Just as the food industry (for ex) has tight regulations and standards, our government needs to enforce and strengthen the regulations and inspections on chemical companies, and the coal industry in general. Stop giving them a free pass. Discontinue storing such chemicals in our state. Bring new industry such as tech and aerospace to our state. Coal is a dying industry and I feel like our state is going down

with it. Please carefully inspect Marcellus shale as they drill in our state. Many citizens feel that this industry too will pollute our water source. If wv does not make these changes, citizens cannot live in a place that poses a risk to their health.

PersonallyAssistedByGov: No

AgenciesThatAssisted:

PleasedWithAssistance:

PleasedWithAssistance2:

AssistedByNonGov:

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments: I urge you to listen to your citizens. My husband and I are both highly educated (masters degrees) and wish to make wv our home. However, we have young children and if conditions do not improve, we too will be among those that leave the state for better jobs and cleaner living conditions. Our state has so much potential. I was disappointed to hear that a strip mine will now be in place close to kanawha state forest. I assume the water running through the forest is going to become polluted. Please do not let the coal industry destroy our state. Wv needs to be proactive in seeking out new industry and bringing it to our state instead of reacting to the time when coal is not going to be a main industry. While the coal industry creates jobs now, it does nothing for our future generations who aspire to be miners. We need to be encouraging and educating our youth in to sustainable professional careers so they will be the future innovators for our state.

Last Modified 5/5/2014 6:35 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 6:41 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Drema Walch

Governor

Drema Walch has been added

Modify my alert settings View Drema Walch View AfterActionReviewQuestionnaire Mobile View

Title:	Drema Walch
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	We were told elderly people, handicapped, ill would receive water from EMS, I called and called and after 4-5 days we were given 6 little bottles of water! That was all!
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	NO! NO EMERGENCY ALERT ON TV, UNTIL I ASKED ON TWITTER AFTER I FOUND OUT ON NEWS OF THE SPILL. THERE SHOULD HAVE BEEN EMERGENCY ALERT ON TV AS SOON AS THEY KNEW, WHICH WAS HOURS BEFORE THE NEWS AT 6 PM! SHAMEFUL, I HAD MADE COFFEE, WASHED DISHES MY EYES AND NOSE WERE WATERY FOR DAYS! AND TO THINK YOU ALL KNEW HOURS BEFORE!
WhatWaysDidGovSuccessfullyRespond:	TO ME, IT WAS ALL TOO LITTLE, TOO LATE!
WhatWaysDidGovUnderperform:	READ ABOVE, ONLY AGENCY THAT TRIED WAS THE HEALTH DEPT.
RecommendationsForImprovement:	USE THE EMERGENCY ALERT ON TV, THAT IS WHAT IT IS FOR!
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	We were told elderly people, handicapped, ill would receive water from EMS, I called and called and after 4-5 days we were given 6 little bottles of water! That was all!
PleasedWithAssistance:	No
PleasedWithAssistance2:	DO YOU THINK SIX LITTLE BOTTLES OF WATER FOR ELDERLY, ILL, HANDICAPPED IS ENOUGH?
AssistedByNonGov:	
AssistanceProvidedByNonGov:	family
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	I am always pleased when my family helps, when our government lets me down.
AdditionalComments:	I am 65 years old, guess I will have to wait years to see how it REALLY affected me.

Last Modified 5/5/2014 6:37 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 6:46 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - David Randolph

Governor

David Randolph has been added

Modify my alert settings View David Randolph View AfterActionReviewQuestionnaire Mobile View

Title:	David Randolph
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Unable to function In a normal manner for weeks with the lingering odor coming from my facutes! Not trusting info given wvaw nor State agency's!
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Every hour a different story wv gov and EPA were lost as what to do and we're very indecesive as what steps should be taken and different views as what safe levels were. Gov. Act has though he was lost or afraid to make any strong statement or decide what stance to take pure political humbug!
WhatWaysDidGovSuccessfullyRespond:	None!
WhatWaysDidGovUnderperform:	All areas that were to inform public with truths! Not forcing wvaw to change filters sooner.
RecommendationsForImprovement:	Keep politics out of it work for the people in votes!
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/5/2014 6:41 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 7:26 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Andy Malinoski

Governor

Andy Malinoski has been added

Modify my alert settings View Andy Malinoski View AfterActionReviewQuestionnaire Mobile View

Title:	Andy Malinoski
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Financially - still purchasing bottles water for a family of five for cooking and drinking. Throughout January and February - chose not to use water for bathing. Drive to Teays Valley YMCA to use facilities there. Still do not allow our pets to drink the water. Emotionally - the delay in inderstanding the level the chemical is detectable vs. the "safe" levels developed by WVTAP was/is draining. Our children still ask if water is safe, regardless if where we are. If we are outside the effected area, they still are reluctant to use it.
DoYouBelieveGovAgenciesHandledAppropriately:	Undecided
DoYouBelieveGovAgenciesHandledAppropriately2:	I feel the emergency response effort was initially handled well. I feel the effort to develop a secondary action when the process (flushing) was not working is an area if weakness. Public perception was that things were not working and agencies and the WVAWC were not aligned because if the variety of information received. Personally, I would have been very receptive if an effor to reimpose a do not use order and a second strategy deployed to address consistent odor issues.
WhatWaysDidGovSuccessfullyRespond:	Initial communication effort.
WhatWaysDidGovUnderperform:	Ensuring public / private communications. Feel as if WVAWC was given too much leeway to not respond or communicate regularly.
RecommendationsForImprovement:	Better coordination with Federal resources. Higher frequency of formal press conferences to assist in distributing valid information. Even if there is no additional information, updating the public on that fact may have assisted in avoiding misinformation.
PersonallyAssistedByGov:	No

AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Bottled water distribution.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/5/2014 7:22 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 7:11 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Tritia Whittington

Governor

Tritia Whittington has been added

Modify my alert settings View Tritia Whittington View AfterActionReviewQuestionnaire Mobile View

Title:	Tritia Whittington
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	My family and I to this day do not drink or cook with WVAMW. No choice to bathe in it. I am really worried about my grandson Ace who is 2 yrs old and has kidney cancer. Had to have his kidney removed at age 6 months. Due to that anything we give him to drink besides milk we dilute with water to make it easier on his remaining kidney. Too think we were giving him a toxic chemical thinking we were helping him horrifies me. I and my husband have acquired a head nod much like parkinsons. My hair is always oily now where before the water crisis I could go a week without shampooing. I have developed 2 hernias I know are from lifting cases of water repeatedly.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Not at all and you all still are not. Capito showed her true colors with her little MYTH slip. The Tierny woman saying it was safe then saying well turn your shower head away for the 1st minute or so. Saying it was safe then coming out and saying pregnant women shouldn't drink it.Then children under 3 should not. I feel you all let the water company run the show. When they hauled the MCHM out of Freedom Industries why didn't anyone check on where they were taking it. You all knew these people who change names of companies, switch president ect were in Danny Jones words renegades. We have no clue how long that tank had been leaking that hole didn't just appear on that day.
WhatWaysDidGovSuccessfullyRespond:	Only thing I can say I received help from was the city of Nitro handing out cases of water
WhatWaysDidGovUnderperform:	all areas. I don't recall Governor Tomblin attending any meetings with the public to address their fears. I lost all respect for almost all of out leaders here in WV. I have upmost respect for Dr. Gupta he was the 1st person to come out and publically state it was not safe and Mayor Danny Jones for attending the meetings and being honest.
RecommendationsForImprovement:	Don't let all your actions be based on money. Health is much more important.
PersonallyAssistedByGov:	
AgenciesThatAssisted:	Water at Nitro police department
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	From Nitro. What other assistance was offered?

AssistedByNonGov: No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/5/2014 7:06 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 7:46 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Terri McDougal

Governor

Terri McDougal has been added

Modify my alert settings View Terri McDougal View AfterActionReviewQuestionnaire Mobile View

Title: Terri McDougal

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Kanawha

DescribeHowYouWereAffected: I had been drinking the water all day on January 9. About 4 pm I began to drink more of it but it smelled and tasted funny so I dumped it out. At 5:45 pm one of my co-workers called and told us not to drink the water as a water emergency had been declared. My employer, the Kanawha County Public Library, closed all locations for several days (depending on when the signal to flush was received) - the Main Library where I work was closed for three days. On January 10 my friend and I drove to Marietta, OH to purchase cases of water, hand sanitizer, and wipes which we shared with our neighbors. The Walmart in Marietta where we purchased these items was almost completely sold out of these things. We are still not using the water for anything other than to flush the commode - 5 months after the emergency was declared. Expendable income has been spent on cases and gallons of water, driving to a relative's house in Wellston, OH to shower and do laundry. We do not patronize restaurants which are not cooking with or serving bottled water. I am most concerned about the long term health effects of this chemical to which there are no answers. Until WVAW completes the process of changing the filters (what took so long to even begin this process??) and more information is known about the health effects, I will not use the water, even though I continue to pay my monthly water and sanitation bills. Also, although I did not report this, after flushing my house, my eyes itched and burned for at least two days.

DoYouBelieveGovAgenciesHandledAppropriately:

DoYouBelieveGovAgenciesHandledAppropriately2: I appreciate the interagency team that was assembled. However, I am alarmed at the manner in which the news was conveyed to people and the fact that every few days it seemed as if even worse news was being delivered. I do not believe that state & federal government officials took this crisis and people's medical problems related to it seriously enough. I still don't understand what "appropriate for use" means. I want to know if it is safe and will these same government officials use the water as in drink, cook, bathe with it - especially those at the federal level, including the CDC?

WhatWaysDidGovSuccessfullyRespond: Local government agencies, including first responders and firefighters, did an amazing job distributing cases of bottled water to their communities. Although scary to see (and the fact that it was necessary to have them there), local police officials did a great job in maintaining calm and preventing riots from people attempting to purchase or pick up water.

WhatWaysDidGovUnderperform: No one knew what to believe. Why did the DEP not more closely regulate Freedom Industries, especially as it was located less than two miles from the source of drinking water for 300,000 people? Taking seriously citizens' real health problems and concerns.

RecommendationsForImprovement:	
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	FEMA - cases of bottled water and bulk water distribution. Dunbar Police & Fire Departments - bottled water distribution.
PleasedWithAssistance:	Somewhat
PleasedWithAssistance2:	Yes, although I believe that both the bottled and bulk water distribution operations ended too quickly. While I don't like spending my money for these things, for which I am already paying WVAW for a necessity of life which I am not using, many, many people in our state can't afford to pay for these things. Therefore, they have had to make the difficult choice to subject their children and themselves to water which may well cause long-term medical problems because they can not afford to buy clean, safe water.
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	The local news media did a phenomenal job in keeping us educated and informed as to what was happening. One of my co-workers kept track of and posted water distribution sites on our library's (Kanawha County Public Library) Facebook page. At the library, we had displays of books and DVDs about water, especially in the Children's Services Department. As Head of the Children's Services Department for KCPL, I shared information for children about clean water and water safety on the library's Facebook page. I researched and prepared materials and activities, shared with my colleagues, for children and families who visited the library day after day when students were out of school for so long.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	See above.
AdditionalComments:	Please don't let this happen again. Regulate these industries and protect our water supply. Listen to our concerns and take us seriously.

Last Modified 5/5/2014 7:45 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 7:51 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Angela Cavender

Governor

Angela Cavender has been added

Modify my alert settings View Angela Cavender View AfterActionReviewQuestionnaire Mobile View

Title:	Angela Cavender
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I was physically ill. I was stressed by the unknown effects of the chemicals not only on myself but on my family, especially my grandchildren. I was affected financially by having to purchase water, camp shower, and containers for large amounts of water. I also felt a lot of anger about the corporations that have abused the people of WV and the government that has allowed the abuse to continue. I was dismayed by the poor response of the CDC, the State Health Dept. and our governor.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The alert of the chemical spill was late and confusing. First it was reported the water was safe, then reported that we should not use it. The CDC was very lacking in information and the foresight to protect pregnant women and children. The State Health department was equally ineffective. The Governor along with Joe Manchin appeared to be interested in protecting the coal industry instead of the people . It was a disaster from the state and Feds. The only trustworthy agency was Kanawha Charleston Health Dept. and Dr. Gupta.
WhatWaysDidGovSuccessfullyRespond:	The Kanawha Charleston Health Dept. gave the most honest appraisal of the situation.
WhatWaysDidGovUnderperform:	Please see above.
RecommendationsForImprovement:	Follow the recommendations of the Chemical Safety Board. Have the DEP do their job.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	FEMA I received water from the tankers. However, I also received contaminated water from the tankers in Elkview. Shame on WV American Water!
PleasedWithAssistance:	Somewhat
PleasedWithAssistance2:	The tankers that were refilled with contaminated water did a lot to fuel the distrust and anger.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/5/2014 7:47 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 8:11 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Sommer Landers

Governor

Sommer Landers has been added

Modify my alert settings | View Sommer Landers | View AfterActionReviewQuestionnaire | Mobile View

Title:	Sommer Landers
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	My water was contaminated as a result of the spill and we were unable to use our water for anything until the system was flushed
DoYouBelieveGovAgenciesHandledAppropriately:	Yes
DoYouBelieveGovAgenciesHandledAppropriately2:	I think the emergency responders did an amazing job. I seen them out daily doing everything they could do to help. I think the federal government did not do nearly enough I really felt they didn't even do the bare minimum. I think the state did well however they should have forced the water company and freedom industries to be more honest and not just take their word for it. Also it should not have taken so long for the public to have found out that the water was contaminated and for the decision to be made that we shouldn't use it.
WhatWaysDidGovSuccessfullyRespond:	Water was dispersed very quickly. And in the beginning they did a great job keeping everyone updated on the situation as they knew it. I also think the Governor did an awesome job listening to the people and thus extending the water hand out and doing some in home testing.
WhatWaysDidGovUnderperform:	1. I find it completely unbelievable that after 9-11 (in the chemical valley no less) we did not have a plan to handle widespread water contamination. 2. The public should have been notified much earlier that there could have been a problem with the water. 3. The government should have been more in control and knowledgeable about how the water company was handling the situation. The water company should not have been allowed to only give a prewritten statement they should have been required to keep everyone up to date and available to answer questions. 4. The medical aspects of the contamination could have been handled better. Instead of saying this is the rash we are seeing etc all the symptoms people were experiencing seemed to be swept under the rug.
RecommendationsForImprovement:	1. We must have a plan in place for any widespread water contamination in the future. A plan that includes advising people of the situation IMMEDIATELY 2. same as #1 3. We need laws in place for these situations with STIFF penalties for not being completely and totally honest when these situations arise. The water company must now that they will not be allowed to go behind closed doors and handle these situations with the dollar as their bottom line. You wish to operate in our state for our people you MUST answer all of our questions ignoring the public will not be tolerated.
PersonallyAssistedByGov:	Yes

AgenciesThatAssisted:	I received some bottled water for my family by the local volunteer fire dept.
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	While my family had everything we needed I know others did not. I personally bought water for a stranger who had a son just home from surgery who had no money, no container and every time they went to get bottled water the water had ran out.
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Tyler MTN Volunteer Fire Dept handed water out EVERYDAY and were AMAZING.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	My family had everything we needed however I know the first 2-3 some had trouble getting water and although I heard some places had baby wipes for people I never seen this at the places I went.
AdditionalComments:	The water crisis could have been MUCH worse had it not been for amazing West Virginians who always help their neighbors. Along with help from numerous other people. I think our government should investigate taking our own water back instead of going through WV American Water. Our government MUST quit accepting what companies tell us as the complete truth. If something happens and the company is not transparent and forthcoming in every way there MUST be severe consequences (consequences that will not be dismissed in a bankruptcy).

Last Modified 5/5/2014 8:06 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 8:16 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Margaret Knorr

Governor

Margaret Knorr has been added

Modify my alert settings View Margaret Knorr View AfterActionReviewQuestionnaire Mobile View

Title:	Margaret Knorr
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	for weeks I could not bathe or wash clothes. we had to go out and get bottled water to drink and cook.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	as soon as the leak was reported the Water company should have shut down their intakes and the public should have been notified. instead, everyone kept quiet trying to contain the problem until it became obvious that the public would have to be told, and this allowed hundreds of thousands of people to use dangerous water and their homes to be contaminated unnecessarily. you all were more worried about your jobs and careers than the safety of the public.
WhatWaysDidGovSuccessfullyRespond:	water distribution was set up quickly and efficiently
WhatWaysDidGovUnderperform:	they quit giving out bottled water much too early and tried to get everything to "normal" much too quickly, causing everyone to not trust anything they were being told.
RecommendationsForImprovement:	when the spill happened the gazette reported that an ohio town water plant had plans to keep from being affected -- they were going to shut down their intake and work off of reserve tanks for the several hours it would take the spill to pass by. WV needs to implement the same kind of system and plan that has a ready supply of water to switch to for several hours to a full day in case this happens again. also, if it is an extended time the water company could ration the reserves by turning on the reserve water during a couple hours a day.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	

AdditionalComments:

Last Modified 5/5/2014 8:12 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 8:21 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Tom Schott

Governor

Tom Schott has been added

Modify my alert settings View Tom Schott View AfterActionReviewQuestionnaire Mobile View

Title:	Tom Schott
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	No water, shower etc
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Curious as to why none of the aircraft was used to get water, portable showers, water treatment plants in here quicker that the people of wv fought so hard to protect?
WhatWaysDidGovSuccessfullyRespond:	Finally got smart and go NGO involved in distributing the water
WhatWaysDidGovUnderperform:	Personally I think this was ans still is a cluster f***k. I think this prove once again lack of leadership from elected officials.
RecommendationsForImprovement:	I have seen better response to a third world country disasters then what we got.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Malden vid with water distro
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/5/2014 8:19 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 8:21 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Jan Sterling

Governor

Jan Sterling has been added

Modify my alert settings View Jan Sterling View AfterActionReviewQuestionnaire Mobile View

Title:	Jan Sterling
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	We lost all water immediately after the do not use order was given. We could not flush. I believe that the action to not use the water should have come earlier in the day. We were in the last group in the city to be allowed to flush. There are still days that we are overwhelmed with the smell. I believe that more attention should have been given to get water to seniors. Similarly not all people could drain their hot water tanks. We still are not drinking or cooking with the water.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The response was too slow. I purchased water where there were many police/firemen but no one offered to help get the cases to my car. One box weighed 40 lbs. There were not adequate buggies. I realize they were there to keep "peace" but to watch an old woman struggle without an offer of assistance was hard.
WhatWaysDidGovSuccessfullyRespond:	Appreciate the bottled water sites. Unfortunately they were closed prior to our water "all clear".
WhatWaysDidGovUnderperform:	Closed the water sites too soon. Slow to respond to the crisis.
RecommendationsForImprovement:	Better coordination with the media to get information out. Channel 13 did the best job. National Guard could have provided better door to door help.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Water distribution.
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	Distribution ended before crisis was over for everyone.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 8:31 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Frank O'Hara

Governor

Frank O'Hara has been added

Modify my alert settings View Frank O'Hara View AfterActionReviewQuestionnaire Mobile View

Title:	Frank O'Hara
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Mineral
DescribeHowYouWereAffected:	My suggestion is to read what was posted on Facebook, WV Citizens Action, Friends of Water, faith based organizations, I think you will get an honest reaction (qualitative understanding) of what so many people were feeling and their reaction to the situation as well as the government reaction. Spend some time with folks how they view the situation. It was investigative reporters like Ken Ward that sought stories, national news, public broadcasting
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	State Health Commission, not qualified or trained in Public Health / population health Mess up in Emergency Services, Public not informed, with mixed messages. Community not encouraged of invited to participate in discussion. Lack of Governor leadership, informing water is safe, not adequate supplying water needs, CDC mix messages, distribution of water, cost of water, inadequate long range population studies,
WhatWaysDidGovSuccessfullyRespond:	Only a few elected officials (Senator Unger, Barb Evan Fleisch(sp), Maypenny and few others were willing to step up to the plate and push things forward. The Governor had no choice...
WhatWaysDidGovUnderperform:	Failed leadership from the Governor and his cabinet. Trying to control media, protecting their political allies. Not being informed. Surrounded by individuals that were not qualified.
RecommendationsForImprovement:	read Facebook...
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	

AssistedByNonGov:

AssistanceProvidedByNonGov: Faith based organization, non- profits, community groups.

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments: Make this document / available to the public.....

Last Modified 5/5/2014 8:28 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 8:46 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Susan Case

Governor

Susan Case has been added

Modify my alert settings View Susan Case View AfterActionReviewQuestionnaire Mobile View

Title:	Susan Case
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Monongalia
DescribeHowYouWereAffected:	My daughter lived in Charleston at the time of the chemical spill. She suffers from an autoimmune disease and therefore has a compromised immune system. She became ill on January 9, at which time she left Charleston and came to my house in Morgantown. She was ill for more than a month and unable to return to her home or job in Charleston. Initially, she had a rash and burning, watery eyes. This resolved after a few days, but her serious intestinal symptoms persisted for more than a month, preventing from returning to work.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I believe the chemical company should have been immediately shut down and its personnel banned from continuing operations at the site, rather than just told to clean up the spill. Because this did not happen, this same irresponsible company caused later problems at the same site and other sites. Why this company was allowed to continue to operate is beyond comprehension. Overall, I believe that the water was declared safe to use much too prematurely, and that insufficient instructions in how to flush the chemical from water systems was provided to citizens, causing people to injure themselves further by flushing. The state's rush to get things back to normal thus led to further injury to trusting citizens. I believe that in-home testing should have been undertaken long before it was, and definitely before the water was declared safe for use. In general, I believe there was a rush to declare the situation resolved, rather than a true effort to be sure the water was completely safe before allowing it to be used. I believe there was too much concern with public relations and too little with citizen safety. I also believe, in general, that the governor appeared too infrequently, answered too few questions, and made little effort to act as a proactive leader or inspire trust and confidence in the public that he was on top of the situation.
WhatWaysDidGovSuccessfullyRespond:	It seems that efforts to get bottled water to the public were fairly successful.
WhatWaysDidGovUnderperform:	See above under "please elaborate."
RecommendationsForImprovement:	Be honest with people, and if the situation is bad, admit it. Be proactive; in a crisis, the governor should be out where affected people are, listening to and talking with those people, not hiding behind a podium or in an office. If a company is acting irresponsibly, shut it down; don't let a company that caused a major environmental disaster be in charge of cleaning it up. Don't rush to declare an emergency over before it actually is. Don't tell people water is safe to drink before it is. Get the advice of competent scientists before coming up with instructions on how to do things like flush hazardous chemicals from water lines, not later on after you've made a whole lot of people sicker than they were before.

PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	I called the Poison Control Center about my daughter's reaction.
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	They advised me to take her to the doctor or an emergency department, which I did.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/5/2014 8:44 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 8:46 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Sarah Stephens

Governor

Sarah Stephens has been added

Modify my alert settings View Sarah Stephens View AfterActionReviewQuestionnaire Mobile View

Title:	Sarah Stephens
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Wood
DescribeHowYouWereAffected:	I was not affected by this situation personally, but it was still upsetting to know that my fellow citizens had to go through this in their region. I read the news about it and it upset me that there had not been an inspection for a long time. I feel that human health should have been top priority and inspections should have been completed on a thorough and consistent basis.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I feel that all of the government agencies and their corporate partners who were involved in this situation were careless to not perform annual inspections in the first place. I also feel that all government officials who were involved in this crisis has shown a stronger allegiance to the corporations than the communities they serve.
WhatWaysDidGovSuccessfullyRespond:	
WhatWaysDidGovUnderperform:	By not performing yearly inspections to prevent the problems in the first place.
RecommendationsForImprovement:	Annual inspections and increased accountability for officials and their corporate partners to the public, who pay their salaries. Government funding for green technology and research would be helpful, considering it is the year 2014. Learning how to utilize nature and technology to create green technology jobs and new products.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/5/2014 8:41 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 8:46 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - rebecca newhouse

Governor

rebecca newhouse has been added

Modify my alert settings View rebecca newhouse View AfterActionReviewQuestionnaire Mobile View

Title:	rebecca newhouse
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Still using bottle water for drinking and cooking. Had we not watched the evening news, we would not have known till we got the water company call the next evening. Because I felt we could handle the burden better than some, we bought water as opposed to the free water provided. We also had a friend an hour away with well water we could fill containers. We were discouraged by the lack of concern by the water company and public services. We were not surprised by the despicable actions of Freedom. We were further discouraged by the inability of a united message by the county and state leaders. We were the last area to get the flush okay, and we are still having issues with hot water tank and plumbing. And no we will only gradually trust since there are still issues over the disposal of Freedom waste.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The situation was handled poorly by all concerns, there was enough duck and cover for a nuclear accident. From the precursor of a flawed DEP to the greed disease of Freedom Industry and the ineptness of the American Water Co. (that only just 4 months out started changing the filters). With the complicity of city and state officials all covering their own interests over that of the people it was at best a cluster - you know what. There was no sense that anyone could be trusted to, our interests in mind. The national guard water distribution was the only entity that worked as is should. The community support organizations did as they would be expected. The incredible network of grassroots social media groups did more to spread information than our leaders. I don't really even now get the feeling that the leaders care what is going on with the chemical industry and our water supply. It has been a shameful example.
WhatWaysDidGovSuccessfullyRespond:	After the citizens pushed and continued to yell enough there was some sense that the chain of information was starting to take on some reasonable consensus.
WhatWaysDidGovUnderperform:	Lack of information and too much butt cover.
RecommendationsForImprovement:	Get the DEP out from under it's business concerns and back into the concerns of protecting the people and our resources. Fire all leaders that let it happen and failed to protect. Fire whoever didn't think the water company needed a second intake. Then fire WVAW, the bully mayor of Charleston, and don't let the freedom thugs do this to any other city, county or state.
PersonallyAssistedByGov:	No

AgenciesThatAssisted:	
PleasedWithAssistance:	No
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	No
PleasedWithAssistanceNonGov2:	
AdditionalComments:	Nothing was handled well and we will continue to see WV in the bottom of every evaluation as long as coal, chemical industry and greed rule our leaders. My parents and grandparents are spinning in there graves at the corruptness of this beautiful potentially untapped state. I am sure they thought we could evolve and not drown in the mire of coal sludge.

Last Modified 5/5/2014 8:42 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 8:56 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Sonya Dolan

Governor

Sonya Dolan has been added

Modify my alert settings | View Sonya Dolan | View AfterActionReviewQuestionnaire | Mobile View

Title:	Sonya Dolan
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Boone
DescribeHowYouWereAffected:	physically, a few rashes and nausea. Mentally, the fear and anxiety of the long term effects of the chemical. After being alerted of the spill. My family and I did not use the water until after flushing. It took several weeks before the smell disappeared from the water in my home. I let the water run several minutes until I thought the smell was gone before I showered. Sometimes I still had symptoms....sometimes not but not showering was getting the best of me. I had to work. I had to take care of my family.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I showered a few hours after the EPA learned of the spill. Had they not waited over 8 hours to warn us not to use the water, I could have saved myself from the rash and nausea. More importantly, the government agencies I trusted failed to protect me by not shutting down the water plant. They allowed the chemical to penetrate all of our pipes and homes. The excuse of house fires did not outweigh my families health. There are many many hydrants not linked to the water plant and many fire departments have water tankers. Lastly, me, myself and I went to a neighboring town and got water for my family. It took me a little over an hour. Why did it take two days for the gov't to bring water to my town? I'm fortunate that I had the means to go get the water I needed. I don't understand why people had to wait two days. I feel a little better coordination is in order. I worry how we will survive a bigger disaster that is more than just a few counties. I do not think we are ready.
WhatWaysDidGovSuccessfullyRespond:	I feel that once the decision was made to notify us of the dangers, we were kept informed of what was going on through the press conferences.
WhatWaysDidGovUnderperform:	They did not shut the water plant down which allowed the chemical to build in our system nor did they arrest the domestic terrorists that poisoned our system. Freedom knew that leak was there. They were trying to conceal and fix it without anyone knowing. Yet, they walked away with a smirk.
RecommendationsForImprovement:	Each county should have an emergency fund. Each county could have wrote a check from the fund and sent volunteer fireman with trucks to buy up some water. We could have had bottled water within hours rather than days.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	FEMA supplied bottled water
PleasedWithAssistance:	Somewhat

PleasedWithAssistance2:	Try to cook and drink 1 case of bottled water a day for a family of 5.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/5/2014 8:52 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 9:06 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Elise Keaton

Governor

Elise Keaton has been added

Modify my alert settings View Elise Keaton View AfterActionReviewQuestionnaire Mobile View

Title:	Elise Keaton
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I experienced symptoms of exposure beginning at the end of December. I am getting married in June and we have postponed having children indefinitely until someone can demonstrate that MCHM does not cause birth defects or cellular mutations.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	It was obvious from the very beginning of this event that the elected officials in this state were more concerned with protecting the image of industry than making sure our most vulnerable citizens had access to clean drinking water. Elected officials still maintain that they are drinking the water (which no other person I've spoken with is) and portraying to the world that all is well instead of actually addressing the pollution issues in this state.
WhatWaysDidGovSuccessfullyRespond:	Populated areas were gifted with large amounts of water.
WhatWaysDidGovUnderperform:	The WV Clean Water Hub was delivering water on the ground less than 24 hours after the spill was announced. They continue to do so. The governor and others have stopped all water supplies leaving it to the charity of others to insure safe water for our communities. Shameful.
RecommendationsForImprovement:	The WV Clean Water Hub proves that the non-profit model of disaster relief is by far the most effective. They were receiving donations coordinated through existing community organizations and delivering water on the ground less than 24 hours after the spill was announced.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	The WV Clean Water Hub provided me and others in my community with needed water and cleaning supplies.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	The dedication of the volunteers who continue to coordinate the WV Clean Water

Hub continues to impress all involved.

AdditionalComments:

A thinking person must ask, why are 300,000 households across 9 counties in a rural state like West Virginia on ONE municipal water source? The answer is their local water sources have already been compromised by the mining industry and mountaintop removal. Their springs and streams have been blown up or buried. Their wells have been damaged or polluted by slurry injections. Instead of stopping the pollution the state just continued to build out the water source. And then they allowed that to become polluted. SHAMEFUL.

Last Modified 5/5/2014 9:01 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 9:16 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Joe bowling

Governor

Joe bowling has been added

Modify my alert settings View Joe bowling View AfterActionReviewQuestionnaire Mobile View

Title:	Joe bowling
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	My wife and I have three children it's a real inconvenience to try and cook, clean, and bathe 5 people. We own a general contracting buisness Appalachia general contracting we had 4 bathroom remodeling jobs cancel out so we were out of work for about 5 weeks due to the water crisis.
DoYouBelieveGovAgenciesHandledAppropriately:	Undecided
DoYouBelieveGovAgenciesHandledAppropriately2:	Our family skin and eyes and throats was irritated for several days before it was announced there wasa leak. The leak was reported in the morning hrs and we was at our daughters basketball at 5:30 before the do not use water ban was issued we had used the water all day long.
WhatWaysDidGovSuccessfullyRespond:	The government did a good job after they started getting the pieces to the puzzle put together and also the distribution of water.
WhatWaysDidGovUnderperform:	The only thing I recall is the water buffalo that's was filled with the contaminated water and sent out for distribution.
RecommendationsForImprovement:	A alternative water reservoirs in kanawha county and tougher laws on the chemical companys
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	We filled up 5 5 gal coolers at scary creek dot for weeks
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Received bottle water that was donated
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	Very appreciative
AdditionalComments:	I think freedom should be held accountable and punished to the fullest extent of the law. If that was a terrorist that poisoned our water supply we would be in war right now. Another thing is we never herd a peep out of the president of United States about this situation I thought that was wrong

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 9:21 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Jason Baldwin

Governor

Jason Baldwin has been added

Modify my alert settings View Jason Baldwin View AfterActionReviewQuestionnaire Mobile View

Title:	Jason Baldwin
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I drank the water at work for 3 hours before I was advised of the spill. I had to take my kids out in middle of night to stock up on drinking water when it became apparent this was a serious issue. My wife is an R.N at Charleston Memorial, she said it was crazy there was no water or food for employees on the night shift and no where to order, so I had to go back to Krogers and load up on over $100 in sandwich stuff for my wife and her co workers. We travelled to Oak Hill WalMart in late morning for water as nowhere around here had it. We were several days drinking bottled water and bathing in a bucket. Washing clothies in another bucket. We made sure our children didn't touch the water, or our pets, it was a nightmare.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Is this a joke? We were getting different answers from various agencies. The agencies couldn't even tell us what the affects of the chemical would be for days. Dr. Gupta would say one thing, then a rep. From some other agency would say something else. Pregnant women don't drink. Then pregnant women could drink... It was complete chaos.
WhatWaysDidGovSuccessfullyRespond:	By providing several water pick ups and supply stations.
WhatWaysDidGovUnderperform:	They should have had EXPERTS on the chemical speaking. Instead we kept hearing "not much is known about this chemical." And why in the hell would the govt. allow a chemical holding facility like this sit this close to the main water intake for a region that supplied water for this many people.
RecommendationsForImprovement:	Identify in advance any companies that could jeopardize the water supplied or streams and put a plan in place for rapid response in the event of a possible contamination. Waiting hours to make a statement is unacceptable. Also put in place much stricter fines for companies that do this.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	No
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	

PleasedWithAssistanceNonGov:	No
PleasedWithAssistanceNonGov2:	
AdditionalComments:	Let's hope the citizens remember who actually has our best interest at heart come election time. In the weeks since the spill, more info has come to light about our governor and senator and their policy towards chemical and coal.

Last Modified 5/5/2014 9:19 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 9:36 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Tim Ickes

Governor

Tim Ickes has been added

Modify my alert settings View Tim Ickes View AfterActionReviewQuestionnaire Mobile View

Title:	Tim Ickes
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Was last to get water back on since living in Cross Lanes.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Could have had water here by 10 PM the first night from DC if home land/FEMA had called when the emergency was called. I knew by 4 PM that we had a water crisis due to working at the hospital and it was being passed around. We could have had all the fire stations on alert with one radio call and the original trucks which went to the armory could have been radio directed right to each station for distribution. One call to distribution center at FEMA and the rest of communication via radio's/cell phone's in each of the 18 wheeler trailers while in the 6 hour route to Charleston. I know it is possible as we do it everyday while transporting items through central distribution centers. Next one call to Kroger, one to Wal-mart, one to Lowes, one to Home Depot, one to Coke and one to Pepsi distribution centers when the decision was made to issue a DO NOT USE order and even before it went out to the public. IE. we know hours before the general public knew being at the hospital. I know without Pepsi and Kroger it would have been awful in the valley as Pepsi supplied the hospitals and Kroger had 19 semi trucks here in the valley before the 9 got here from FEMA to the armory. Also without the church's opening the tap in St Albans things would have been awful too. Next could have use multiple locations in each community to ease traffic around each of the sites. IE Could have used Cross Lanes baptist lot just off interstate with enter cars off of Big tyler and exit onto West washington street and would have had a steady stream of cars with room for 6 lanes of cars approx 100-150 cars vs the fire station causing traffic back up on an already busy road for at times up to 2 miles. Could have used both locations. The church called and offered the lot due to the traffic backup on Big Tyler at the fire station. Next no involvment of the area church network for water distribution to the poor/elderly and shut in's. IE. We delivered water to the housing projects in three different citi es on Saturday and was told we were the first people to bring water. When I called in on Friday was told that the command center had all the help that was needed for house/complex/elderly water delivery. I could go on but will stop for now. But please call if need more.
WhatWaysDidGovSuccessfullyRespond:	Kept public informed with the water/chemical readings
WhatWaysDidGovUnderperform:	see above
RecommendationsForImprovement:	Take the command team to Florida to learn really how to properly prepare for a disaster. Have master drills for all of the major events that could happen. IE no water, no electric, no gas, chemical air, chemical water, plane chase into major population and rural areas in different times of the year and temperatures with all agencies being involved. Get rid of the military general as the main leader of the command center if he is not ready and able to perform the job.

PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Like every one else if/when I went by a water station and it had water would stop and get some for the poor and elderly what lived around me on my street.
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	The fireman and volunteers were usually very nice.
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	My church and Kroger selling water at cost.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	Without the church and Kroger getting water for my family would have been considerably harder if I had to wait and depend on FEMA deliveries to the fire stations like most had too.
AdditionalComments:	Was very disappointed in home land security/FEMA/ WV home land security/national guard and the general response to the entire event. Was involved with tyler mountain fire when home land security came to WV in the early 2000's and the millions of dollars flowed into the valley and state of WV and I really thought the response would have been top notch not an embarrasment for the nation to see and to call it another Katrina with the local authorities been caught with their pants down again as it was.

Last Modified 5/5/2014 9:34 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 9:46 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Patsy Elkins

Governor

Patsy Elkins has been added

Modify my alert settings View Patsy Elkins View AfterActionReviewQuestionnaire Mobile View

Title:	Patsy Elkins
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Boone
DescribeHowYouWereAffected:	The smell was terrible, I had to drive to Logan County to do laundry. When I started bathing in it after the ban was lifted, it made my skin itch pretty bad..and had to get water from family members in other counties to have water to cook with.
DoYouBelieveGovAgenciesHandledAppropriately:	Undecided
DoYouBelieveGovAgenciesHandledAppropriately2:	
WhatWaysDidGovSuccessfullyRespond:	don't know much about this sort of stuff
WhatWaysDidGovUnderperform:	I think they should have shut the water completely off instead of it continuing to go through the lines.
RecommendationsForImprovement:	
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Madison volunteer fire dept. gave out bottled water and that really helped.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified: 5/5/2014 9:41 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 10:06 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - RITA MARINELLI

Governor

RITA MARINELLI has been added

Modify my alert settings View RITA MARINELLI View AfterActionReviewQuestionnaire Mobile View

Title:	RITA MARINELLI
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	WE DID NOT KNOW OF THE SPILL OR DO NOT USE ORDER TILL 6 PM NEWS REPORT. WE HAD USED WATER ALL DAY. MY HUSBAND AND I ARE BOTH DISABLED SENIORS WITH CHRONIC HEALTH ISSUES. BOTH OF US HAD FLU LIKE SYMPTOMS. COUGHING, WHEEZING, VOMITING, DIAREAHA AND BURNING SKIN. FINDING WATER, MAJOR BLOW TO OUR LIMITED BUDGET, AND TRYING TO SURVIVE WITH VERY LIMITED AMOUNTS WAS HORRIBLE. WE BOTH HAVE SPECIAL DIETS, PROCESSED FROZEN MEALS WERE NOT A OPTION.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	NO!! FIRST IF YOUR JOBS WAS PREFORMED IN THE FIRST PLACE THIS WOULD HAVE NOT HAPPENED. YOU PUT THE VERY PEOPLE YOUR HIRED/ ELECTED TO PROTECT IN HARMS WAY. MY ROOTS RUN DEEP IN THE COAL AND CHEMICAL INDUSTRY. THERE NEEDS TO BE A MORE ACCOUNTABLE/ SHARED RESPONSIBILITY WITH THE HEALTH AND WELL BEING OF THIS STATE. I AM PRO BUSINESS BUT NOT WHEN THE GREED OF MONEY OVER SHADOWS HUMAN LIFE. I FELT EVERY ONE INVOLVED TALKED A GREAT TALK OF LEGAL EMPTY WORDS. YOU HAD TO LISTEN TO HOURS OF LEGAL FILLER WORDS AND GOOD OLE BOY SLAPS ON THE BACK SPEACHES, TO GET A FEW NUGGETS OF USABLE INFORMATION. WE THE PEOPLE BORE THE PAIN OF YOUR INADEQATE JOB PREFORMANCE AND NOW WE WILL HAVE TO BEAR THE FINANCIAL BURDEN, WHILE THOSE RESPONSIBLE WILL WALK AWAY.
WhatWaysDidGovSuccessfullyRespond:	FINALLY GETTING WATER DISTRIBUTED, JUST NOT ENOUGH AND NOT SOON ENOUGH. OUR NATIONAL GUARD AND VOLUNTEER FIRE DEPARTMENTS WERE GREAT.
WhatWaysDidGovUnderperform:	BY ALLOWING THIS TO OCCUR IN THE FIRST PLACE. BY CONFUSING THE PUBLIC WITH THEIR (TRYING TO COVER THEIR FAILURES) HALF TRUTHS AND IGNORANCE OF FACTS. YOU GUYS WERE ELECTED AND HIRED TO PROTECT THIS STATE AND ITS PEOPLE. YOU SHOULD KNOW WHATS GOING ON IN BUSINESSES, KNOW WHAT CHEMICALS IS STORED, OR TRANSPORTED THRU OUR STATE.
RecommendationsForImprovement:	YOU GUYS WERE ELECTED AND HIRED TO PROTECT THIS STATE AND ITS PEOPLE. YOU SHOULD KNOW WHATS GOING ON IN BUSINESSES, KNOW WHAT CHEMICALS IS STORED, OR TRANSPORTED THRU OUR STATE. FORCE BUSINESS AND RESIDENTS TO BE RESPONSIBLE FOR THEIR ACTIONS. WHY DOES IT TAKE A ACT OF CONGRESS TO MAKE BILLS AND HOLD COMMITTEE MEETINGS WHEN COMMON SENSE SAYS PROTECT, DEFEND AND PREVENT. MORE MONEY IS WASTED DAILY WORDING DOCUMENTS AN BILLS TO HIDE AGENDAS. SAY WHAT YOU MEAN AND MEAN WHAT YOU SAY.

PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	NATIONAL GUARD, VOLUNTEER FIREMEN, POISON CONTROL CENTER. 9 CASES OF FEMA LETS SAY $5 DOLLARS A CASE AND OH MY YOU GAVE ME $45 DOLLARS. I HAD TO PURCHASE THREE TIMES THAT AMOUNT AND PAY A HUGE WATER BILL (MINUS $5 DOLLAR CREDIT)A WATER.
PleasedWithAssistance:	Somewhat
PleasedWithAssistance2:	I WAS PLEASED WITH THEIR PERFORMANCE. I WAS GREATLY DISPLEASED WITH THE LIMITED AND SLOW AVAILABILITY OF RESOURCES.
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	OUR VOLUNTEER FIRE DEPARTMENTS STEPPED UP WHERE OUR POLITICIANS FAILED.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	WHEN THEY FINALLY GOT RESOURCES FROM FEMA.
AdditionalComments:	9 CASES OF FEMA WATER, LETS SAY $5 DOLLARS A CASE AND OH MY YOU GAVE ME $45 DOLLARS. I HAD TO PURCHASE THREE TIMES THAT AMOUNT AND STILL BUYING BOTTLED WATER, NEW WATER FILTER $56 DOLLARS FOR FRIDGE, PAY A HUGE WATER BILL (MINUS $5 DOLLAR CREDIT). USED TONS OF GAS SEARCHING FOR WATER. STRESSED TO THE BREAKING POINT, HEALTH CONCERNS AND LACK OF TRUST, FEAR OF THE UNKNOWN. MANY PHONE CALLS AND VISITS TO FAMILY DR'S. ON TOP OF ALL THAT UNEXPECTED EXPENSE, THE TRICKLE DOWN AFTER CRISIS FUNDS THAT WE THE PUBLIC WILL PAY SO FREEDOM INDUSTRIES, AND ALL THEIR AFFILIATES CAN WALK AWAY. CAN YOU TELL I AM DISGUSTED WITH THE WAY THIS WHOLE CRISIS WAS HANDLED?

Last Modified 5/5/2014 10:04 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 10:11 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Roger Meade

Governor

Roger Meade has been added

Modify my alert settings View Roger Meade View AfterActionReviewQuestionnaire Mobile View

Title:	Roger Meade
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Mingo
DescribeHowYouWereAffected:	I was not directly affected by the Charleston spill but this comfirmed what I thought all along.This chemical that coal companies use to clean coal was first introduced in southern WV in the early 70,s.This has seeped into out water ways and ground water for 40plus years now.Before this process came into use,cancer was almost unheard of in southern Wv.Now there is not a single family who hasn,t been affected by cancer somehow.This is an epidemic in this region now.I hope that our state government will not only look at this as a Charleston issue,but a state wide problem.I hope that the coal companies will be forced to stop this deadly use of chemicals and pay some type of restitutation to the thousands of families affected by this....I am not anti-coal,but I am pro-life.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I think out of state,unbiased inspectors and out of state labs should of been used.It would be virtually impossible to find someone in-state not affiliated with the coal industry in some form.
WhatWaysDidGovSuccessfullyRespond:	They seemed to try,thru their health agency,keep citizens informed of the dirty water.I believe our governor and his staff truly love the people of WV.I place the blame directly on the coal industry and their chemical suppliers.
WhatWaysDidGovUnderperform:	They didn,t.They acted on what information they had.
RecommendationsForImprovement:	Chemicals should be treated in the same manner as explosive material.They should not be allowed anywhere near our waterways and as far away from populated areas as possible.They should be strictly regulated by highly trained inspectors.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	

AdditionalComments:

Again,I want to emphasize that I am not anti-coal.I come from coal mining family.The coal industry has been my source of income for most of my working life.West Virgina has to have the coal industry.Our future jobs will depend on not only mining,but usable property from re-claimed strip mines for factory,s and homes.The coal companies just need to step up and face the facts and change their chemical usage...I want to thank the governor for his interest in taking the time for our feedback.

Last Modified 5/5/2014 10:07 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 10:11 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Terry Miller

Governor

Terry Miller has been added

Modify my alert settings View Terry Miller View AfterActionReviewQuestionnaire Mobile View

Title:	Terry Miller
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I still fear the long term health effects
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I thought the whole mess was screwed up ... total confusion AND I just answered these questions from the Health Dept.
WhatWaysDidGovSuccessfullyRespond:	
WhatWaysDidGovUnderperform:	
RecommendationsForImprovement:	
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Bottled water
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Bottled water
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	
AdditionalComments:	I feel like the county should have gone after landlords and made sure they flushed outside spigots for their tenants

Last Modified 5/5/2014 10:09 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 10:11 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Charlotte

Governor

Charlotte has been added

Modify my alert settings View Charlotte View AfterActionReviewQuestionnaire Mobile View

Title:	Charlotte
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I broke out in a rash after they told us to Flush our pipes. I had Cook and Drank the water tha water or use the water. I was sick to my stomach for almost 2 weeks, before it cleared up. I WI friends house who had well water to take showers for weeks. Even tho its been 4 months , whe water to drink and Cook with and still paying the water bill.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	We the people were lied to from the beginning. The shut off valves should have been shut off a not reached. We could not use the water anyways. They would not say the water was SAFE to wasn't even Honest enough to tell us Not to drink it. They also were taken the Bad water to Elk
WhatWaysDidGovSuccessfullyRespond:	The Fire departments passed out Water in our area.
WhatWaysDidGovUnderperform:	In every way. They dropped the Ball on this big time. They should have made sure the School k Country , they would still be sending them water supplies till everyone felt the water was safe t
RecommendationsForImprovement:	They need to vote all these people out of office and put New people in that will take care of the one but these company that are able to destroy us thru our drinking water.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	No
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Sissonville fire dept.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	The volunteers gave out the water till it was gone, and it was so cold, on some of those days.
AdditionalComments:	

Last Modified 5/5/2014 10:08 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 10:11 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Ashley Hicks

Governor

Ashley Hicks has been added

Modify my alert settings View Ashley Hicks View AfterActionReviewQuestionnaire Mobile View

Title:	Ashley Hicks
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Was unable to use water. Did not get the notice until hours after drinking it, even though at the time I was working at the DEP. We went back and forth to my fiancé's family's house in Beckley in order to haul safe water back home to wash clothes, give to animals, etc. I personally just started drinking the water this weekend but not because my faith in the safety of the water has been restored. I will not be surprised if I and many others in the affected area have health issues down the road. The government did not keep citizens (or employees) informed of any updates. I have lost faith in our leaders.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Notice should have been given out much earlier.
WhatWaysDidGovSuccessfullyRespond:	
WhatWaysDidGovUnderperform:	Communication. Reliability.
RecommendationsForImprovement:	Better, faster communication.
PersonallyAssistedByGov:	
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/5/2014 10:09 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 10:31 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Robert Bird

Governor

Robert Bird has been added

Modify my alert settings | View Robert Bird | View AfterActionReviewQuestionnaire | Mobile View

Title:	Robert Bird
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	1. without potable running water for duration 2. local businesses closed meant disruption of daily routine, business routine 3. loss of faith in WV Water 4. increased billings due to "flushing"
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Everyone reacted too slowly and without a coordinated plan. By the time the people in charge recognized an emergency was occurring, it was beyond what they felt capable of correcting. The emergency was not only predictable, but it was forecast in the 1980s when WV Water began taking over local water systems. The government has been ignoring the possibility for more than three decades.
WhatWaysDidGovSuccessfullyRespond:	It did begin the distribution of potable water within 96 hours as is supposed to occur following a disaster.
WhatWaysDidGovUnderperform:	By allowing WV Water to pass along costs and responsibilities to the consumer. The entire cost of the problem should fall between Freedom Industries for causing it and WV Water for not having a plan in place to deal with it. I can be argued that WV Water's program of local water system buyouts (and elimination) that allowed this to move to disaster status. Their plan = their liability. It wanted to shut down bottled water distribution long before faith in the water supply was restored. Of course, for many it will never be restored.
RecommendationsForImprovement:	Do your jobs! Make WV AM water have multiple sources for potable water generation to be distribution through their system (at the cost to the company).
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Chas Health Dept. by distributing bottled water, however, they were always out by the time I got there. Charleston Fire dept.
PleasedWithAssistance:	No
PleasedWithAssistance2:	Some distribution points (Chas Health dept on many occasions) closed prior to posted times or were out of water to distribute.
AssistedByNonGov:	Yes

AssistanceProvidedByNonGov:	Pinch Vol Fire Dept. distributing bottled water.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	
AdditionalComments:	The Governor should make WV Water stockholders eat as much of the costs for this as possible and not pass it along to the consumer. No one can claim surprise at this happening. It has been forecast from the beginning of WV AM Water's existence in West Virginia. Make them come up with a plan to deal with a similar problem!

Last Modified 5/5/2014 10:27 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 10:56 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Cheryl Judy

Governor

Cheryl Judy has been added

Modify my alert settings View Cheryl Judy View AfterActionReviewQuestionnaire Mobile View

Title:	Cheryl Judy
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Boone
DescribeHowYouWereAffected:	My water, pipes, and appliances were all contaminated with MCHM during the water crisis. I had just taken a long, soaking bath when I heard that the water had been contaminated. I became very worried but stayed calm. I later had slight diaherra and queasiness but that went away after a couple of days. After I flushed my lines after the all clear, and began using the water again I then had diarrhea and queasiness. This too passed within a few days. I still worry about what effects this chemical spill will have on my health later down the road but I understand that no one knows.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I feel that the government officials and the water company put citizen at a greater risk by not shutting down the plant. I understand about fire protection and sanitation but how long would it have taken to run a conduit from the water plant upriver above the spill? This would have been a better, faster solution. Another problem that I have with the government is the lack of health monitoring of ALL affected citizens.
WhatWaysDidGovSuccessfullyRespond:	The government agency that was the most successful in their response was the Kanawha-Charleston Health Department lead by Rahul Guppta. Mr. Guppta was the only official that was open and honest during the entire crisis.
WhatWaysDidGovUnderperform:	The Governor looked like a ignorant buffoon during news conferences. He did not show a lot of leadership nor intelligence. Instead of researching, being informed and learning about the chemicals effects, etc., he had others speak on the issues. That, in its self, is a attribute of pure laziness.
RecommendationsForImprovement:	Not only should chemical tanks be more closely monitored but all water intakes should be placed well upstream from tank farms. Legislators had a knee jerk reaction in passing weak laws that do little to protect the citizens. Federal agencies, that actually use tax payer monies to operate, have funding to do health monitoring. I researched this issue myself two days after the spill and found at least three Federal agencies that provide this type of service. Do your homework!
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	

AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	The Racine Fire Department did an excellent job handing out water during the crisis but they had very little to give out. I know this because I assisted with this effort.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	Extremely!
AdditionalComments:	

Last Modified 5/5/2014 10:52 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 11:06 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Brian Penix

Governor

Brian Penix has been added

Modify my alert settings View Brian Penix View AfterActionReviewQuestionnaire Mobile View

Title:	Brian Penix
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	1.5 weeks without water. Had to travel out of the county to get water in the beginning days.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	CDC, Health Department, Chemical Safety Board, DEP, National Guard response weak and uncoordinated.
WhatWaysDidGovSuccessfullyRespond:	Local emergency services, fire departments and the like once water was obtainable did an outstanding job disbursing it in the face of frigid temps.
WhatWaysDidGovUnderperform:	Lack of knowledge in what and how much was spilled lead to confusing and conflicting information being released. In my opinion this lead to erosion of confidence in anything that was released later. Better record keeping needs to be done with verification of the chemical industry with more rigorous DEP inspections. The media bears a lot of the responsibility for the disinformation that was spread due to trying to get sensational headlines. One media relations person needs to speak with one voice from government. Have just one spokesman not 13 each saying something different.
RecommendationsForImprovement:	Force chemical companies to perform toxicology on all, and I mean all the chemicals, whether mixed or not. Having no information on the chemicals, their use, or whether they were mixing chemicals contributed to all the confusion and lead to the conflicting reports on the effects of the spill. This eroded confidence in what was being released. The legislature needs to revamp the bankruptcy laws of the state to make it more difficult for companies to bail out via bankruptcy the moment an incident happens. Prosecutions of company officials for malfeasance need to proceed at a faster rate. Divestiture of gains (aka "golden parachutes") needs to occur early with asset seizure early on.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Pinch fire department. Water distribution.
PleasedWithAssistance:	Somewhat
PleasedWithAssistance2:	The length of time it took to get water from outside sources contributed to the delay in water distribution in the early days. The times of distribution were shaky because of weather.
AssistedByNonGov:	No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

This isn't the first chemical spill that has happened in the Kanawha Valley. It seems nothing was learned in the multitude of other spills. To rely on the corporations to self police themselves has proven to be a failure not only in the chemical industry but in all industries that use self policing. DEP should be beefed up to allow for more inspections with blatant repeat violations resulting in divestiture of assets for the company and possible prosecutions for company officials since fines are seen as simply the cost of doing business and have no effect. I really don't expect this report to mean anything since the politicians, including the governor, are too dependent on political campaign contributions from these corporations. In short, we have the best politicians money can buy!

Last Modified 5/5/2014 11:04 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 05, 2014 11:21 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Eli Baumwell

Governor

Eli Baumwell has been added

Modify my alert settings View Eli Baumwell View AfterActionReviewQuestionnaire Mobile View

Title:	Eli Baumwell
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	http://m.huffpost.com/us/entry/4591499 Enough said.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	There should have been much more detailed information about MCHM and potential health effects. There should have been mite rigorous inspections and enforcement of chemical containment. There should have been clearer answers about the spill abd the health recommendations.
WhatWaysDidGovSuccessfullyRespond:	It was treated as appropriately serious at the onset. There was (for a time) political will to rein in the worst elements of laissez faire capitalism ad it relates to our water.
WhatWaysDidGovUnderperform:	See above.
RecommendationsForImprovement:	Where to start. Think forward. Stop catering to unsustainable, outdated industries. Rewrite all chemicals used to have a full health profile. Give teeth to the DEP.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Fire department gave out water.
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	We got water.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	Weather it's next month or in 40 years, coal is going away. As it happens the industry will continue cutting costs, they will fight environmental regulations, they will fight basic safety standards, they will continue to decrease wages, they will shirk their duties to pensioners. These things will move this state further backwards.

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 12:21 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Mary Steele

Governor

Mary Steele has been added

Modify my alert settings View Mary Steele View AfterActionReviewQuestionnaire Mobile View

Title:	Mary Steele
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	We are still using bottled water to drink and cook with. I haven't been able to use my icemaker so we haven't had ice since January. We just don't trust the water Company, and it's getting expensive when your on a fixed income and have a lot of medications to buy. How can we trust a company that waits 12 hours before letting the public know and in the meantime we are using this contaminate water. Thank you for taking the time to hear how we feel. W r.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	There was no notification of any kind when there should have been. So for 12 hour's the public was drinking contaminated water. Children was drinking this poison and babies having formula mixed with it. We still don't know what may happen down the road.
WhatWaysDidGovSuccessfullyRespond:	Finally they brought in water for the public. But like I said that there are people still using bottled water that is money that we should not havetobuy.
WhatWaysDidGovUnderperform:	By not getting help to us sooner. The CDC was not the best help either.
RecommendationsForImprovement:	I'm not in any position to make that call, but I am a 72 year old woman and I know there are smart enough people to figurethatout.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	The only way was my getting some water from the water buffaloes.
PleasedWithAssistance:	No
PleasedWithAssistance2:	I have RA and it was very hard for me to carry 5 gallon of water load and unload it.My husband is 85 and very feeble walking with a cane and couldn't help.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments: How Can you help the public trust the water company again.? We don't trust the water yet we have to pay a water bill every month and still buy water, and ice if we use ice.

Last Modified 5/6/2014 12:20 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 12:31 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - michael humphrey

Governor

michael humphrey has been added

Modify my alert settings View michael humphrey View AfterActionReviewQuestionnaire Mobile View

Title:	michael humphrey
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Like others, we were without water usage for an extended period. We caught rainwater to bathe and wash dishes. We have lost a lot of faith in the safeguards, or lack of them, that this state should have in place for its citizens.
DoYouBelieveGovAgenciesHandledAppropriately:	Undecided
DoYouBelieveGovAgenciesHandledAppropriately2:	I'm certainly not seeing aggressive action in introducing legislation to hold companies FULLY responsible for their destructive practices. On the federal level, we are now lab rats. On the state level, we are a consequence of simply "doing business".
WhatWaysDidGovSuccessfullyRespond:	?
WhatWaysDidGovUnderperform:	The fact that this facility had no inspection since the '90's is deplorable. Outside of government, a scenario this serious would cause people to lose their job that were in responsible positions. Many people feel unprotected and uncared for, and you won't anytime soon see this let up.
RecommendationsForImprovement:	For people in positions of responsiblity that oversee these type of crisis prevention, heads should've rolled. Citizens see the "good ole boy" system alive and well, where no one in authority is held accountable. Also, the plug was pulled too fast on water distribution. If the citizens still request it, its your job to provide it.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	WV national guard, providing water for release to the public.
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	Glad they were able to help.
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Sissonville fire dept handing out cases of water.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	They were very dedicated.
AdditionalComments:	Citizens of WV always rally to help one another in a crisis. This incident caused many to help each other because of people's lack of faith in the state government's ability and honesty in aiding its citizens. I wasn't hit as bad as many others were, but it was still a hardship. People with few resources are still buying water.

Understandably, it is Freedom Industries and WV Water that bears the heaviest responsibilities, but the state was lackluster in its response.

Last Modified 5/6/2014 12:29 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 1:16 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - lisa smith

Governor

lisa smith has been added

Modify my alert settings View lisa smith View AfterActionReviewQuestionnaire Mobile View

Title:	lisa smith
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	My grandfather passed away the day this happened. Since everything was closed down, people left cases of water on my dads porch. After no showers for anyone, we laid our patriarch to rest. There were no flowers, no food, and water was begged at the service. When my parents got home, all 13 cases were stolen off of their back porch. I work at a daycare, no job, no money, no way to pay to pay bills. Behind on everyting.. love how our water bilk went up!!! So sick at my stomach over this... I could go on and on.. really?
DoYouBelieveGovAgenciesHandledAppropriately:	Yes
DoYouBelieveGovAgenciesHandledAppropriately2:	They helped with water eventuality.
WhatWaysDidGovSuccessfullyRespond:	Etc..
WhatWaysDidGovUnderperform:	How many days did this go on? Monitor!!!
RecommendationsForImprovement:	Those tanks were old and worthless!!
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Eventually free water was given. But we had to travel to get enough.
PleasedWithAssistance:	Somewhat
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	Somewhat
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/6/2014 1:12 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 1:31 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Kristopher Casdorph

Governor

Kristopher Casdorph has been added

Modify my alert settings View Kristopher Casdorph View AfterActionReviewQuestionnaire Mobile View

Title:	Kristopher Casdorph
Address:	[redacted]
PhoneNumber:	
EmailAddress:	
County:	Monongalia
DescribeHowYouWereAffected:	I am a full-time student at WVU, but my family (including my 8 year old daughter) lives in Kanawha County; less than a mile from the spill. I was deeply distressed by the events of the spill. Due to the hazards presented by the "water" the governor allowed WVAW to pump into homes throughout central WV, I was advised to not come home and visit my family.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Governor Tomblin never issued an apology for his hasty declaration that the water was safe to use. In WV, any bad action can be forgiven. However, in order to be forgiven, one must apologize for bad action. No such apology ever came from the governor's office. In the rush to keep residents from being upset, the governor said the water was safe for use when it wasn't. His attitude towards those suffering from the effects of his poor decision was disgusting. While using or not using the water was a "personal decision," allowing WVAW to pump poison into the homes of WV residents was a gubernatorial decision. I was terribly disappointed in the governor for this decision. I also wonder if these decisions were made due to the fact that Bob Kiss used to be a director for WVAW. I was disappointed in the lack of political courage from the WV Legislature. Governor Tomblin should have been impeached for maladministration of the crisis. He showed a lack of character, a lack of good decision making skills, and a lack of care for his fellow West Virginians.
WhatWaysDidGovSuccessfullyRespond:	When you allow a private company to pump poison into West Virginia homes, I find it hard to call any action taken a "success."
WhatWaysDidGovUnderperform:	State government failed to protect WV residents from two companies (Freedom Industries and WVAW) who put profits over people. One of these companies (WVAW) has ties to the governor's office (through Bob Kiss). The other donated to the governor's political campaign.
RecommendationsForImprovement:	The governor should do the honorable thing and resign. So should Bob Kiss. New leadership; leadership that cares about West Virginians, is the only way to improve this state.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	No
PleasedWithAssistance2:	

AssistedByNonGov:	No
AssistanceProvidedByNonGov:	Actually, I helped a water drive here at WVU for those affected at home.
PleasedWithAssistanceNonGov:	No
PleasedWithAssistanceNonGov2:	
AdditionalComments:	This event killed the trust I had in WV governance. I'm not the only one, either.

Last Modified 5/6/2014 1:30 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 4:31 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Paula Conley

Governor

Paula Conley has been added

Modify my alert settings View Paula Conley View AfterActionReviewQuestionnaire Mobile View

Title:	Paula Conley
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Was with out water for several days. I have several illnesses and it was very hard being on a fixed income to have to buy water because my home water was unsafe. I had places on my skin from bathing in the water even when we were told it was safe.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	We never got any help like a big city would have.
WhatWaysDidGovSuccessfullyRespond:	they brought in water trucks but we never knew where they were.
WhatWaysDidGovUnderperform:	we should of gotten a lot more help. The help was just not there. I never drank the water after we were notified of the spill. I believe it has gotten into the water before we were told. Where was our president during this time of need???
RecommendationsForImprovement:	for government to get off there buts and help it's citizens.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	No
PleasedWithAssistance2:	N-A
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	No
PleasedWithAssistanceNonGov2:	
AdditionalComments:	It is a shame that we had to go through this crisis. Got a slap in the face from the America government.

Last Modified 5/6/2014 4:30 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 6:16 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Andrew Allen

Governor

Andrew Allen has been added

Modify my alert settings View Andrew Allen View AfterActionReviewQuestionnaire Mobile View

Title:	Andrew Allen
Address:	[redacted]
PhoneNumber:	
EmailAddress:	
County:	Kanawha
DescribeHowYouWereAffected:	Like everone else, I didn't drink the water until it was cleared to drink. Took regular showers within 2 days after the spill and was told the water/chemical was supposed to be not harmfull to bath in.
DoYouBelieveGovAgenciesHandledAppropriately:	Yes
DoYouBelieveGovAgenciesHandledAppropriately2:	I think it was completely over blown and was hyped by the media and all the law firms.
WhatWaysDidGovSuccessfullyRespond:	Provided drinking water at central locations.
WhatWaysDidGovUnderperform:	None that I am aware of.
RecommendationsForImprovement:	Hind site says the water intake should have been located above the 70 years old tanks.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	I thought the water co. responded as well as they could and was blamed for something they had no control over. It has yet to be shown that any health issues were because of the water. Only the law firms seeking damages and those people going to the hospital were just trying to get something for nothing. Everyone, and more especially the media needs to get over this and move on. At least it wasn't blamed on Obama Care. Even CNN has finally let up on the missing plane.

Last Modified 5/6/2014 6:02 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 7:00 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Darrell King

Governor

Darrell King has been added

Modify my alert settings View Darrell King View AfterActionReviewQuestionnaire Mobile View

Title:	Darrell King
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Cabell
DescribeHowYouWereAffected:	I hauled water too those who didn't have water
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The useless Dep wasn't doing their job to start with, the Dep ought too be dismantled and done away with to save the taxpayer's money too many flip fop answers on the safety of the water and the chemical
WhatWaysDidGovSuccessfullyRespond:	when they stayed off the tv and kept their mouth shut
WhatWaysDidGovUnderperform:	in every way a person can imagine
RecommendationsForImprovement:	hold the companies responsible for their mess
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	No
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	
AdditionalComments:	resign as Governor

Last Modified 5/6/2014 6:59 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 7:31 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Robert Williams

Governor

Robert Williams has been added

Modify my alert settings View Robert Williams View AfterActionReviewQuestionnaire Mobile View

Title: Robert Williams

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Kanawha

DescribeHowYouWereAffected:

I received notification of the water contamination around 6 pm on the day of the spill. I did not use the water until after I flushed my residential home system on the following Wednesday. That Thursday, November 9, 2014, I went out seeking water supplies for myself, my 89 year old mother and other friends. There was already a rush on water, and I ended up driving deep into Kentucky until I could find readily available water supplies. I purchased about 20 gallons of water and returned to Charleston.

I basically took sponge baths until I flushed my system. I did not drink the water from taps for several weeks thereafter. Since the water from my taps still contained an odor and had an oily feel to me even after more extensive flushing, I used purchased water as a final rinse after my first few showers.

DoYouBelieveGovAgenciesHandledAppropriately: Undecided

DoYouBelieveGovAgenciesHandledAppropriately2:

I was relatively pleased with the alternative water supply distribution. My mother resides in an elderly housing complex in St. Albans, and water was brought to her regularly throughout the crisis. She also continues to use purchased water for most drinking and cooking purposes.

I thought that the information provided early in the crisis was rather sketchy. I also did not understand why just one parameter was used to clear all uses for water. For most thresholds, I would have suspected one threshold for cleaning, and a lower threshold for consumption. Since there was little information on the chemical, I treated the all clear as a signal that it was usable for washing first, and then see how it did.

I have sensitive skin, and did have some mild reaction to the initial showers I took. It felt better after I rinsed with bottled water. That is why I was reluctant to ingest or drink any tap water for a long period of time.

The flushing undertaken by the water system did not seek adequate to me. The instructions also seemed to be counterintuitive. Since I had not used any water since before the spill, and MCHM remained in the water system, it would seem to be more reasonable to flush the cold water pipes first, and have cleaner water running through your system, before you introduced any potentially contaminated water into your hot water heater. Once contaminated water was drawn into your hot water heater, it would be difficult to remove any remaining contamination from your appliance. Continuing to empty and draw down the tank would help dillute the contaminant, but would not totally remove it unless you completely emptied and cleaned the tank.

The water system had the same issues. THey could not have performed a complete flushing without shutting down their system for an extended period, and completely drained and scrubbed their storage tanks and cleaned their filters. Therefore, some residue would remain in the system, and continued to be distributed from time to time. While the concentrations would continue to go down over time, they were not entirely removed from the system.

I was not surprised when issues continued to pop up from time to time.

I believe that most of the government agency responses were driven by the private water company's chosen response to the situation. Once MCHM was introduced into the water system. there was extensive pressure to say the issue had been resolved to a point where the water could be turned on again.

I just think that better information and caution should have been exercised once it was restored, and the water use should have been restricted more as we determined how different concentrations affected us. I think that it should have first been cleared for cleaning purposes, then for bathing, then for ingestion. That way the public and the physicians responding to complaints would have had information on how it affected people before it was cleared for the next level of usage.

I think that we should have proceeded out of a greater abundance of caution, in the absence of sufficient data or experience.

WhatWaysDidGovSuccessfullyRespond: setting up water distribution locations, and distributing to people, such as aged and infirm, who could not reasonably go and retrieve their own supplies.

WhatWaysDidGovUnderperform: Acted too quickly to give an all clear sign. embraced the initial CDC shot in the dark opinion too quickly, then did not deviate from that standard even as more information was provided. While it was a public confidence issue, and a PR problem for the water company, the health and safety of the citizens should have been placed ahead of the water company's PR concerns. THe government can't solve the water company's PR problems, and should leave that to the water company to handle throughout the crisis.

RecommendationsForImprovement: Let the state regulators take a more active and proactive role in responding to emergencies and potential emergencies.

Persons who have an agenda to justify their own actions or inactions, whether it be Freedom or WV American, should not be the primary spokespersons for the government's response during an emergency. However, as coordination of a response included accurate sharing of information, they should have a separate and distinct platform for communicating with the public during a state of emergency.

However, it is not necessary for the polluter and the government responders to speak with one voice, as they coordinate their efforts.

PersonallyAssistedByGov: Yes

AgenciesThatAssisted: PIcked up additional water supplies at a local fire department.

PleasedWithAssistance: Yes

PleasedWithAssistance2: Since I already had obtained my initial emergency supplies through my own efforts, I waited until the lines went down and other attended to their needs, before I picked up additional supplies for others.

AssistedByNonGov:

AssistanceProvidedByNonGov: Charleston Fire Department

PleasedWithAssistanceNonGov: Yes

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/6/2014 7:27 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 7:51 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Joseph Kaimer

Governor

Joseph Kaimer has been added

Modify my alert settings View Joseph Kaimer View AfterActionReviewQuestionnaire Mobile View

Title:	Joseph Kaimer
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Boone
DescribeHowYouWereAffected:	we had no running water for at least a full week, then it still smelled so bad, we were afraid to use it.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I feel they should have told us sooner then they did. If it happened in the morning, we should have been notified then and not at 4:00 in the afternoon. They should not have said the water was safe for anyone to use without testing on the effects it had on people. They said it was safe, then they said don't drink it if you were pregnant or a child. Why is it safe for the rest of us if it isn't safe for them?
WhatWaysDidGovSuccessfullyRespond:	They were pretty quick about getting and distributing water to people effected during the spill. However, I feel they should have handed it out longer since people were to afraid to use it.
WhatWaysDidGovUnderperform:	not enough testing on the outcome of the lives of everyone everyone effected
RecommendationsForImprovement:	more testing for ALL chemicals used in the state in case of another accident.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	Somewhat
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	WV Clean Water Hub, they have been a tremendous help making sure we had safe, clean drinking water.
PleasedWithAssistanceNonGov:	Somewhat
PleasedWithAssistanceNonGov2:	
AdditionalComments:	I am still unsure if the water is safe. We only use it to shower and to do laundry. We are afraid to cook with it or drink it.

Last Modified 5/6/2014 7:49 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 8:00 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - MARY LEE WILSON

Governor

MARY LEE WILSON has been added

Modify my alert settings View MARY LEE WILSON View AfterActionReviewQuestionnaire Mobile View

Title:	MARY LEE WILSON
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Harrison
DescribeHowYouWereAffected:	I WATCHED A MISERABLE RESPONSE TO SOMETHING THAT MADE ME AND MAKES ME WONDER WHAT WILL HAPPEN IF IT HAPPENS HERE.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	FIRST OF ALL, I CAN'T BELIEVE YOU THINK IT'S OVER. SECONDLY, I CAN'T BELIEVE YOU ALLOWED FREEDOM TO COME BACK TO DO BUSINESS IN THIS STATE. THIRD, FROM WHAT I SAW...YOU REALLY DID LITTLE ELSE THAN WARN PEOPLE NOT TO DRINK IT. IN OTHER WORDS, YOU DID NOTHING...BUT COVER UP YOUR INABILITY AND UNWILLINGNESS TO DO ANYTHING..OR PREVENT ANYTHING IN THE FUTURE.
WhatWaysDidGovSuccessfullyRespond:	A FEW TANKERS OF WATER GOT PARKED IN LOTS TOO FAR FROM THE PEOPLE WHO REALLY NEEDED THE WATER
WhatWaysDidGovUnderperform:	IN EVERYWAY
RecommendationsForImprovement:	
PersonallyAssistedByGov:	
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	I WATCHED PEOPLE STRUGGLE FROM HERE. IT WASN'T PRETTY
AssistedByNonGov:	
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	YOU SHOULD RESIGN

Last Modified 5/6/2014 7:59 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 8:15 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Robin Mahonen

Governor

Robin Mahonen has been added

Modify my alert settings | View Robin Mahonen | View AfterActionReviewQuestionnaire | Mobile View

Title:	Robin Mahonen
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Ohio
DescribeHowYouWereAffected:	As a proud West Virginian, who actually CHOSE to move here from NYC for its natural beauty, I am affected by anything that hurts my friends, neighbors and family. As Founder of the Wheeling Water Warriors, an activist group monitoring water issues, specifically related to fossil fuel extraction, we immediately went into action to help our neighbors. Through the efforts and donations of our volunteers, we sent down 7 trucks with water, baby formula, paper products and other supplies to assist in the disaster relief. Using our established contacts with other grassroots groups, we concentrated on getting our supplies to those in the most underserved areas, and those more likely not to receive assistance, the seniors, and the poor back in the hollows who had no transportation to get clean water.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Absolutely not. First, they allowed the siting of dangerous chemicals too close to a water supply. Second, they did not protect the water by inspecting the site regularly. Third, they did not adequately inform the public of the dangers, and how to protect themselves. Fourth, contradictory information was dispensed to the public, creating confusion, and the lack of trust in the safety of our water which continues to this day. Fifth, relief efforts were inadequate, and did not reach the most needy. Sixth, relief efforts stopped before the public felt safe using water from the municipal source. Seventh, the company, Freedom Industries, has filed for bankruptcy, leaving the taxpayers holding the bag for this cleanup. Eighth, the government has done little to change the existing regulations to insure this never happens again.
WhatWaysDidGovSuccessfullyRespond:	They provided some water to some in the most accessible areas.
WhatWaysDidGovUnderperform:	They allowed the siting of dangerous chemicals along a waterway that provides drinking water. They did not inspect the site adequately. And they failed at giving pertinent information to the public in a timely fashion. They have not put into place any regulations to make this not happen again.
RecommendationsForImprovement:	Recognize that fracking and fossil fuel extraction is a danger to the environment and public health, and issue a moratorium or outright ban on these processes in our state. Don't allow outside interests to decimate wild wonderful West Virginia. There are other ways to generate energy than with dirty and dangerous fossil fuels. Don't let history repeat itself. First it was for our timber, then our coal, and now our gas. Outside industries come into West Virginia with promises of economic benefits, and leave the state decimated, and worse off. We can't drink their money.
PersonallyAssistedByGov:	No

AgenciesThatAssisted:

PleasedWithAssistance:

PleasedWithAssistance2:

AssistedByNonGov: No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments: KEEP WILD AND WONDERFUL WEST VIRGINIA WILD AND WONDERFUL!
As I said earlier, I actually chose to move to WV 23 years ago from NYC to provide a clean wholesome life for my children as they grew up. I loved this state, and its proud people, but in the last few years, that has all changed. My children have now left the state, and I am actively seeking residence elsewhere due to fracking in my community. I will NOT have my grandchildren subjected to toxic air and water just to visit me.
I have many other friends who feel the same way. If this problem is not addressed, I see a massive exodus from this state. Mountaineers are no longer free, they are the subjects of fossil fuel industries who don't care how they leave the land when they're done with us.

Last Modified 5/6/2014 8:12 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 8:15 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Morris E. McMillian

Governor

Morris E. McMillian has been added

Modify my alert settings View Morris E. McMillian View AfterActionReviewQuestionnaire Mobile View

Title:	Morris E. McMillian
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Mainly an inconvenience for a week.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	This was a disaster. The Governor should have been the one out in front on this. Governor Tomblin allowed WVAWC to drive this cleanup and recovery. WVAWC told us when the water was "clean." I do understand that WVAWC was an injured party, but WVians were the responsibility of the government, not the responsibility of a business. I look to elected officials to be coordinators, leaders, spokespeople, and advocates. Governor Tomblin took a back seat thru this whole event.
WhatWaysDidGovSuccessfullyRespond:	I will give some credit to the proper? filing of disaster declarations. We did get a FEMA response of sorts.
WhatWaysDidGovUnderperform:	See above
RecommendationsForImprovement:	Plan for the worst. FOLLOW THE PLAN.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	No
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Pinch VFD water distribution... then I bought my own water for consumption.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	Volunteer Fire Departments should be recognized by the Governor.
AdditionalComments:	WVAWC pledged to give me 1000 gallons credit. My January bill was $25 higher than my December bill. I was not consuming any water other than toilet flushing and I was out of town for 2 weeks in January. SO in essence I paid WVAWC $25 in advance for the credit I received in March. Yes WVAWC was an injured party in this event, but I feel insulted by this.

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 8:30 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Sabrina Walker

Governor

Sabrina Walker has been added

Modify my alert settings View Sabrina Walker View AfterActionReviewQuestionnaire Mobile View

Title:	Sabrina Walker
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	My family and I were without water for several says. We continued to have the licorice-like smell and yellow color in our water for almost a month after the water was deemed "safe". My daughter was 6 months old at the time so we only used bottled water through March to be safe. We spent a small fortune on bottled water.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The people effected were more confused than anything. Every time there was an update, the information was conflicting. In the very same sentence representatives from government agencies would contradict themselves. On the day of the spill, way too much time passed before the public was made aware and told to discontinue water usage. WVAW was also allowed an excessive amount of time to change their filters - 3 months before they started the process and 2 months to complete the process, absolutely ridiculous. And the allowance of water for flushing was insulting. The amount of money spent on bottled water and the commute to get water or use shower facilities in areas that were not affected was in the hundreds for each family. A mere $5-10 credit didn't even cover one day.
WhatWaysDidGovSuccessfullyRespond:	The water distribution sites were a great help, although they should have been in service longer. Dr. Gupta with the Health Dept. seemed to have more concern than anyone else involved. He was honest in his assessment and opinions. Enforcing and developing new safety standards for chemical storage.
WhatWaysDidGovUnderperform:	Mass confusion. It seemed as if the agencies were more interested in saving face than addressing the public honestly. They tried (and are still trying) to made it seem like it wasn't that big of a deal. A water treatment plant should have never been allowed that close to a chemical facility. A chemical facility should not have been allowed that close to a water source.
RecommendationsForImprovement:	Better organization would be a start. More concern for the citizens as opposed to reputation and the money that was received in various campaigns from the chemical companies.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments: You may want to be thinking of a long-term health program to cover any illnesses stemming from this incident. In the future when a huge amount of people end up with some strange form of cancer that has evolved from this exposure, we are going to need it.

Last Modified 5/6/2014 8:30 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 8:40 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Michel G Moffatt

Governor

Michel G Moffatt has been added

Modify my alert settings View Michel G Moffatt View AfterActionReviewQuestionnaire Mobile View

Title:	Michel G Moffatt
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Putnam
DescribeHowYouWereAffected:	I am a WVAW customer so we lost water and even after flushing had odors. I am also a Hurricane resident that had the waste dumped in our local landfill.
DoYouBelieveGovAgenciesHandledAppropriately:	Undecided
DoYouBelieveGovAgenciesHandledAppropriately2:	Some handled it great. Putnam 911 and the local agencies did a great job. The DEP should have handled it better to prevent a leak of such a magnitude. They are so worried about Coal that they overlook the regulations on the books to require spill containment. The Legislature should have completed two separate bills, one on water protection and one on storage tanks. The combining of the two makes for a very lengthy bill. Also being from the manufacturing with chemicals area, I know that if inspection is your remedy then you are bound to fail again. Real protections should have been in the bill not inspection.
WhatWaysDidGovSuccessfullyRespond:	Putnam 911 conveyed the appropriate information and distributed water to those affected.
WhatWaysDidGovUnderperform:	SEE ABOVE
RecommendationsForImprovement:	Simplify the bill and put real protections in to it. Inspection is a extremely weak line of defense. Many counties were not given the water that the Capitol City was given to distribute to its people. I think that it is quite unjust that many in Boone were cut off from fresh water while to still flowed freely in Charleston.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Fresh water
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	Again Putnam Emergency Services did a great job.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/6/2014 8:40 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 8:41 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - jerry anderson

Governor

jerry anderson has been added

Modify my alert settings View jerry anderson View AfterActionReviewQuestionnaire Mobile View

Title:	jerry anderson
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I felt as though I had been poisoned. I got blisters when I took a shower all over my chest and back and in the dead of winter I had to carry water up my hill just so I could have water for me and my animals. After living here for four years coming from Charlotte, I have to reconsider if I want to live here. A friend of mine who lives near the water plant has a car which smells deeply of licorice. This did not just start happening. Where is the punishment of Freedom from our government. They have filed bankruptcy and now are out there with a new log and working at business conventions drumming up new business. I got a 10 dollar credit on my water bill for my trouble. I WILL NOT PAY TO BE POISONED. PUNISH THEM ALL INCLUDING THE ELECTED OFFICIALS WHO WERE OVERSEEING THIS MASSIVE CHEMICAL VALLEY. I WANT HEADS TO ROLL
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Little or no information coming from anyone during the crisis. Wrong information on how to drain your hot water heaters. No assistance on any of the filters needed to fix the problem, then the smell came back after we were told to replace the filters. What a mess. I do not believe we were served by our officials.
WhatWaysDidGovSuccessfullyRespond:	I felt that Gov Tomblin's tweet announcing the crisis and to stop using the water was the best thing. Getting water in here (late) in line with the correct solutions at the time.
WhatWaysDidGovUnderperform:	Prosecution of Freedom Industries has utterly failed the West Virginia people. The message that big business has nothing to fear in West Virginia was heard loud and clear. You can poison 300,00 people and walk away.
RecommendationsForImprovement:	Inspect the plants. All of them. Publish the findings and inform the businesses that they will be responsible for resolving the problems and you will not pass on the cost to the people of West Virginia. West Virginia should be known as the Denver of the East but it is known as the most miserable state to live in, the most obese, the most uneducated, etc. Has the chemical companies not taken enough from this state.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	

AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Nitro Fire and police department/ handing out water
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	
AdditionalComments:	Tourism in the future industry in this state. Superfund is needed again to clean up this state and bring in the tourism dollars hat can make this state a destination for all of the East Coast. The legacy of the Byrds, Manchins, Skaffs, Carvers, Jones, is decline what do you want yours to be.

Last Modified 5/6/2014 8:36 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 8:55 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Marc Harshman

Governor

Marc Harshman has been added

Modify my alert settings View Marc Harshman View AfterActionReviewQuestionnaire Mobile View

Title:	Marc Harshman
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Ohio
DescribeHowYouWereAffected:	I was traveling and spending the night in one of the areas originally covered by the warnings. Subsequently, I learned that my area of the county had not been effected. However, I clearly remember the fear -- for I had drunk and bathed in water before the warning reached me about mid-evening. I also then went out and bought bottled water. Only later the next day did I learn that I had been fortunate in not having drunk the contaminated water.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	There were far too many delays. It would have been far better to err on the side of safety. I also strongly disapprove of the way in which both average citizens and the scientific community were left out of closed door meetings attended only by energy corporation supporters.
WhatWaysDidGovSuccessfullyRespond:	Although belatedly, the government agencies did act courteously in most instances.
WhatWaysDidGovUnderperform:	State government agencies should have shown more transparency from the very beginning and showed less reliance upon corporate data than upon their own. Furthermore, the DEP was woefully negligent in nearly all their pre-spill actions. Randy Huffman is a tool of the energy corporations and has little respect for the average West Virginian.
RecommendationsForImprovement:	Increase corporate oversight and regulations especially upon the coal, gas, and chemical industries.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	The hotel staff where I was staying provided me with up to date information on the hour and directed me to where I could buy bottled water.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	

AdditionalComments:

Last Modified 5/6/2014 8:54 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 9:00 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Kip Ambro

Governor

Kip Ambro has been added

Modify my alert settings View Kip Ambro View AfterActionReviewQuestionnaire Mobile View

Title:	Kip Ambro
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Monongalia
DescribeHowYouWereAffected:	It poisoned the water supply in our state, poisoned an important fishery, and showed that no matter what happens my state government will do nothing but stand aside while our state is stolen, raped, and poisoned by out of state corporations.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	They and you failed on every level. The company got out of it, the state is still damaged, we were lied to by state officials, you've done nothing to stop further incident, and projects like mountain top removal mining is continuing as if no matter what happen you don't learn. The previous governor, who appointed you to your job, had regular meetings with the likes of Don Blankenship so I must assume you are part of the same good old boy network and will do nothing to curb these criminals destroying our state and shipping the profits back to VA. When Manchin tried to change the state Motto it should have read "For Sale."
WhatWaysDidGovSuccessfullyRespond:	None
WhatWaysDidGovUnderperform:	Every
RecommendationsForImprovement:	Stop the corruption. Stop pandering to out-of-state corporation who have no regard for safety, health, or the environment. How many streams must die, how high do our rates of illness rates have to be, how toxic must our state become, how many of our people must die at their hands before you or anyone in our state will even begin to do the right thing?
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	

AdditionalComments:

Last Modified 5/6/2014 8:59 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 9:45 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Catherine Dennis

Governor

Catherine Dennis has been added

Modify my alert settings View Catherine Dennis View AfterActionReviewQuestionnaire Mobile View

Title:	Catherine Dennis
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Being unable to drink water, cook, bathe, do laundry, etc. was a huge hardship for me. At the time of the spill, I was ending the first trimester of my pregnancy. It was a very traumatic situation for me. I still wonder what the long term affects will be on my child. Even the smell was toxic, it had to be. I work downtown and the smell permeated the air for days. I had excessive exposure just going to work. Businesses were not encouraged to, nor did they shut down. I am still being advised NOT to drink the water nor cook with it until ALL of the filters at the water plant are changed. This "water crisis" is far from over for me, for my yet to be born child, for my family.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	There was no "shelter in place" instituted when the smell permeated the downtown area - it should have been. It was a HUGE chemical spill. The water plant wasn't required to change filters immediately - we are four months out and still waiting. The "safe limit" that was stated assumed exposure of only two weeks. We are way outside of that timeframe and yet, no one is putting pressure on the water company to complete the filter changes at the plant.
WhatWaysDidGovSuccessfullyRespond:	They did try to have news conferences and involve outside agencies and companies to assist in testing and provide information to the public. Information is still needed and is not being provided as to the status of the filter changes.
WhatWaysDidGovUnderperform:	Information is still needed as to the status of the filter changes at the water plant. No one asked or at least didn't push for the timeframe for which the safe amount of MCHM was calculated - it ended up being two weeks. We are very, very far outside that limit and still being exposed. It's simply unacceptable.
RecommendationsForImprovement:	Ask the right questions when situations like this arise. Don't just ask what the safety limit is, ask for the duration of exposure as well. Make the water plant finish changing the filters NOW.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	No
PleasedWithAssistance2:	Did receive any.
AssistedByNonGov:	No

AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	No
PleasedWithAssistanceNonGov2:	Did receive any.
AdditionalComments:	The entire situation showed a huge breakdown of communication and preparedness throughout the system. I do not believe any agency responded in a timely manner or in an appropriate manner. Exposure was huge for at least an entire day before anyone made any public announcements. An alternative water source should be REQUIRED for WV American Water, even if that means temporarily shutting down streets downtown to allow a temporary water intake from the Kanawha River to snake through town reach the water plant. They should have never been given a waiver to do away with a backup water source. It's unacceptable.

Last Modified 5/6/2014 9:40 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 9:56 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - L

Governor

L has been added

Modify my alert settings View L View AfterActionReviewQuestionnaire Mobile View

Title:	L
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	No one ever asked anyone in my area if they needed help.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	As usual the government organizations that should be prepared are not and are not given the resources to be able too.
WhatWaysDidGovSuccessfullyRespond:	The emergency response teams did what they could but bureaucracy of higher level executives that had no training or knowledge of what to do in such situations created a barrier.
WhatWaysDidGovUnderperform:	Not enough boots on the ground going door to door seaching house bound, elderly or disabled people that might have needed help.
RecommendationsForImprovement:	More boots on the ground, less inference from higher ups that have no idea what they are doing.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	Create a way to get resources to the poor and disadvantaged people with limited funds can't just run out and buy water or use what precious little gas they have in their cars that is needed to get to work or other appointments to chase down water trucks.

Last Modified 5/6/2014 9:51 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 10:01 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Hope Stanley

Governor

Hope Stanley has been added

Modify my alert settings View Hope Stanley View AfterActionReviewQuestionnaire Mobile View

Title:	Hope Stanley
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Could not drink, bath or cook with the water (WV American Water system) I used rain barrels to collect water for bathing and washing dishes The odor was very strong in my home for a few days. I had to purchase a new filter for my refrigerator water system at the cost of $33
DoYouBelieveGovAgenciesHandledAppropriately:	Yes
DoYouBelieveGovAgenciesHandledAppropriately2:	I believe they did everything they could to make us aware of the crisis and kept us informed regarding such
WhatWaysDidGovSuccessfullyRespond:	Notifying the public of the crisis and keeping them informed, providing bottled and tanker water while working diligently to end the crisis successfully
WhatWaysDidGovUnderperform:	It is my belief that the DEP should have known about this situation regarding the above-ground tanks in the vicinity of the water plant and taken steps to have protected the water supply before this crisis happened. I believe this would be called 'preventive' maintenance.
RecommendationsForImprovement:	Our state government offices should know what possible threats are located near our water supplies and take action immediately to eliminate such.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	National Guard - brought water (bottled and tanker) into our area for use in the crisis
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	I was very pleased that I did not have to travel long distance to the nearest water supply
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Belle VFD - National Guard delivered bottled water by the truck load to the fire department and I was able to pick it up there. Also, if anyone was unable to come to the fire department for pickup, the firemen delivered it to the homes.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	We have an excellent volunteer fire department, always willing to go the '7th' mile to help the members of the community. Some senior folks in our community found

cases of water delivered to their homes without having to request delivery.

AdditionalComments:

This experience should serve as a lesson to all concerned, state and local government agencies, volunteer agencies and the general public as well.

Last Modified 5/6/2014 9:59 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 10:05 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Terry Stone

Governor

Terry Stone has been added

Modify my alert settings View Terry Stone View AfterActionReviewQuestionnaire Mobile View

Title:	Terry Stone
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	We lived in the vicinity of the spill as far as up wind smell and the water impact. The lack of what was factual knowledge was the hardest part to except in that rumors were being circulated via social media and the local, state and federal seem to be way behind the curve due tot he water company not detecting the real cause of the problem for such a long period of time.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I feel very strongly that our state government was working too close to the water company and seemed to be in alignment to protect the company. The oversight by our state agencies as well as national agencies was sorely lacking. I lost total confidence in the DHHR Commissioner and to this day do not feel she was there to protect the public but to protect the water company. No agency of government can take a stance like this and should understand the conflicts in doing such. EPA came in to late but came in to take control of the issue, but again I felt the EPA Commissioner was trying to protect the water company and not find the root of the cause. Nor did the EPA staff take charge to test the water and ensure it was safe. Even to this day the State EPA has not taken action to eliminate this "grandfather status" for MCHM and to determine its real impact on the people, animals and land which were affected. The state needs to determine who is responsible for directing or making law to include an early warning detection device on drinking water sources to stop the pumps but no one has. The federal government was just as complicit as the rest in that even the CDC and other federal offices would never say the water was safe to drink. The lady who was here should be removed from her position of trust for her statements to the scarred and panicked public. The CG of the National Guard was the only active participant who tried to find resources to determine the water contamination and I am not sure it was his area to work. Last but not least what happened to the US Coast Guard whi is responsible for water way safety and such? The lead agency in this effort was not involved.
WhatWaysDidGovSuccessfullyRespond:	They told us it was happening and were able to bring in safe drinking water.
WhatWaysDidGovUnderperform:	DHHR never took the lead to determine if the water was safe, if we were really poisoned, and even if it is safe now. EPA has done very little to protect us in the future except try to get a law passed which the legislature IMHO botched for the sake of the companies not the public. The federal government should basically have stayed home for all they did.
RecommendationsForImprovement:	1. Cause to be installed an early warning device at water intake to stop all pumps

when a foreign substance is found which may be hazardous.
2. Take MCHM and all other grandfathered chemicals off such a list and require that all man-made chemicals be identified and tested for human contamination affects.
3. Go back to the legislature and put the people first and business second in the development of a law to protect us from such future incidents.
4. Assign the EPA Commissioner personal responsibility to take lead in such incidents, require a team be developed to take over such incidents, and to ensure all in the city, county and state government know they are first and foremost to protect the people.
5. Direct the State Attorney General to start an investigation into what happened with government and report.
6. Establish by law a State Inspector General's Office which is outside of the normal command and works for the governor.

PersonallyAssistedByGov: Yes

AgenciesThatAssisted: Receiving water at volunteer supported sites.

PleasedWithAssistance: Yes

PleasedWithAssistance2:

AssistedByNonGov: No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments: The United Way of Central WV should be recognized at the annual volunteers conference with a special award for their efforts to raises funds to help those who needed assistance with rent, and utility bills without anyone asking. John Ballengee and the organizations went out all the way for this. Their plan for $50,000 to help turned into $110,000 of support to families.

Last Modified 5/6/2014 10:04 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 10:10 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Kimberly Walker

Governor

Kimberly Walker has been added

Modify my alert settings View Kimberly Walker View AfterActionReviewQuestionnaire Mobile View

Title:	Kimberly Walker
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	We were without water during the crisis and waited three additional days to flush due to some confusion on whether this was going to affect our water pipes.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I believe all government agencies could have been more forceful with Freedom Industries during the initial leak.
WhatWaysDidGovSuccessfullyRespond:	Trying to get information to the public through news conferences (which never started at the time stated).
WhatWaysDidGovUnderperform:	Confusion on who was in charge. DEP holding Freedom to a high standard. Bringing in tankers of tainted water from the same system we were not drinking.
RecommendationsForImprovement:	One person (agency) as the ultimate go to person. Accountability by the DEP and DHHR for businesses being held accountable when this type of event occurs. Secretary of State office not granting license to persons to start a new company with the same owners which caused this type of disaster.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	I provided my own water from friends in Beckley.
PleasedWithAssistance:	No
PleasedWithAssistance2:	I was not impressed with what was offered by Government agencies.
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Personal Friends
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	
AdditionalComments:	There just seemed to be chaos during the crisis. It seemed like no one was in charge. During a news conference six people would speak and not really say anything. Have one leader. The leader should be able to address all issues and at least present confidence that everything possible was being done to remedy the situation. I just did not feel this was the case.

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 10:16 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Lisa Hechesky

Governor

Lisa Hechesky has been added

Modify my alert settings View Lisa Hechesky View AfterActionReviewQuestionnaire Mobile View

Title:	Lisa Hechesky
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Putnam
DescribeHowYouWereAffected:	We didn't have water for 9 days. After the "safe" water came on at work, my hands were burned from it. I didn't take showers until over a month later when we were getting low on water. I still have skin issues and cannot drink it because my throat burns after I do. I will do give this crap water to my dogs. But it's tipical in WV, the do anything for the coal company scum. No one cares about the people.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	This water is still not safe. I cannot drink fountain sodas or water at a restaurant without getting a sore throat hours later.
WhatWaysDidGovSuccessfullyRespond:	The water stations.
WhatWaysDidGovUnderperform:	All you care about is coal. Coal id dead. I"m sick of the coal companies owning this state.
RecommendationsForImprovement:	Get rid of the coal industry
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	Fire and police departments that handed out water.
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	There were enough stations and water.
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	St Mark's Espisopal Church, Cross Lanes Baptist. Champman-Bartlett Funeral Home.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/6/2014 10:14 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 10:36 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Rick McLane

Governor

Rick McLane has been added

Modify my alert settings View Rick McLane View AfterActionReviewQuestionnaire Mobile View

Title:	Rick McLane
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Somewhat of an inconvenience, but definitely not a "disaster" as portrayed by the sensationalized media.....
DoYouBelieveGovAgenciesHandledAppropriately:	Undecided
DoYouBelieveGovAgenciesHandledAppropriately2:	Other than the initial cleanup, and I don't know what agency or company was involve in it, most government agencies just got in each others way and did a lot of "finger pointing" and speculating.....
WhatWaysDidGovSuccessfullyRespond:	See above
WhatWaysDidGovUnderperform:	See above
RecommendationsForImprovement:	Keep the government out of private affairs.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Volunteer fire departments were working night and day supplying water and services to the public.....
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	And thanks.....
AdditionalComments:	WV American Water Co. should take most of the blame for not shutting down their plant till the spill passed their intakes. Since they reduced their staff and all but eliminated their engineering department a few years ago, they have been making a lot of "bad" decisions regarding their operations. People in New Jersey should not be making decisions about how to operate in West Virginia. The whole story will never be told about the plant operation and who made the decisions to do anything, but it's obvious what really happened.....

Last Modified 5/6/2014 10:33 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 10:36 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Patrick Marchio

Governor

Patrick Marchio has been added

Modify my alert settings | View Patrick Marchio | View AfterActionReviewQuestionnaire | Mobile View

Title:	Patrick Marchio
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I was one of the state's chemist testing the water at the environmental chemistry lab. So I was on duty and work 85 hours in a span of about 10 straight days. Only the inconvenience I really had besides working midnights was to tote water for a couple of weeks. Personally I've installed a whole house carbon filter to protect my family and pets which eliminated the MCHM from my water.
DoYouBelieveGovAgenciesHandledAppropriately:	Yes
DoYouBelieveGovAgenciesHandledAppropriately2:	We did our best and that's all we could do without any documented case of a spill of this chemical into the environment.
WhatWaysDidGovSuccessfullyRespond:	
WhatWaysDidGovUnderperform:	The federal govt set up a national laboratory network after 911, run by each states in all 50 states. One purpose of that network is that if one state gets overwhelmed with samples other state labs could assist. I feel like our state's Homland Security Office should have contacted other states and the feds for assistance in the analysis of samples. This was not done to my knowledge. So how bad of an emergency have to be to for this to be implemented? IMO this should have been considered.
RecommendationsForImprovement:	As stated about I was one of the chemist testing the water for the state. As an analyst I will tell you what road blocks we had in trying to get testing done. We had thousdands of samples arrive over a 2-3 week period for testing and like most labs we did not have the needed supplies to handle such large volume. What I had problems with was I needed supplies asap. I noted on my purchasing request that these supplies were needed asap due to the chemical emergency spill but in every case it took on average 2 weeeks to get those supplies. Which to me was unacceptable considering the people and the govenor wanted answers NOW. The purchasing request DHHR uses has a "date needed", DHHR purchasing will not "allow" entering ASAP in that field. THey wanted a real date. I looked up the rules regarging DHHR purchases on an emergency basis and it appears the request has to go to the top in order to get approved. Why? Considering EVERYONE knew this was an emergency. I could not get needed supplies delivered promptly, like I said it took 2 weeks to get my orders in-house. I believe purchasing rules need an "override" in emergency cases such as this was. To have a purchase request go through all the channels up to the top is to me a choke point and limits our ability to perform expediently. Secondly we have instruments that could have been used for testing but were not because they needed service and service contracts had expired and little effort to this day has been made to get these instrument on a service contract. THe state spent $60-70K on a GC/MS and drops the ball when it comes time to service these sophisticated pieces of equipment that not any joe blow can work on. I get the

	feeling thay think anyone can fix these things when in reality it's like taking a Ferrari ($70K) to Cooter's Garage to get it worked on, or taking your Toyota to the Ford dealer and telling them to fix it. We have equipment breaking down and it seems like no one cares, until we have an emergency.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	It should have been made clear to the public that analysis takes time. Too many people think it's like NCIS and you shoot it into an instrument and the "everything test" is performed and instanly we know everything in the water. People were demanding their water be tested. Something to consider..... the analysis for MCHM takes about 15 minutes. If we tested all 300,000 homes it would take one instrument 8 YEARS to run those samples with the instrument running 24/7/365 provided there was no downtime!

Last Modified 5/6/2014 10:32 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 10:51 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Madonna Wilson

Governor

Madonna Wilson has been added

Modify my alert settings View Madonna Wilson View AfterActionReviewQuestionnaire Mobile View

Title:	Madonna Wilson
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Could not drink, cook with, bathe with contaminated water. I developed a rash, suffered headaches, breathing and congestion problems, and nose bleeds. Incurred the expense of buying bottled water for drinking and cooking and also the expense of a water dispenser. I will never trust the water in this area as being safe.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Residents were not EVER told the full truth about the effects of the MCHM chemical, long term or short term, on their (our) health. I could smell the odor at least three weeks prior to announcement of the discovery of the leak. Then, after being told the water was safe, we later found out that it was NOT safe to consume! The entire situation was poorly handled, from top to bottom. If you watched or read the "Hunger Games" you will instantly see the similarities in our state and District Twelve (the coal district)! We have been and are still being used as guinea pigs. Why weren't the proper people called in IMMEDIATELY (University of Alabama Scientists) to analyze and advise the state? I am planning to move from this state as soon as possible to escape the harmful effects of the coal industry and politicians like Gov. Tomblin.
WhatWaysDidGovSuccessfullyRespond:	
WhatWaysDidGovUnderperform:	By covering up the amount of leakage that actually contaminated our water. By not calling in people who actually had the knowledge and expertise to know the right steps to take. But the real problem goes back to our state allowing such agencies as Enterprise to operate here. With tax incentives no less!!! When will this ever end??? The only person who acted responsibly and truthfully and with the best interest of our people at heart was Dr. Gupta.
RecommendationsForImprovement:	Stop the coal companies from totally controlling our state!!!! Now, in addition to the coal companies, we will have fracking to deal with. WV needs better, more intelligent, better educated and qualified government personnel. Dr. Leitia Tierney was a joke!!! Have NEVER seen such a dishonest and unqualified person in such an elevated public office.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	N/A
PleasedWithAssistance:	No
PleasedWithAssistance2:	

AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Water distribution centers
PleasedWithAssistanceNonGov:	Somewhat
PleasedWithAssistanceNonGov2:	These people did their best, but could not have distributed the amount of water needed by families.
AdditionalComments:	How much more damage are we going to allow to be done to our state and our people??? How much longer are our politicians going to be more concerned with feathering their own pockets at the expense of WV residents? This state desperately needs better leadership and a Governor who will protect the citizens instead of the coal companies.

Last Modified 5/6/2014 10:49 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 10:55 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Susan Burkhamer

Governor

Susan Burkhamer has been added

Modify my alert settings View Susan Burkhamer View AfterActionReviewQuestionnaire Mobile View

Title:	Susan Burkhamer
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Me and my family had no clean water to drink, cook in or bath in and we are still buying bottled or gal jugs water to drink and cook in. When it first began, we had no notice and my son and husband showered in the contaminated water and had skin rashes and eyes burned. It took not only a physical toll on me and my family , but an mental and emotional toll also. I personally do not feel that the government moved fast enough after they were informed. I do not think that govenrnment punshied Freedom industries and the American Water Company harsh enough. A quicker response time should have been initiated. The water crises is still going on and will always effect me and my family psycologically whenerver we accidently drink from the tap water , we will be worrying about the long term health side effects it is causing to us.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I personally do not feel that the government moved fast enough after they were informed. I feel they did not take it seriouley enough. I do not think the govenrment officials in charge of getting the information out about the chemicallly contaminated water had been prepared by having done research on what chemicals we have here in the effected areas or any area in which chemicals are stored here in WV. I do not think they took it serviouly on how this Chemical could effect the citizens. They needed to be more informed and done more research, and not let the CDC carry all the burden of explaining . I feel the CDC could have also taken it more seriously . I do not think that govenrnment punshied Freedom industries and the American Water Company harsh enough. A quicker response time should have been initiated.
WhatWaysDidGovSuccessfullyRespond:	N/A
WhatWaysDidGovUnderperform:	All areas I mentioned above. Being prepared and having done the research on all chemicals stored in WV and how they can effect the citizens.
RecommendationsForImprovement:	Have the people in charge of such disasters do research and be more prepared and act faster.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	The water tanks were helpful, but later found out they were being filled with water that was effected by the chemical. I just bought my own water.
PleasedWithAssistance:	No

PleasedWithAssistance2:	N/A
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Tyler mountain Fire department. Gave out some bottled water , until it ran out.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	I appreciate the volunteers who took the time to give out the water.
AdditionalComments:	

Last Modified 5/6/2014 10:53 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 11:00 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Mark Lambert

Governor

Mark Lambert has been added

Modify my alert settings View Mark Lambert View AfterActionReviewQuestionnaire Mobile View

Title:	Mark Lambert
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	No water to shower, clean clothes, eat, drink.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Poorly executed press releases, information releases and coordination of information in general.
WhatWaysDidGovSuccessfullyRespond:	Local FDs and County OES did wonderful jobs with limited resources.
WhatWaysDidGovUnderperform:	Poorly executed press releases, information releases and coordination of information in general.
RecommendationsForImprovement:	Getting people with accurate knowledge for press conferences and quit worrying about whether or not a coal company was involved. Be open and honest with the public, once you lose their trust its gone for good.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	National Guard, provided water.
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	Wonderful!
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	The state seemed to be too concerned that the image of Coal Companies not be tarnished during the crisis and not concerned enough about its citizens. If they had taken a full disclosure and honest approach early on they might have kept the trust of the WV citizens. Poorly handled PR response.

Last Modified 5/6/2014 10:59 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 11:16 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Harriet Cartmill

Governor

Harriet Cartmill has been added

Modify my alert settings View Harriet Cartmill View AfterActionReviewQuestionnaire Mobile View

Title:	Harriet Cartmill
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Putnam
DescribeHowYouWereAffected:	To this day the only use for the tap water is to wash dishes (dishwater--no plastics), and wash clothes. I use bottle water for cooking, for my pets, and for me. I resent the fact that people were not honest at the beginning about the severity of the situation. I resent the fact that I have to pay the minimum due on my water bill when I use very little water. I have no trust in officials and the agencies they represent. When I first learned of the leakage, I just cried. First, the leakage had already been occurring for over a day before the public was made aware of it; second, I had just completed going through surgery for a second bout of breast cancer. Now I have this to deal with. I am amazed at how laidback and lax some people are on their job. Water quality is extremely important and why more people were not held accountable????No jail time???Very little in the way of fines. We missed the boat several years ago when we could have already had a plan in place but decided to risk the people's health and well being, thinking that nothing like this would happen. If our state officials thought it was too expensive to put the plan into practice then, how expensive has it been so far? Think of all the people who now are forced to buy bottled water week after week--the time, gas, and money, in addition to our water bill that must be paid.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I cannot believe that officials did not know and have mapped out areas where chemical storage tanks were located. The lack of proper record keeping, lack of inspecting the facilities not only by state officials (DEP) but also company employees. It is unbelievable that we are leaving it up to the company (which is experiencing the accident) to notify officials and the public. WV Water should have shut the intake valves when notified; I don't believe the situation would have risen to the degree that it has for a lot of us if that had been done. I commend the National Guard for all their efforts. State and government officials need to decide who they are working for and do their job or get out.
WhatWaysDidGovSuccessfullyRespond:	The precautions that were taken (shutting businesses, schools, etc.), the water testing by different agencies, and the distribution of the bottled water were positive responses to the crisis. Again, I commend the National Guard for their time and effort. I also commend WSAZ TV. They stayed the course and asked questions that no one else would tackle.
WhatWaysDidGovUnderperform:	Very poor response time--of making the public aware of the situation; poor record keeping. Governor Tomblin, Senator Manchin, Senator Rahall, and our other reps should have been fighting for WV citizens from Day 1. After a while, their presence seemed to vanish.
RecommendationsForImprovement:	We need to have a plan in place on periodically testing our water quality. We need

records and a detailed mapping system that indicates where storage tanks are located, what is contained in each, the toxicity of each chemical, and how it impacts the environment and human health. If we don't have the trained personnel for the key positions, lets find those people--lets get people trained. Sitting on our laurels has to stop.

PersonallyAssistedByGov: Yes

AgenciesThatAssisted: I received some of my water when it was distributed in Winfield at the court house. I am not sure of the agency name. Most of the time and even now I buy my water.

PleasedWithAssistance: Yes

PleasedWithAssistance2: The people distributing the water were very kind and helpful.

AssistedByNonGov: No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments: As a nation and a state, we never seem to learn from past mistakes. Hopefully, we will never find ourselves in this situation again. Our state and government officials need to work together to prepare a plan to have in place in case of another emergency. I would like to see a change in the law that if you are a felon, you cannot open your own business. I understand that the president of Freedom Industries was a two-time felon. What are state officials thinking (they're not) when they allow a person of this nature to operate in WV. We have a beautiful state and beautiful people. I wish our officials would do a much better job of protecting us.

Last Modified 5/6/2014 11:15 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 11:25 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Jason Dunigan

Governor

Jason Dunigan has been added

Modify my alert settings View Jason Dunigan View AfterActionReviewQuestionnaire Mobile View

Title:	Jason Dunigan
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Like everyone else, we were unable to use our water for several days while they did the fluching of the systems. Despite being up-river from the spill, we were some of the very last ones to be given the green ligt to begin flushing our system. Even now, months after the spill, we continue to use bottled water for consumption purposes.
DoYouBelieveGovAgenciesHandledAppropriately:	Undecided
DoYouBelieveGovAgenciesHandledAppropriately2:	I think this is a question that will be better answered in the coming months and years. We do not know what long term effects, if any, there will be. When we can make an educated determination based on the effects in the future, then we can better assess how well the issue was handled.
WhatWaysDidGovSuccessfullyRespond:	Again, I have to refer to the above question and defer making a determination on an answer until we can better assess the long term effects of the spill, if there are any.
WhatWaysDidGovUnderperform:	I think it is hard to point fingers about the response to the spill, because it was something that was not planned for in disaster planning scenarios. That being the case, I think a more transparent plan going forward on all disaster planning/prepping with the the public would reassure the public that those tasked with dealing with disasters are in fact attempting to look at any and everything and attempting to plan for it, even things that might otherwise seem unlikely. I also have a hard time coming to terms with how the DEP/EPA never had an issue with this chemical farm being above the water supply for the largest portion of citizens in the state. Not knowing anything about the chemicals being stored there, and allowing them to be stored - essentiall unregulated from a routine inspection perspective - on the bank of the river in the first place is unsettling. I am surprised no one from the EPA/DEP lost a job or received any disciplinary measures for failure to moderate or monitor such a large chemical farm in such close proximity with our water supply.
RecommendationsForImprovement:	Number 1, do not take 5 months to begin dismantling the tanks that should have never been stored there in the first place.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	N/A
PleasedWithAssistance:	

PleasedWithAssistance2:	N/A
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	N/A
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	N/A
AdditionalComments:	

Last Modified 5/6/2014 11:25 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 11:46 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Craig Cook

Governor

Craig Cook has been added

Modify my alert settings View Craig Cook View AfterActionReviewQuestionnaire Mobile View

Title:	Craig Cook
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Putnam
DescribeHowYouWereAffected:	I was exposed to 18 hours of fumes at my place of employment. The school had a wastewater treatment plant and could not be flushed using standard procedures due to a wash out condition that would affect the plant. I had to flush one faucet at a time. The next morning, with a 102.7 fever and serious chest pains, I went to st Mary's in Huntington. They diagnosed me as flu! Three days later I went to the VA in Huntington and received the proper diagnosis of chemical bronchitis. I'm now on steroid powder and albuterol inhalers and my lungs continue to hurt. Workers comp has denied the claim, completely ignoring everything the VA said, and going strictly by the incorrect diagnosis that st Mary's provided. I'm now stick with thousands of dollars in medical bills for an injury inflicted by misinformed employers, lackadaisical govt oversite, and irresponsible companies contaminating and providing the water. DO SOMETHING FOR ME...my life is ruined.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	You read my situation...fix it.
WhatWaysDidGovSuccessfullyRespond:	None whatsoever....I need help. I don't have the money to pay the medical bills and now my credit is ruined along with my lungs.
WhatWaysDidGovUnderperform:	In every way possible. Read my description of what occurred. It's pretty easy to figure out.
RecommendationsForImprovement:	Help me! The chemical fumes ruined my lungs and the medical bills ruined my credit. I didn't ask for this...I went above and beyond to help my school get back in session and I've paid a seriously heavy price for my efforts.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	No
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Free bottled water. Thanks a lot...my lungs are ruined and my credit is destroyed. Again, I went above and beyond my prescribed duties at work by volunteering to work very long hours in the fumes and as an honorably discharged military veteran,

I'm appalled at the way I've been dismissed as unimportant and not worth helping with the medical costs.

PleasedWithAssistanceNonGov: No

PleasedWithAssistanceNonGov2: My life is ruined. My lungs hurt every day and I will be on medication for a long time. St Mary's have me tamiflu and called it good...WRONG! Somebody help me...I need help.

AdditionalComments:

Last Modified 5/6/2014 11:42 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 11:46 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Nancy Clendenin

Governor

Nancy Clendenin has been added

Modify my alert settings View Nancy Clendenin View AfterActionReviewQuestionnaire Mobile View

Title:	Nancy Clendenin
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Unable to cook, wash, bathe. Had to buy water and even went to Morgantown to pick up water for myself and extended family that my daughter at WVU had bought for us. Every place was out of water. Still buying water to this day.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Feel agencies should have been better prepared for a disaster like this. Inspection should have been done on a more regular basis. Did no one think about the possibility of this chemical holding facility's location to the water plant. Why has there been no research done on the effects of this chemical? Feel the water company did an underperforming job. Why were the filters not replaced until just recently? Don't know that I can trust the water ever. As long as I can afford I will continue to buy bottled water.
WhatWaysDidGovSuccessfullyRespond:	Believe they kept us pretty well informed of the situation.
WhatWaysDidGovUnderperform:	Lag time in informing the public. Agencies seemed confused about effects.
RecommendationsForImprovement:	Believe agencies should have better scenarios in place.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	I believe we need to be informed more of long term effects. I have noticed that a lot of citizens are still buying bottled water for their families. Can you assure us water is safe to drink? Like I said I will continue to buy water for my family and pets as long as I can afford it. If it was feasible for for my we would move.

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 12:51 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Cynthia Kittle

Governor

Cynthia Kittle has been added

Modify my alert settings View Cynthia Kittle View AfterActionReviewQuestionnaire Mobile View

Title:	Cynthia Kittle
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Unable to use water for several weeks. We are still cooking and drinking bottled water only and have concerns about even using tap water to brush our teeth and wash dishes. After about a week and a half, I took my 2 daughters and 3 grandchildren to a hotel in Huntington so we could all shower and do laundry. We were up all night doing laundry. Quite an expense to be able to shower and have clean clothes. After the first several days of sink bathing with bottled water, we traveled to St Albans high school to shower. I have significant concerns about the future health of my 3 grandchildren that have been exposed to this situation.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I still do not believe that we have been told the full truth. Politics have played a major role in all of this. Information was not forthcoming, it was evident that all remarks were predetermined. Even the CDC response was ridiculous. The statement from the Governor about we could use the water if we wanted to, but no indication about its safety. Govt representatives speaking on tv, "informing us about the situation" called themselves "experts" and "scientists"....clearly, nobody knew enough about what we were all exposed to....
WhatWaysDidGovSuccessfullyRespond:	
WhatWaysDidGovUnderperform:	The truth was hidden, facts released in bits and pieces. The level of public trust in WV leaders is at an all time low. I do not trust them at all.
RecommendationsForImprovement:	
PersonallyAssistedByGov:	
AgenciesThatAssisted:	
PleasedWithAssistance:	No
PleasedWithAssistance2:	What assistance? We were able to get some bottled water, that is it.
AssistedByNonGov:	No

AssistanceProvidedByNonGov:	Just the free water that we picked up at K Mart, provided by National Guard I think.
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	again, no assistance other than free bottled water for a while.
AdditionalComments:	I think that it is expected that all of us affected by this water crisis will gradually just move on, forget about it and things will get back to normal. This has impacted our business climate, our market value of our homes, our children's health and education, who knows....and WHO CARES??? what the future impact on all of us will be. Our state has such potential and our leaders have put mining, pollution, corporate greed, disregard for workers and citizens first, and the care and concern for people that live here, work, pay taxes, choose to raise families here at the bottom of the list. I really can't write any more here. Bottom line, not enough was done before this happened. Govt too busy playing politics. Not enough done after to tell us the truth, provide help. Big deal, $10 credit on our water bill. And we made that up in the increase in our sewage bills after flushing.

Last Modified 5/6/2014 12:46 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 12:56 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - jarrell cavender

Governor

jarrell cavender has been added

Modify my alert settings View jarrell cavender View AfterActionReviewQuestionnaire Mobile View

Title:	jarrell cavender
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	should have had water trucks go to every neighborhood... rotating if not enough. too many people needed lots of water. I myself took care of lot of people with no cars and elderly and my church. I went nightly to krogers who marked their water down. i bought whole cases of 3 literes off their nightly delivery trucks. i didnt have the option to keep waiting in the huge lines. 3 days after the flushing i took a shower. still smelled the junk and got ichy red spots on me. i waited several more weeks and just took wash cloth wipe downs....
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	should have had water trucks go to every neighborhood... rotating if not enough. too many people needed lots of water. I myself took care of lot of people with no cars and elderly and my church. I went nightly to krogers who marked their water down. i bought whole cases of 3 literes off their nightly delivery trucks. i didnt have the option to keep waiting in the huge lines. 3 days after the flushing i took a shower. still smelled the junk and got ichy red spots on me. i waited several more weeks and just took wash cloth wipe downs....
WhatWaysDidGovSuccessfullyRespond:	kept stores from having huge water markup ..... supply and demand...
WhatWaysDidGovUnderperform:	had neighbors dropping off water to my elderly parents and 95 year old grandmother not knowing i was with them.... gov check? nope.
RecommendationsForImprovement:	fire federal gov and let the state gov itself
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	No
PleasedWithAssistanceNonGov2:	had no assistance

AdditionalComments: turn every church into water drop sites. police cruz neighborhoods and drop off water to people. have military drop off huge cases at every neighborhood intersections

Last Modified 5/6/2014 12:51 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 1:01 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Gary Wiseman

Governor

Gary Wiseman has been added

Modify my alert settings View Gary Wiseman View AfterActionReviewQuestionnaire Mobile View

Title:	Gary Wiseman
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Obviously not being able to use the tap water to shower, wash dishes or clothes was a considerable inconvenience for everyone.
DoYouBelieveGovAgenciesHandledAppropriately:	Yes
DoYouBelieveGovAgenciesHandledAppropriately2:	Given the circumstances, I don't know what else any government agency could have done.
WhatWaysDidGovSuccessfullyRespond:	The notice of not to use the water was given immediately or as soon as possible; bottled or other alternative water sources were provided.
WhatWaysDidGovUnderperform:	
RecommendationsForImprovement:	
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/6/2014 12:56 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 1:31 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - george jividen

Governor

george jividen has been added

Modify my alert settings View george jividen View AfterActionReviewQuestionnaire Mobile View

Title:	george jividen
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Putnam
DescribeHowYouWereAffected:	Restricted to using tap water for washing cloths and sanitary use only. Flushing of the water lines and hot water tank 4 times to rid of oder of mchm! Purchasing bottled water for drinking and cooking to this day! Am not trusting Wv Am Water to respond responsibly to any future water crises concerning contamination to potable water system! I will never again drink or cook with water supplied by Wv Am Water again. Wv Am Water can not be trusted to put the safety of the public before profits or they would have in place the ability to handle such a crises!!
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	In the beginning of the crises the main lines were to be flushed at fire hydrants then home and business systems flushed. This would have cleaned the mchm out of the lines berfore further contamination of household water lines. Home owners and businesses ended up flushing the main lines for Wv Am Water through our homes and facilities resulting in personal expense and time that should have been born by Wv Am Water! Once again wv government has helped big business doop the citizens of our poor state!!!!! Passage of storage tank legislation is not enough! The legislation does not cover process tanks, piping, pumps or other equipment containing contaminates along our water ways! Railroad tank cars, tank trucks, and tank barges travel along our streams every day and are more likely to be involved in an incident which could cause contamination of the water, yet the state does not see a need to require wv am water to have in place a plan and facilities to insure the residents of wv that our water will be safe in any emergency!!!!! Once again our officials favor big business over our safety!!!!~!!!!
WhatWaysDidGovSuccessfullyRespond:	none
WhatWaysDidGovUnderperform:	Not holding Wv Am Water responsible in any way. Covering cost that should have been paid for by Wv Am Water. Using guard personel to perform the work that should have been the responsibility of Wv Am Water. Freedom industries was responsible for the spill but Wv Am Water has an undeniable responsibility to supply its customers with a safe reliable potable water source!!!!!
RecommendationsForImprovement:	Pass legislation to require water companies to have in place equipment, processes and facilities to be able to supply safe potable water under conditions like what happened 1-9-14! Other water companies in other states have a back up water supply such as water impoundments or large water tanks in case the streams become contaminated.
PersonallyAssistedByGov:	No

AgenciesThatAssisted:

PleasedWithAssistance: No

PleasedWithAssistance2: Should have been supplied more bottled water for longer period of time. Our state government should have been more insistent for Wv Am Water to face up to its responsibility to the citizens!

AssistedByNonGov: No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov: No

PleasedWithAssistanceNonGov2:

AdditionalComments: I am a retired pipefitter / plumber of 40+ years working out of a local union. I have worked in the majority of facilities in the kanawaha valley which store and use chemicals. There are many other ways our streams can be contaminated other than storage tanks such leaking pumps, pipeing, process containers, river dock equipment for barges and other sources along tirbutaries. River tank barges, tank trucks and rail car tanks travel along our waterways every day all day long and present very real possibilities for a contamination crises. The most plausable and effective way that makes sense to safeguard our water supply is to eleminate the chance of inducting water so contaminated into the water plants that the processes used by the companies can not make it safe to use. The only way this can be done is through legislation requireing water companies to have back up sources of water in case of a spill in the streams which the plants can not process to make the water safe for the citizens to consume!!

Last Modified 5/6/2014 1:30 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 3:21 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Mr. Kelly Merritt

Governor

Mr. Kelly Merritt has been added

Modify my alert settings View Mr. Kelly Merritt View AfterActionReviewQuestionnaire Mobile View

Title: Mr. Kelly Merritt

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Kanawha

DescribeHowYouWereAffected:

Like others in the service territory, I could not use the water for anything but sanitation. Thank goodness we could still flush. I will say I was skeptical when the "Do Not Use" order first came out, after seeing tweets about the MSDS for Crude MCHM which said it was mildly toxic. But I absentmindedly washed my hands after using the bathroom -- and felt slight irritation -- but I didn't tell anyone. Before going to bed the night of January 9, I brushed my teeth using the faucet water and felt mild irritation inside my mouth. At that point, I decided to comply with the DNU order.

But other than the slight, mild irritation that went away quickly and not being able to consume the water during the DNU order, the affect was not much more than an inconvenience, thanks to the broad availability of bottled and bulk water supplies that began to show up on Day 2.

DoYouBelieveGovAgenciesHandledAppropriately: Yes

DoYouBelieveGovAgenciesHandledAppropriately2:

A qualified "Yes." The governor's office got on the situation quickly, issuing the Do Not Use order by 6 p.m. I'm not sure of which agencies did what, but water supplies were on their way and available the next day.

WhatWaysDidGovSuccessfullyRespond:

Government agencies successful response was getting bottled water and bulk water supplies out to the public -- quickly and in many locations -- from both government sources and private sources. That made the difference between this event being a major public health crisis (which some say it was) to an inconvenience, which it really was to me.

For the first few days, the Governor's office and related agencies kept on top of the situation and kept the public informed.

WhatWaysDidGovUnderperform:

The underperformance from government agencies came before the actual crisis occurred. Surely, regulations already existed that called for regular inspections of major petroleum and chemical tanks upstream of a major water plant intake -- didn't they?

Whether that responsibility was with the DEP, County, Health Department, or whomever -- it seems someone in a government organization somewhere should have been checking at the Freedom Industries site on occasion -- considering the mere driving by of the facility there on Barlow Drive showed that the tank farm and its appurtances were not well maintained.

Particularly considering Freedom had to report, according to published sources, the contents of its tanks to a regulatory body, there seems to be no excuse for the

community or the water company to have been taken by surprise by the leak and the contents of the tank -- and not already have had a plan to deal with it.

The other underpeformance came from the Governor's office after the first few days. While initially the Governor was holding press conferences to inform the public frequently, after day 4 or so those public updates became much more infrequent. Those needed to occur daily, even at times when there was nothing new to report.

RecommendationsForImprovement:

An improvement in the law has been passed by the Legislature, or so we are told, but regulatory agencies setting appropriate priorities would be an improvement.

I read a quote in one of the newspapers by a restaurant owner who commented on how closely restaurants are inspected, yet this big tank farm that had the ability to affect many more people was not inspected. Setting appropriate priorities with limited funds and staff to concentrate on what really matters would really help.

PersonallyAssistedByGov:

Yes

AgenciesThatAssisted:

The City of South Charleston, The City of St. Albans and others -- I'm sorry, besides the National Guard, I do not know exactly what agencies also were involved. But my family and I received as much bulk and bottled water as we needed from Day 2 on throughout the crisis.

PleasedWithAssistance:

Yes

PleasedWithAssistance2:

We were extremely pleased with the effort, particularly by the City of South Charleston, with the assistance of bottled and bulk water. The city organized a pick up site at the Stamping Plant that was a breeze to get through.

Other than the morning of January 10, obtaining water was never a problem.

AssistedByNonGov:

Yes

AssistanceProvidedByNonGov:

I do not remember what organizations, but I did pick up bulk and bottled water in Institute by an organization that I believe was church related.

PleasedWithAssistanceNonGov:

Yes

PleasedWithAssistanceNonGov2:

AdditionalComments:

A crisis is an event that brings out the true character in people -- shows the bad in some and the good in many. Thanks to all who worked so hard to make supplies of potable water available to everyone affected. They made the difference in this being a true emergency for my family (it was not) to simply being an inconvenience. Good job by many.

Last Modified 5/6/2014 3:19 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 3:40 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Jennifer Wood

Governor

Jennifer Wood has been added

Modify my alert settings View Jennifer Wood View AfterActionReviewQuestionnaire Mobile View

Title:	Jennifer Wood
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	1- My neighborhood was without water for five days. As a result of the crisis, my fiancee and I have invested in a $2000 home filtration system to protect our family. It may seem extreme but I have lost all trust with WV American Water after their handling of the situation. Additionally, my son is a fourth grader in Kanawha County Schools and missed almost two weeks of school due to the water crisis. The lost time at school can never be replaced, no matter how many days are added to the end of the school calendar. There comes a point in the spring where children just shut down. :(2-Additionally, I own a small business (small local bar with WV video lottery machines) in Marmet, WV with my brother. We were forced to close for ten days due to the water crisis, as the Kanawha Co. Health Dept. shut all restaurants and bars down during the situation. The shut down period included two weekends, which frankly pay the bills in the bar industry. This resulted in a 30% drop in our monthly revenue, and subsequently, the amount of sales tax we pay to the state of WV for January. Additionally, our employees were unable to work due to the situation, and missed 10 days of pay. For minimum wage employees, this was financially devastating to them. The water crisis hurt our small business, our employees and our state.
DoYouBelieveGovAgenciesHandledAppropriately:	Undecided
DoYouBelieveGovAgenciesHandledAppropriately2:	Mostly. I believe the Governor did a good job with the information that was provided to him. However, I do not feel Freedom Industries or WV American Water always provided the full truth to our Governor or other authorities. I applaud General Hoyer who also demonstrated great leadership. First responders did a terrific job of managing the situation. Volunteer fire departments played a huge role in making sure our citizens had potable water. I was very proud of Malden, Belle, Cedar Grove and Glasgow fire departments for their actions. Many of these volunteers delivered water to senior citizens' homes.
WhatWaysDidGovSuccessfullyRespond:	Plenty of available water, good communication with public, keeping people calm.
WhatWaysDidGovUnderperform:	Not being tough enough with Freedom and WVAM
RecommendationsForImprovement:	Utility accountability measures are needed; Do not allow WVAM to petition the PSC for rate increases anytime soon!
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	FEMA (via Malden VFD- water provided)

PleasedWithAssistance:	Yes
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Malden VFD- water distribution
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	
AdditionalComments:	Please make it more difficult for big business and/or utilities to do whatever they please to harm our state and it's citizens... and then just walk away free and clear. I've played by the rules my entire life, whether it was school, work or as a citizen. It's high time these companies did the same.

Last Modified 5/6/2014 3:39 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 5:05 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Colleen Anderson

Governor

Colleen Anderson has been added

Modify my alert settings View Colleen Anderson View AfterActionReviewQuestionnaire Mobile View

Title:	Colleen Anderson
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	My water was tainted by the chemical leak. Like hundreds of thousands of other West Virginians, I was unable to use it (except for flushing). Four months later, I cannot yet bring myself to use it for drinking, although I now wash clothes and dishes with it.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	My real answer to this question, which doesn't seem to be an option, is "Some did and some didn't."
WhatWaysDidGovSuccessfullyRespond:	Trucking in potable water.
WhatWaysDidGovUnderperform:	By attempting to characterize this incident as somehow unrelated to the way in which coal is mined and processed in West Virginia, our governor caused me to mistrust every "official" word I heard about the crisis thereafter. This crisis was clearly caused by the state's failure to protect its citizens from the companies that take our state's natural resources without adequately reimbursing the citizens for the damage they do.
RecommendationsForImprovement:	1. Adopt all the recommendations of the U.S. Chemical Safety Board in any legislation crafted by the WV Legislature. 2. Strictly enforce the rules and regulations of the EPA, and embrace their new standards. 3. Eliminate all legislative loopholes for coal and chemical companies. 4. Tax coal and chemical companies dramatically more than they are currently being taxed. 5. Actively pursue solar energy.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	As so many people have suggested, this crisis should be a wake-up call for West

Virginia. Instead of being dragged into compliance with laws that would protect our environment and provide a safe place for us to live, West Virginia should make a 180-degree turn. We should lead the nation in cleaning up streams and rivers and, from now on, fiercely protecting our most precious natural resource, clean water.

Last Modified 5/6/2014 5:01 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 5:45 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Alan Ducatman

Governor

Alan Ducatman has been added

Modify my alert settings View Alan Ducatman View AfterActionReviewQuestionnaire Mobile View

Title:	Alan Ducatman
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Monongalia
DescribeHowYouWereAffected:	Patients called. Interviewed on TV Show Journalists called. State employees sought different kinds of advice
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	1. CDC did not do a great job with its risk assessment. The NRDC did better. In CDC's defense, it is easy to understand the impact of years of flat or diminished budgets in the face of expanding mission. 2. The terrible job done by state DEP can be traced back to the directives of multiple administrations, we have the DEP that our leaders want. 3. The BPH does not really have the resources it needs to address emergencies. 4. Given its scant resources, the Kanawha Charleston Health dept performed quite well, and darned bravely. 5. Civil Defense type agencies did their jobs just fine.
WhatWaysDidGovSuccessfullyRespond:	The Kanawha Charleston Health Dept did well to send an unequivocal message immediately, and also to counteract unsupported early reassurances.
WhatWaysDidGovUnderperform:	Which poet wrote "let me count the ways." 1. Most important, directives to agencies that they work for industry, not to protect the public. That is an underlying cause. 2. Misleading information and mixed messages. 3. No foresight about the need for back up water, a problem affecting the whole state. 4. The reaction has been to rush to prevent the exact same problem from recurring, while so many can happen. They are rare, real, and preventable, but prevention takes foresight and willpower, not rhetoric. 5. Industry invited to table to help craft regulations. That has not worked well, so why are we still doing it?
RecommendationsForImprovement:	1. DEP to again become an agency that works for the public, not for two or three large industry classes. 2. Real commitment to prevention. 3. Reverse state policy that allows shale gas next to water supplies. What about "accidents can (sometimes) happen" do we still not get? And, what about local wells. Same question. 4. Is the best solution to drill cuttings to dump them in public sanitary landfills. Come on! Is not one in WV intending to have grandchildren, or maybe they won't need water?

5. It is not enough that we be content to have one intake and to pump water over many, many miles. That is merely a reflection of our terrible options given the poor water quality. Time to reverse that. It will take time, effort, commitment.

PersonallyAssistedByGov:

AgenciesThatAssisted:

PleasedWithAssistance:

PleasedWithAssistance2:

AssistedByNonGov: Yes

AssistanceProvidedByNonGov: NRDC provided the best available risk assessment, and clear readable information about how it was derived.

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments: Two or three generations ago, state government was all about eliminating risks to public health. Things were done well enough that our elected officials got confused and thought we could save money, and enable jobs, but eliminating those who oversee those risks.

I hope we have learned a lesson, but it is not all that clear.

Last Modified 5/6/2014 5:43 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 6:06 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Erin Burgess

Governor

Erin Burgess has been added

Modify my alert settings View Erin Burgess View AfterActionReviewQuestionnaire Mobile View

Title:	Erin Burgess
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Putnam
DescribeHowYouWereAffected:	I was not able to go about my business normally during the water crisis. My family had to go to a friend's home where they were not affected to wash clothes and bathe. In between I had give my kids sponge baths using boiled water. My son missed several days of school. I missed several days of work as well. I am a teacher in Kanawha County. My students missed several days of valuable instruction during the crisis. I took my kids to my parent's home in Pennsylvania for 5 days to get away from the tainted water. My grocery bill went up by $75 from getting water and other items that do not require water. I am still buying water because I do not trust the water to drink, cook with, or to brush teeth.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I feel the whole process to get the water back on was rushed. We were given contradictory information about the safety of the watered after it was turned on. The water company did not get the word out fast enough about the problems. I did not receive the phone call until 12 hours after the do not use order was given. I was happy with the constant updates before water was turn back on. After I feel we were treat like whiny children. When people were complaining of a chemical smell they were shrugged off by government officials.
WhatWaysDidGovSuccessfullyRespond:	The many press conferences started out very good. I wish they would have continued afterward as well.
WhatWaysDidGovUnderperform:	The water company should have turned the watered off when a spill was reported. Officials should have taken people's concerns seriously and been truthful with everyone right away. They rushed to get the water on, without thought for the safety of residents. I was upset that Freedom Industries was allowed to file for bankruptcy. That should never been allowed to happen.
RecommendationsForImprovement:	The water company should be required to have a 2nd intake valve. Have holding tanks with 3 months supply of water like other cities have. Require more inspections and even removal of hazardous materials from water sources.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	FEMA provided water and St. Albans also provided water.
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	The staff meaning each site were friendly and kept things moving. We were able to get in and out rather quickly.

AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	I hope steps will be taken to prevent something like this from ever happening again.

Last Modified 5/6/2014 6:04 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 10:00 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Megan Wilder

Governor

Megan Wilder has been added

Modify my alert settings View Megan Wilder View AfterActionReviewQuestionnaire Mobile View

Title:	Megan Wilder
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Like any other day, I jumped in the shower before work. Our 3 year old likes to shower with me, so, here comes a little leg, followed by a little body. He sits in the bottom of the shower and plays with Jake and the Neverland Pirates. After we get out I dry him off and his rear end is rashed and blistered, all the way up under his testicles. Imagine how that would feel. I stand up, look in the mirror and I feel like I am on fire. My neck, upper torso and back are rashed and blood red.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Drinking water in Kanawha County was supplied in a proper amount of time- thank you! However, it is to my understanding that the outer, rural regions did not receive it in a timely manner. I was very upset to learn that government officials 'had time to pass a bill' before announcing the issue. Thanks a lot, that was a jerk thing to do. We know who you are, some of us follow the news and are educated... On the state level, DHHR lacked in this area. Why didn't they make sure food facilities/bars were not using the water?! When in doubt Gov. Tomblin, honesty is the best policy.. When half truths are told the public loses faith, respect and trust. I think DHHR and DEP need an overhaul. Governor, I think you do a better job in this state than Manchin did. I think this is questionnaire is a very good idea and will help you... Thanks for letting us voice it!
WhatWaysDidGovSuccessfullyRespond:	Local fire fighters were amazing and tireless in helping distribute water.
WhatWaysDidGovUnderperform:	I don't know who's bright idea it was to store that crap on a river, but I certainly hope it's an eye opener. Stop advertising WV as 'open for business' it's killing our beautiful state, and it may take us with it. Money blinds common sense I suppose.
RecommendationsForImprovement:	Hire more educated people to revamp the DHHR and DEP. Get rid of the micro managers. An office doesn't need 7 supes. Know what these 'big businesses' are storing, using, dumping and stop worrying about whether or not it'll cause them to not do business in our state. Set guidelines, yatta yatta yatta you should know what to do. Protect the people of West Virginia! Protect our water! It is life. Strict guidelines for the water companies and industrial businesses must be set!
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Poison control.
PleasedWithAssistance:	No

PleasedWithAssistance2:	They had no idea what the effects of the chemical were.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	No
PleasedWithAssistanceNonGov2:	
AdditionalComments:	West Virginia has truly went down hill. I am 31 years old and do not see myself retiring here. I always thought my relatives were crazy for leaving... No.. They are educated and health conscious.

Last Modified 5/6/2014 9:57 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 10:35 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Steve Thompson

Governor

Steve Thompson has been added

Modify my alert settings View Steve Thompson View AfterActionReviewQuestionnaire Mobile View

Title: Steve Thompson

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Kanawha

DescribeHowYouWereAffected: My water was poisoned for months effective immediately the day of the spill, january 9, 2014.
I live in an apartment building on Virginia St in the East End of Charleston. The smell in the air in Charleston was concerning for several days.
The water from the top stunk for months and was unsafe - unfit - for use.
After the water line flushing was approved, and the apartment building maintenance crew informed me that they had flushed the hot and cold water lines twice, that weekend on Saturday afternoon, with the water still smelling a heavy licorice smell of MCHM from the tap, I attempted to shower. Within the hour after showering I was dizzy, and felt close to nauseous for the remainder of the day, unable to eat until midday that Sunday, the next day.
I was unable to drink, cook, nor bath or clean with the poisoned tap water through the duration of the crisis. One shower convinced me that the water was not safe.
The event lasted much longer than the state of Emergency. The water smelled bad for months, even long after the flushing had taken place.
I will not drink or cook with the Charleston WV American city water to this day.
During the height of the crisis I had no choice except to purchase water to use for all normal water related activities.
Purchasing and carrying enough water to live on was a physical and financial hardship for the duration of the event.
I still do not trust the water quality in Charleston WV.

DoYouBelieveGovAgenciesHandledAppropriately: No

DoYouBelieveGovAgenciesHandledAppropriately2: Initially local news, in the early afternoon Thursday, January 9, reported that there had been a chemical leak in Charleston, but the news Thursday afternoon was reporting that "officials" indicated that everything was ok. It would not be until rush hour that evening that I learned, from a friend at the store, that 1) there was a run on water and 2) there was a chemical leak that had contaminated Charleston's water supply.
The chemical spill was the result of a systemic failure of environmental protection and enforcement by every local, state and federal agency. The chemical spill was not simply the result of a lack of appropriate regulations - it was the complete lack of meaningful enforcement of existing regulations on top of what are otherwise weak and meaningless regulations.
After the spill, the government appears to have been more concerned about attempting to "normalize" the perception of the spill, rather than address the root causes and create a real and meaningful solution to the immediate problem, lack of access to potable water.
Water distribution was initially inadequate and was slow materializing as the scope of

the crisis began to become clear. Water distribution ended long before the crisis ended.
For sanitary and fire protection reasons the decision by WV American water to continue to flow water with MCHM in the Charleston system was probably a good and necessary idea, however for all other purposes necessary to sustain life, the water in the Charleston WV American water system was absolutely worthless. Replacement water was the only solution. Replacement water delivery was inadequate.
WV American water distributed tainted water from the contaminated source, and they used contaminated equipment which was also unacceptable. No government agency has held them accountable for that act of negligence.
In light of the Chemical Safety Board recommendations after the Bayer Crop Science explosion, none of meaningful recommendations were implemented and no government agency recommended implementation of those recommendations.
The government has completely failed to produce baseline water quality testing (before events occur) and therefore any meaningful discussion on water quality is significantly lacking scientific credibility, because we were only lucky that MCHM stunk, otherwise nobody would have noticed.
This situation, specifically after WV American president stated that they only treat the water to the quality / level required by law and CDC directive, begs the question what else is in the water?

WhatWaysDidGovSuccessfullyRespond:

The Fire Department distribution at Lee and Morris was orderly and efficient - once it was up and running.
The Kanawha County Health Department stepped up and KCHD Dr. Gupta responded appropriately and supported the community.
The declaration of the State of Emergency was appropriate, necessary and should have happened earlier in the day.

WhatWaysDidGovUnderperform:

The Homeland Security Agency, the Bureau for Public Health and the Dept. of Environmental Protection all failed to work together to protect the water. There was no planning ahead. There was no meaningful water resource protection plan in place. There was no plan to address public health needs after contamination, nor any meaningful plan to restore the water system once compromised.
There is no recognition of the site specific data that (should have) identified the risks (to the Charleston water supply and likely to all other water supplies in this state).
There was no alternate source for water intake at the Charleston facility because the privatized WV American Water put profit ahead of public health. No meaningful regulatory structure exists to require them (WV American) to care about the public health.
There was no monitoring or enforcement of existing permitting and safety standards at the Freedom chemical storage units.
The environmental enforcement mechanisms and processes are significantly inadequate, and the Homeland Security Agency, the Bureau for Public Health and the Dept. of Environmental Protection all failed to make any meaningful assessment of the risks to the communities regarding exposure to harm.
This systemic failure of government regulation and oversight that resulted in the chemical spill is a byproduct of the cow-towing to industry at the expense of public health, safety and welfare.
The Bureau for Public Health and the Dept. of Environmental Protection failed to test the water during the spill and instead any testing was done through the National Guard and out of state contractors.
Government regulations were obviously inadequate, under or un-enforced and industry accountability by government regulatory agencies is obviously inadequate or non-existant.

RecommendationsForImprovement:

Credibility of WV government needs to be restored.
The heads of the Homeland Security Agency, the Bureau for Public Health and the Dept. of Environmental Protection all need to resign in order to restore public confidence that these agencies have the leadership that is necessary to do the job in order to protect the public health, safety and welfare.
That the water contamination event happened in 2014 is proof that the leadership in the various state government agencies is inadequate to address the complex scientific problems that modern industrialized society has created.
The lack of planning by Homeland Security, the lack of quality environmental enforcement by DEP and the lack of meaningful involvement by the Bureau for Public Health in public water management represents a culture of government indifference that is unacceptable if these agencies want to pretend to have any future credibility.
In order to assess the actual water quality of the waters in this state, baseline water quality testing needs to be done for every water resource, immediately, for all waters in this state. The statewide water quality testing results need to be publicly accessible

and water quality testing results need to be disclosed without any restrictions. This testing is necessary in the event of future contamination, so that contaminant sources and alternate adequate fresh water resources can be quickly identified.
An inventory and the immediate identification of all potential water contaminants needs developed and presented to the Homeland Security Agency, the Bureau for Public Health, to the Dept. of Environmental Protection and to all water resource managers in this state so that appropriate mitigation plans can be developed and implemented.
All chemicals stored, transported and manufactured in this state need to have chemical specific MSDS sheets reported for each location or transit route to and on file with the Homeland Security Agency, the Bureau for Public Health, to the Dept. of Environmental Protection and to all water resource managers in this state.
Water delivery in West Virginia needs to be done by a public agency. Water is necessary for all life and should not be a for profit commodity, specifically in an economically challenged state where purchasing profit motivated fresh water could be a hardship for a majority of state residents.
Privatization of WV American Water in Charleston resulted in the bad management decisions based on profit rather than protecting the public water supply, where a second intake pipe should have been installed away from what was a known potential contaminate source.
Government leaders need to take action and lead by example in protecting the state waters, not just paying lip service to the citizens while with a wink and a nod allowing corporate negligence to endanger the people.
Those accountable for the chemical spill should be prosecuted to the maximum extent allowed by law. If the current laws don't allow for harsh and strict prosecution, laws need implemented that will make any form of industrial negligence economically unsustainable. The consequences of industrial negligence need to be severe and enforced to act as a serious deterrent to future bad actors.
The state and its many agencies need to have the capacity to test water quality, report the results of all water quality testing and monitor the water quality of all waters in this state. Staring with bench mark testing, regular and routine water quality monitoring needs implemented. The state needs to develop the capability of implemeting immediate spot testing in multiple locations in the event of future contamination.
The Public Service Commission needs to order WV American Water to waive the water bills for all 300,000 customers for the time period between January 9 and March 31, 2014, because the water was not fit for human consumption. If those water bills have been paid they need to be refunded or credited in full.
The Chemical Safety Board recommendations need to be implemented – state wide – and the culture of government regulatory indifference toward industry negligence needs to end immediately.

PersonallyAssistedByGov: Yes

AgenciesThatAssisted: The local fire department distributed water.
Kanawha County Health Dept. informed us that the water was still not safe to drink - preventing illness.

PleasedWithAssistance: No

PleasedWithAssistance2: The State of Emergency announcement was too late in the day.
The State of Emergency was lifted before the crisis was resolved.
Water was not provided for the duration of the water crisis event.
No meaningful testing of the base line water quality has been done in this state.

AssistedByNonGov: Yes

AssistanceProvidedByNonGov: Friends provided water.

PleasedWithAssistanceNonGov: No

PleasedWithAssistanceNonGov2: Water is not free, we purchase it with the idea that it will be safe to use. It is not the responsibility of an NGO or charitable organization to provide citizens with water. Especially when we pay good money for this water service.
Water is a public good and should not be a private for profit commodity.

AdditionalComments: This kind of industrial accident should never be allowed to happen again, if

corporations can't be good citizens they should not be in business.
Period. Regulatory enforcement is not a popularity contest, the regulators need to be tough, motivated and compensated well enough that they take the job seriously in order to protect the public from scofflaws like Freedom Industries.
Hire full staff at DEP and compensate them to do the job well.
The government agency culture of indifference toward industrial negligence that allowed this "accident" to happen is what makes WV the sacrifice zone and laughing stock of the nation. Being last in almost every category is bad enough, being first to have an accident of this magnitude is an absolute disgrace. We can and should have done better.

Last Modified 5/6/2014 10:33 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 06, 2014 11:50 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Kristine Krajnak

Governor

Kristine Krajnak has been added

Modify my alert settings View Kristine Krajnak View AfterActionReviewQuestionnaire Mobile View

Title:	Kristine Krajnak
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Monongalia
DescribeHowYouWereAffected:	A good friend of mine and her children developed rashes and respiratory problems. My friend now has asthma which may have been the result of the exposure. She had to bring Her children to Morgantown for a few days so they would have access to clean water for bathing and drinking. In addition, Morgantown Did not have plows readily available after a snow storm because the trucks were delivering water to Charleston.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Water samples should have been collected for analyses immediately. The order to flush was also given prematurely.
WhatWaysDidGovSuccessfullyRespond:	
WhatWaysDidGovUnderperform:	
RecommendationsForImprovement:	A plan to respond to future problems should be put into place. The clean up at the site of the leaking tank should also be carefully monitored
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/6/2014 11:50 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 07, 2014 12:25 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Donna Sue Peros

Governor

Donna Sue Peros has been added

Modify my alert settings View Donna Sue Peros View AfterActionReviewQuestionnaire Mobile View

Title:	Donna Sue Peros
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Boone
DescribeHowYouWereAffected:	I am a young widow who could not use my water for any purpose for several weeks which required carrying heavy loads of water for bathing, cooking, cleaning of food, etc. I still have to carry water for drinking and cooking because the filters have not been completely changed in Charleston as yet and still having occasional smell of licorice in my water supply after multiple flushes of home and the water line.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	the crisis was minimized; local officials were told what to do and how but direct service to the people was handicapped for several week by lead governmental officials; we were not notified until our water was completely poisoned for several hours, possibly days! This is uncalled for; had it been anthrax or some other biological agent; thousands would have died. State leadership was exceptionally poor even when doctors stated it was unsafe; CDC was totally inadequate in their handling of the situation and still today dodge the responsibility for what happened after the event.
WhatWaysDidGovSuccessfullyRespond:	I feel that the testing was a positive thing; however all citizens needed access for testing and FEMA refused to back us and still does; we are still contaminated in some remote rural areas and not enough testing at the end of the lines has been conducted, if any! Provision of water supplies was good but many could not access it, could not learn of distribution times, and could not get it.
WhatWaysDidGovUnderperform:	As listed above plus still not assisting with or helping to compensate for the damage sustained by American Water is poor; the citizens and that company should not have to bare the costs of changing these filters and all the other things that has happened
RecommendationsForImprovement:	Quicker response when criminals poison supply; to inform the public; still help us get pure water; many are fearful of using water in these end of line areas for good reason
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Local authorities provided water distribution sites so I could get water; local American Water staff flushed my lines 3 times when the smell continued including the County Commission
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	The flushing has helped but still have odor to water at times and cannot use water for drinking

AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	I regret I don't know names of out of state Church of Christ and other church groups; my local church served as a distribution site when many sent water in; one university and multiple water and environmental groups brought water to my community
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	It was life sustaining and prevented miles of travel to secure water
AdditionalComments:	Our state should have moved forward sooner to secure national support and the national never showed their heads until late in the game; left as soon as they could; and have never supported the American Water folks whose cross this should not be to totally bare!

Last Modified 5/7/2014 12:22 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 07, 2014 2:01 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - F. Noel-McDaniel

Governor

F. Noel-McDaniel has been added

Modify my alert settings View F. Noel-McDaniel View AfterActionReviewQuestionnaire Mobile View

Title:	F. Noel-McDaniel
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Mercer
DescribeHowYouWereAffected:	So far, Mercer County has not publicly experienced any after-effects of the toxic chemical spill. However, it is apparent safe disposal of waste material from the Freedom Industries, Inc. site must be taken into consideration. Hopefully, procedures will include informing citizens of disposal plans prior to landfill storage of all toxic material and landfill sites willing to accept this waste. Public health and safety is paramount and citizens in proximity to landfills deserve to know of any corporate consideration by landfill owners/partners of intentions for storage/placement of toxic materials in landfill areas.
DoYouBelieveGovAgenciesHandledAppropriately:	Undecided
DoYouBelieveGovAgenciesHandledAppropriately2:	Reactive response cannot be faulted. However, my indecision is amplified by lack of apparent proactive measures prior to Freedom Industries, Inc. opening for business. It appears many questions regarding their products, protective measures, and general corporate citizenship were not taken seriously and, definitely, leaves much to be desired as regards inspection measures by the entities responsible for public safety.
WhatWaysDidGovSuccessfullyRespond:	From my perspective, every possible measure was exhausted to provide potable water to those in need of services. Even though this process was prolonged, those closest to this emergency situation survived the worst of the initial impact on their lives. Only time will tell the true impact on local citizenry. Fear of the unknown is a difficult challenge to dispel.
WhatWaysDidGovUnderperform:	No comment.
RecommendationsForImprovement:	West Virginia is home. West Virginia welcomes businesses. West Virginia must take proactive measures in the future to be diligent with businesses whose products could possibly impact the State and citizenry in safety and health. State entities also must do diligence to be proactive to take all measures possible to circumvent toxic spills prior to occurrence and prepare response teams should emergencies happen. Being proactive and avoiding, if possible, this particular chemical spill was a missed opportunity for West Virginia. The negative impact on the State from this chemical spill is not one I personally welcome. This must never happen again.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	No comment.
PleasedWithAssistance:	

PleasedWithAssistance2:	No comment.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	No comment.
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	No comment.
AdditionalComments:	From my childhood, one of the most valuable memories is of the natural spring waters of West Virginia. Even now, I consider these natural springs as one of the most valuable assets of West Virginia. Every river, crick and crawdad is important and educational. It is my desire to see these fresh spring waters preserved for future West Virginians. I pray for this and the preservation of every asset possessed by West Virginia. This State has much to offer and I personally am thankful to live here. How can I help ...

Last Modified 5/7/2014 1:58 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 07, 2014 9:11 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - David Bott

Governor

David Bott has been added

Modify my alert settings View David Bott View AfterActionReviewQuestionnaire Mobile View

Title:	David Bott
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Monongalia
DescribeHowYouWereAffected:	My daughter, granddaughters and son in law live in Charleston, I am concerned for their long term health. However, on an immediate effect the cost for families from the spill was enormous and unexpected I provided financial assistance to them to help overcome the impact.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The lack of knowledge about MCHM was not related soon enough or properly by local, state and Federal officials. The impression is that all were trying to make the other responsible. The fact that what the chemical's impact on health was not know and a do not drink the water order should have been issued from the first learning of this spill by the WVDEP. The WVDEP is an ineffective agency by design of the governor's office. The fact that 9 counties are effected by the spill speaks to the negative impact on outlying communities, the reason their situation did not raise the public's concern to the level of Freedom Industries spill is because the numbers effected were much smaller, 300,000 makes a stronger statement. Water quality has been weakened by the State for years January 19 the impacts came home to roost. The Governor's office should have required the American Water to change the filters after the danger in the Elk had passed.
WhatWaysDidGovSuccessfullyRespond:	Senate Bill 373 is okay but it is the cliche of closing the barn door after the cows escape. Little else was done right, the confidence in the state government was seriously impacted by the poor response across the whole of state government.
WhatWaysDidGovUnderperform:	Where to begin, political pressure by industry has controlled the WVDEP for too many years. The Legislature passes the laws the the Governor's office under funds the agency to allow them to meet their legal requirements. The WVDEP has kicked the Total Maximum Daily Load TMDL list down the raod for over twenty years. Had we composed this list and used it to the benefit of water 1/19 may have been avoided. All the agenies WVDEP, Depts of Health, CDC and EPA should have taken a worst case attitude from the beginning then adjusted their thinking the public would have been less stressed.
RecommendationsForImprovement:	Water is going to become a commodity in the near future in WV we need to protect our water, The lame excuse to protecting or creating jobs does not exist. The 1/19 spill will cost the entire state more than any job save or created by weaker regulations. Complete the TMDL list, stop weakening the Clean Water Act, it industries cannot function under current regulations then they do not have the economies of scale to be in the business to begin with. They will pollute and the public will be stuck holding the bag. Change the laws to stop polluters such as Freedom Industries file bankruptcy to escape their cost to the public then reopen a business , continue to make millions and do the same thing and walk away.

PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	Remove Randy Huffman as director of the DEP. Remove Frank Jezioro as head of the WVDNR,

Last Modified 5/7/2014 9:07 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 07, 2014 11:26 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Norma Miller

Governor

Norma Miller has been added

Modify my alert settings View Norma Miller View AfterActionReviewQuestionnaire Mobile View

Title:	Norma Miller
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I was diagnosed with shingles the very day the water crisis was announced. It was very difficult for me to go out of the affected area to bathe and get water, and do my laundry and then at home to cook, drink and wash dishes with bottled water. When I started washing my hands in tap water, they got red and irritated. When I finally tried taking a shower in it, my eyes itched and burned.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The Governor's first and single priority was to make sure the crisis didn't focus adverse attention on the coal industry and to minimize the dangers. Most galling was his convening a panel of nothing but industry leaders - with not a single environmentalist or respected Environmental Engineer. The WV Department of Health was a total waste, as was the WV DEP, and most of all the Department of Homeland Security and Emergency Management. The CDC totally dropped the ball, issuing un-substantiated guesses as to the dangers to health and well-being. And finally, and worst of all, WVAWC. That isn't a government agency, but they operate under the rules of the Public Service Commission, so I include them. I can't imagine a company that would not protect itself against fines and law suits by making sure the water up-stream of the intake valves was protected. It's also un-believable that they stalled as long as they could replacing the filters. They deserve everything they get for this.
WhatWaysDidGovSuccessfullyRespond:	The hero in all this was Dr. Gupta and the Kanawha-Charleston Health Department. They were the only ones whose first priority was the health and well-being of all those affected. The WV National Guard, as usual, performed well. Kent Carper of the Kanawha County Commission refused to take part in the spin control of the Governor and other State officials. Danny Jones, mayor of Charleston, kept us informed of the economic impact the crisis was having on our community. Finally, even though Charleston Newspapers isn't, of course, an arm of the government, Ken Ward and his colleagues deserve a great deal of credit in blowing through all the smoke the Governor's Office and the WVAWC were putting out and giving us the facts we needed to make decisions about when and how to safely use the water.
WhatWaysDidGovUnderperform:	See above.
RecommendationsForImprovement:	Stop letting the coal and chemical companies run our State government. It's sad that our Governor is merely the highest paid lobbyist for them.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	

PleasedWithAssistance:

PleasedWithAssistance2:

AssistedByNonGov: No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/7/2014 11:24 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 07, 2014 11:36 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Denise Gould

Governor

Denise Gould has been added

Modify my alert settings View Denise Gould View AfterActionReviewQuestionnaire Mobile View

Title:	Denise Gould
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Like everyone else in the area with WV American Water Company, we stopped using water for bathing and cooking until we were given the okay to begin flushing out system. We had to beg favors from St. Albans friends to do laundry and bath every other day so that we could continue to work and go to school in Charleston. Friends and family received rashes and still suffer from extremely dry skin due to the level of chemicals then and even now that are in the water to cover up the licorice smell. Clothes have appeared to be losing elasticity from washing and dishes have what appears to be hard water film that has permanently damaged their appearance. We continued to use bottled water until May for drinking and have certainly LOST TRUST with our government officials' ethical compass and protective abilities when it comes to providing a prompt, educated plan and response to EMERGENCY SITUATION!
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The decision to NOT ALARM the community by NOT USING THE EMERGENCY SIREN SYSTEM is unforgivable and absurd. We had already cooked dinner, made a jug of ice tea from tap water and were about to put a child in the bathtub when a family member called to see if we knew about the water contamination. WE DID NOT! If the emergency siren had been implemented we would have known about the problem before leaving work and could have made alternate plans for meals and bathing that evening. In addition, NOT having knowledge of the facility status and effects of a chemical sitting on a tributary above our water intake system is negligent to say the least.
WhatWaysDidGovSuccessfullyRespond:	Most impressive was the National Guard distribution of water. Otherwise, government agencies looked unprepared and unknowledgeable about the level of the hazard.
WhatWaysDidGovUnderperform:	Lack of preventative measures to secure drinking water safety from hazardous chemicals known to be located dangerously close to water supply. Lack of knowledge about the chemical itself. Lack of moral judgement when deciding to WAIT TO ALERT CITIZENS for their OWN GOOD... Lack of coordinated message to reassure the public of the hazard status and taking ownership of their guilt in not being prepared with answers to this predictable disaster.
RecommendationsForImprovement:	Learn from the mistakes made and make a new plan to: -Prevent and monitor large scale hazards to human life in the area

-Create alternative supply lines for water, food, gas, etc. for when the next major disaster hits
-ALERT THE PUBLIC before worrying about being politically correct!

PersonallyAssistedByGov: No

AgenciesThatAssisted:

PleasedWithAssistance:

PleasedWithAssistance2:

AssistedByNonGov: No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments: Thank you for the opportunity to give feedback.

Last Modified 5/7/2014 11:33 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 07, 2014 12:31 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Susan Baek

Governor

Susan Baek has been added

Modify my alert settings View Susan Baek View AfterActionReviewQuestionnaire Mobile View

Title:	Susan Baek
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	When we first learned of the spill, we were unable to use any water in our house for about a week, and our son missed 6 days of school. We continue to be affected. My family still does not use tap water for cooking or drinking, and we avoid restaurants that use tap water in their food prep because we feel the water may be unsafe since the water company has still failed to change its contaminated filters, and we have noticed that tap water has a chemical smell and taste.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Government agencies should have forced the water company to shut off its operations before the contamination spread through the system, and they should have required the water company to divert in its intake to a clean water source so that water service could have been restored more quickly.
WhatWaysDidGovSuccessfullyRespond:	Not sure.
WhatWaysDidGovUnderperform:	I believe that the government failed to regulate the water company and the chemical company to ensure consumer safety.
RecommendationsForImprovement:	If the government allows a private company to provide municipal services, it should thoroughly regulate that company. It should require that the intake is not downstream from a chemical facility, and it should not be easily accessible to any kind of contamination. The company should be required to have plans in place to prevent and contain contamination if an event should occur, and it should have to notify the public immediately instead of waiting to see what will happen. Further, the water company should bear any resulting expenses (although it can try to recover from the chemical company) and not be allowed to pass along any expenses resulting from the event to the consumers.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

Although Freedom Industries is at fault for failing to safely contain hazardous chemicals at its site, the water company is also at fault for failing to prevent the chemicals from entering the system or at least mitigate the damage after the spill by reacting more quickly and appropriately. It is incomprehensible to me that the water company knew of the spill and simply waited to see if their filters could handle it. I also feel that the government should never have allowed the water company to have its intake in such close proximity to a chemical storage facility and that the company should have been required to have plans in place to react to what seems like an easily foreseeable event. I think the state should make the water company accountable for failing to meet its responsibility of providing safe drinking water, and the company should not be allowed to raise its rates or, in any way, to pass along to consumers the cost of remeditating the problems caused by its own negligence.

Last Modified 5/7/2014 12:29 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 07, 2014 1:51 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Robin W. Chaney

Governor

Robin W. Chaney has been added

Modify my alert settings View Robin W. Chaney View AfterActionReviewQuestionnaire Mobile View

Title:	Robin W. Chaney
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Cabell
DescribeHowYouWereAffected:	We were without safe water for several weeks, as we did not believe that the flushing process recommended by WVAWC was an adequate remedy for the nature of the water problem. We showered/bathed at relatives' homes, did laundry at the Laundromat, and secured water for cooking and drinking from relatives, grocery stores, and relief stations. We started showering at home, washing dishes, etc., about a month ago and still do not use WVAWC water for drinking, cooking, brushing our teeth, etc., at this time. We do not foresee using WVAWC for potable water again, as the company is dragging their feet in replacing the filters, and the possible contamination of the delivery system. Additionally, my husband, who is self-employed, lost income (at least $4000) due to the closing of schools and businesses.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	State government, and especially WVAWC, were slow to respond to the disaster and share information with the public. It would have been more desirable to have "over-responded" than to have under-responded as was the case. Because of this slow response, local news agencies were hindered from informing the public of the immediate crisis and immediate danger. The DEP response was laughable; Freedom Industries should have been on their radar as a potential threat to the population. The CDC was brought in late to the game, but as it was, didn't have much to contribute. As a resident of Culloden, in Cabell county, I could not discern any response by the Cabell County Commission or any other county agency, in helping the tax-paying residents of their county. Had it not been for the volunteer firemen and community volunteers, the people of Culloden would not have been served.
WhatWaysDidGovSuccessfullyRespond:	The National Guard personnel and local fire departments and groups did an outstanding job in response to the disaster. Enough cannot be said about the professionalism, level of leadership, and knowledge in handling a chemical emergency by the National Guard.
WhatWaysDidGovUnderperform:	Slow initial response, identifying/contacting/bringing in experts -- local (we are the Chemical Valley, after all) and national, communication. And letting WVAWC take charge of the situation, and relying solely on their information for a while, when in fact they were part of the problem.
RecommendationsForImprovement:	A local access TV channel should be designated as a source of information/updates that could be accessed 24/7, rather than waiting for the local news cycle for updates. Communication and transparency is critical for situations such as we experienced.

PersonallyAssistedByGov:	No
AgenciesThatAssisted:	NA
PleasedWithAssistance:	
PleasedWithAssistance2:	NA
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	The Culloden Volunteer Fire Department went above and beyond the call of duty in providing resources for the community of Culloden.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	The CVFD was available 24/7 for assistance, and delivered water and supplies to the elderly and to those who could not get out for supplies, meals, etc.
AdditionalComments:	

Last Modified 5/7/2014 1:47 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 07, 2014 4:01 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Pam Wiley

Governor

Pam Wiley has been added

Modify my alert settings View Pam Wiley View AfterActionReviewQuestionnaire Mobile View

Title:	Pam Wiley
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	5 days after being cleared and flushing my water lines as instructed I brushed my teeth with tap water for the 1st time since the crisis began. I got multiple fever blisters and gum sores. On January 30, after flushing all of my water lines for the 3rd time, I took my first shower in tap water. I became dizzy, nauseous, vommittted had diarrhea and a severe migraine that lasted for 2 days. I still do not use the water for anything other than mopping & reluctantly for laundry. I will not drink it, cook with it, wash my vegatables in it, give it to my animals, wash dishes in it, shower or brush my teeth in Charleston water. Luckily, I have friends in other counties who have clean well water and I am able to haul in enough water to last for a work week.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I beleive more information should have been disseminated quicker
WhatWaysDidGovSuccessfullyRespond:	Providing water for those affected that were able to go out and get it
WhatWaysDidGovUnderperform:	More of an effort should have been made to provide water for elderly, handicapped and others without transportation, and to have an adequate water supply for those of us who have to work. There was never any water available at any site that I visited after working hours
RecommendationsForImprovement:	I am hoping that the "Tank Bill" passed by the legislature will help. All chemical plants, storage facilities, manufacturers and all other entities who are adjacent to water system should be inspected and monitored closely
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	

AdditionalComments:

Before the "Water Crisis" I had never given a lot of thought to clean water. Water came out of the tap and it was always there. Now I am afraid of any water. I boil and filter purchased water and well water before using it for anything other than cleanig

Last Modified 5/7/2014 3:58 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 07, 2014 4:56 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Valerie Casto

Governor

Valerie Casto has been added

Modify my alert settings View Valerie Casto View AfterActionReviewQuestionnaire Mobile View

Title:	Valerie Casto
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Caught in shower on Jan. 9th at 4:30 and had symptoms of burning eyes, itchy skin, shortness of breath, nausea and sore throat. Sick for 5 days. Became sick again with flushing. Friends and relatives had to flush my townhouse over 20 times before i could do laundry. The shower fumes made me dizzy and lightheaded. I had to travel to Teays Valley, Maryland, Ripley and Huntington to take showers and buy 5 to 7 gallons of water every day to bathe in. I finally took a leave of absence from my job in Feb. and stayed in Maryland with my parents. My landlord continued to flush my house until April 10 when I was able to handle the shower. I lost 3 months of work and thousands of dollars in income and loss due to doctor's bills. I paid for over $50.00 in water, every week for 3 months. I do not want to live in this area anymore, after living and working here for 30 years. I cannot wait to find a job outside West Virginia.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	We were notified too late in the day of the spill on Jan. 9th; The flushing protocals were not effective...most of us flushed from 20 to 50 times or more and still had smell, the fumes and very dry skin after showers. The protocal did not consider fumes that people were inhaling....which hurt me the most. I started to have the most faith in outside groups and great journalists who were trying to discover the truth. I do think the FEMA response was good...I was in the lines for 3 weeks. The water company never responded to my calls to check my water.
WhatWaysDidGovSuccessfullyRespond:	FEMA water response was good to bring bottles water in from out of state.
WhatWaysDidGovUnderperform:	DEP did not keep a close eye on ALL businesses on the ELK River like they should have. WV government consistently weakens laws and regulations so that business can pollute our rivers and air. Obviously Freedom Industries is ultimately responsible. I can never forget how Freedom was sitting a mile up the Elk river from the water intake for 300,000 customers,,,,, and nobody was watching them or monitoring their business. I am not impressed by the head of the DEP or WV government, including Homeland Security. These agencies are supposed to protect us.
RecommendationsForImprovement:	Work on an alternative water intake Stop putting coal and production before the people of WV Stop caring about businesses ahead of people Stop polluting our water Get the DEP to actually do something....like protect our environment Stop all these WV lawyers from working against the water and air...they make big money by working for coal companies

PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	FEMA water distribution
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	They provided us water in Cross Lanes for many weeks.
AssistedByNonGov:	
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	I will never have faith in West Virginia again. I will never drink or cook with the water again. This incident hurt my health, my job, my income and my future...and most importantly, my life. After 4 months, I am just getting back to normal living. I work in WV birth to Three and some of my families spent thousands of dollars on independent water testing and just started bathing their children.....4 months after the spill. This is not the way I want to live and I have no faith in West Virgina. The government does not care about big coal companies and other businesses polluting our environment. Many of my friends and co-workers have already moved out of WV and I am right behind them.

Last Modified 5/7/2014 4:53 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 07, 2014 6:26 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Barry Wood

Governor

Barry Wood has been added

Modify my alert settings View Barry Wood View AfterActionReviewQuestionnaire Mobile View

Title:	Barry Wood
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The Health Dept. Proved that their 15 minutes of fame...they handled the situation poorly. All the overtime was mishandled in my opinion and they did poorly on reopening businesses.
WhatWaysDidGovSuccessfullyRespond:	Water co. did as well as they could.
WhatWaysDidGovUnderperform:	Danny Jones jumped up and put everyone into scare zone. He was no help at all!
RecommendationsForImprovement:	Gov. agencies will be hard pressed to use common sense, but that would help
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	No one needed a hand out, It was all blown up and if we cant go 2 days without water just imagine if a real crisis was to hit
AssistedByNonGov:	
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	bottom line is to be a little better prepared for next time

Last Modified 5/7/2014 6:21 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 07, 2014 9:21 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Brooke

Governor

Brooke has been added

Modify my alert settings View Brooke View AfterActionReviewQuestionnaire Mobile View

Title:	Brooke
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	We were not able to use water for 10 days and still don't use the water to cook with or drink it.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	They could have told us earlier to atleast not use it until they find out if the stuff was in the water. If they knew there was a spill they should have told everyone as soon as they found out.
WhatWaysDidGovSuccessfullyRespond:	Um, not successfully at all.
WhatWaysDidGovUnderperform:	In all ways.
RecommendationsForImprovement:	They should have shut the intake off when they heard there was a spill. They should have know way before the public could smell it.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	The state could have provided them with more so they could have gave out more.
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Cabin creek fire dept.
PleasedWithAssistanceNonGov:	Somewhat
PleasedWithAssistanceNonGov2:	
AdditionalComments:	They state could have turned off intake and provided some more stuff for us. We were out of WATER!!

Last Modified 5/7/2014 9:17 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 07, 2014 10:06 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - David Cottrell

Governor

David Cottrell has been added

Modify my alert settings View David Cottrell View AfterActionReviewQuestionnaire Mobile View

Title:	David Cottrell
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Everyone in the contaminated water area was obviously greatly inconvenienced--not being to bathe, cook, drink, clean, etc. During the first week, I personally had a headache the entire time because of the smell, as well as gastro-intestinal issues. It also affected us financially. We had to travel to unaffected areas to eat out more than normal since we couldn't cook. We had to buy bottled water. We had to buy new filters for the refrigerator. Our water bill and sewer bill were higher due to the flushing. I had to drain and flush our hot water tank twice and flush our entire home three times to get rid of the chemicals.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Agencies were too slow to act to be fully effective. Once they finally got started, they were more effective.
WhatWaysDidGovSuccessfullyRespond:	
WhatWaysDidGovUnderperform:	Communication was not always current and accurate. Citizens had to constantly search for current and accurate information. Not everyone has a computer to be able to do that. The information available on TV was often generic, confusing, and very non-specific and non-committal. Different people and different agencies were putting our conflicting and confusing information. Testing seemed to be sporadic and slow. Results were not always communicated quickly and effectively. Many of the agency representatives seemed to be more concerned with covering their butts and making excuses, rather than actually responding to concerns and communicating to residents. Dr. Gupta is the one exception. He was always honest and up front about things.
RecommendationsForImprovement:	
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

The water company was much too slow to respond to the spill. They waited several hours before responding. Shutting off the intakes until more information was available about the spill and the chemicals involved would have been helpful. Once the flushing started, they should have emptied their hilltop storage tanks one at a time and flushed them first before telling citizens to flush. But, they just depended on the citizens and businesses flushing to clean their system out. Not everyone saw the directions and responded appropriately, assuming they even understood them. The elderly and other challenged people did not necessarily understand what to do or how to do it. Appropriate flushing directions were never put out. Citizens were not told that they needed to fully drain and flush their hot water tanks before using the water.

Last Modified 5/7/2014 10:01 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 07, 2014 10:21 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Kathy Kemmish

Governor

Kathy Kemmish has been added

Modify my alert settings View Kathy Kemmish View AfterActionReviewQuestionnaire Mobile View

Title:	Kathy Kemmish
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	My husband was hospitalized due to dehydration (secondary to existing health problems). I spent large amounts of money finding water for my cats and myself to drink, even as the hospital itself was suffering a lack of safe water for patients like my husband. Even after he was released, we were warned to continue using bottled water as the chemicals might have 'adverse effects' on my husband's already poor health.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	There should have been a full "DO NOT USE" immediately. There should have been policies on how dangerous the chemical was if it got in water or in the air. There should have been a plan in place to have the area hospitals on a clean, safe water supply, not relying on bottled water like the rest of us. More access to bottled water. There was a lot more that could and should have been done.
WhatWaysDidGovSuccessfullyRespond:	Emergency water shipments, pickup points for fresh water, and dropping off water to those who couldn't get out.
WhatWaysDidGovUnderperform:	Inspection of the property should have found the cracks years ago. Under-inspection is what let this leak get so dangerous.
RecommendationsForImprovement:	More Inspections. More oversight on Mining Chemicals, knowledge of how dangerous they are when ingested/inhaled or skin contact. Preventing a group of unscrupulous men from playing musical chairs with business names and thereby avoiding bankrupcy, fines, and other penalties. Make these men face not just fines, not just forcing them to pay damages, but actual Jail Time for endangering the populace.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Kanawha COunty Ambulance Authority. They dropped off a flat of water. WV AMerican Water took a small amount off my next bill.
PleasedWithAssistance:	No
PleasedWithAssistance2:	After all the whining, WV American Water actually *RAISED** my water bill.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	

PleasedWithAssistanceNonGov: No

PleasedWithAssistanceNonGov2:

AdditionalComments: I do not want to see this happen again. Inspect any and all holding containers older than 5yr for cracks and leaks. Have clear, concise information on how each chemical reacts in water/air/soil, what the danger levels are, and what it does to humans and animals exposed to it. Fine, prosecute, and jail those who have been ignoring safety regulations. And most importantly, DO NOT LET WV American Water Co raise water prices AGAIN.

Last Modified 5/7/2014 10:20 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 07, 2014 11:11 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Susan Kelley

Governor

Susan Kelley has been added

Modify my alert settings View Susan Kelley View AfterActionReviewQuestionnaire Mobile View

Title: Susan Kelley

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Marion

DescribeHowYouWereAffected: I visited Charleston often during this time and brought water with me. I was there for a variety of meetings with legislators, with teachers, with HEPC, with ACF, and so on. I was nervous about staying in local hotels. I certainly took very short showers. Many people I know would not even take showers, not even two months after the spill. I remember staying at the Marriott Residence Inn near the capitol and hearing person after person tell the check-in person that he/she hadn't wanted to come to Charleston and that he/she would leave as soon as possible. I brought loads of water and wipes to the AFT office in Charleston to be distributed at large. I sent money to water organizations who were delivering water. Three days after the spill, my car broke down. The young man from Enterprise had not heard the announcement about the water until after he had had a full drink, had brushed his teeth, and had taken a shower. He told me that he had uncontrollable vomiting and diarrhea for two days. When he picked me up, he still had abdominal pain and vomiting, but he said it was no longer out of control. He told me that he had gone with a friend of his the night of the announcement to get water at a local grocery store. He said he was glad his friend is a policeman because men were punching women and so on to get the last bottles of water.

DoYouBelieveGovAgenciesHandledAppropriately: No

DoYouBelieveGovAgenciesHandledAppropriately2: That it happened at all is shameful. That we give polluting businesses free rein in WV is appalling. The governor, I'm sorry to say, was totally ineffective. That he called the corporate heads in before a bill was being written to prevent this in the future was a betrayal of the people of West Virginia. Everything he does that does not impose strict and regularly enforced regulations in the state is a betrayal of the people of West Virginia. So many people I have talked to have said they are sorry they ever voted for him, and I feel exactly the same way. He is not someone who will protect the people. He is someone who will sell out to the highest bidder. He made that very clear in the way he handled this crisis. That he miswrote his request for government help is appalling. That he told people to drink the water or not drink the water is terrifying. He should have immediately called independent federal agencies (who have nothing to do with West Virginia coal or oil/gas or chemicals to measure, to direct, and so on. No citizen of WV should pay for flushing their pipes. It is not their fault that this happened. It is the legislators' fault, Freedom Industries, and American Water's fault. These entities should pay, not the people of West Virginia. American Water and Freedom Industries should pay to replace the water pipes in every home that was affected. There should be a serious scientific study set up and funded for at least the next 25 years to follow what happens to the people who were directly exposed to the fumes and to drinking the water or having it touch their skin.

WhatWaysDidGovSuccessfullyRespond: This is the first thing I have seen that shows any indication that the governor actually is interested in how inadequate and embarrassing, locally and nationally, his response

and the responses of the legislators was. That we have a bill that may possibly prevent this in the future is good, but it is not strong enough. This was a huge accident that is a direct result of state government policies that are anti-regulation and that have been in place for years. We now know, from all the scientific studies emerging that were not financed by the gas industry that fracking is deadly for people, for the environment, for the planet. That the governor has welcomed these really low human beings into our state with open arms demonstrates that little will change.

WhatWaysDidGovUnderperform:

It did not take care of the people of WV. It underestimated the danger and continues to underestimate the long-term dangers the spill had and may have well into the future. I has not forbidden American Water to charge for whatever is involved in monetary loss because of the spill. It hurried to act as though everything was OK well before it was. I still wouldn't drink the water in Charleston. No one I've talked to intends to drink it again. The depth of the government betrayal has had the result of no one trusting what anyone in Charleston says about the water, with the exception of John Unger and a few others.

RecommendationsForImprovement:

Transparency, transparency, transparency. Stop standing on the side of corporations rather than on the side of hard-working West Virginians. Institute multiple studies of the water in the state. Now that we have radioactive waste entering our water, thanks to fracking, now that we have chemical horrors entering our water daily, thanks to coal and fracking, I won't trust the government of the state again until it understands that fracking is deadly. I won't trust it if it does not kick frackers out the state. The destruction of the environment, of our air, of our water, the increases in cancer the state will need to handle, the deformities and future medical issues are simply not worth the devil's exchange the government has embraced. Once our water is destroyed, it's forever. Once you reach certain levels of benzene in the air and in the water, that's it. You can't get it out.

PersonallyAssistedByGov:

No

AgenciesThatAssisted:

PleasedWithAssistance:

PleasedWithAssistance2:

AssistedByNonGov:

No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

I talked to Senator Kessler's assistant soon after the crisis. Even he seems to see no future for the state except to continue selling it to extraction corporations. Had we welcomed inventors, solar panel production and invention, and so on, years ago, we would be riding the burst of employment following sustainable industry. All our government can think of is selling the state to the highest bidder, enacting no consequences that are meaningful when our land, our water, our air is destroyed. Then our health benefits and retirement gets cut when we face the devastating illnesses that result from wholesale betrayal. Most people don't believe there is anything we can do to influence legislators who have been bought. Stiff, really stiff regulations and continual enforcement will be the only way you will convince me, at least, that anyone in Charleston has a conscience.

Last Modified 5/7/2014 11:06 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 08, 2014 12:36 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Vickie Hash

Governor

Vickie Hash has been added

Modify my alert settings View Vickie Hash View AfterActionReviewQuestionnaire Mobile View

Title: Vickie Hash

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Kanawha

DescribeHowYouWereAffected:

Smell of water made me nauseous.
Had to purchase water for drinking, cooking and to bathe with.
Drove to another county (Fayette) to purchase water and wipes, and paper plates, cups, etc. as they could not be found in our county.
More money was used in gas expenses because of increased travel.
More expensive to purchase water, therefore, cost increase to monthly expenditures.
Affected mentally as still not sure as to when water became contaminated. Still stressful!

DoYouBelieveGovAgenciesHandledAppropriately: No

DoYouBelieveGovAgenciesHandledAppropriately2:

WV DEP, County Commission, WV American Water should have been on top of this years ago! Am I correct in saying legislature mandated DEP to have some type of list or procedure in place regarding what companies were producing several years ago. We have an aeration system and if the truth be known, it was harder on us to get a permit than companies who deal with dangerous substances. How dangerous are our "solids" compared to the MCHM and other toxins we have in our water. We have to have a permit renewed every so often, but not companies such as Freedom Industries Everything was too secretive from the very beginning. No one was able to define the word "safe" regarding the quality of the water.

Frankly, why are you asking this question? The Governor's Office knows it was one big mess on all of the above listed. Only ones that should be commended are the first responders and volunteers who gave out the water - National Guard, volunteer fire departments, just ordinary volunteers!

WhatWaysDidGovSuccessfullyRespond:

NONE

Only ones that should be commended are the first responders and volunteers who gave out the water - National Guard, volunteer fire departments, just ordinary volunteers! ALSO, DR. GUPTA, KCHD, SEEMS LIKE THE ONLY ONE THAT WAS CONCD.ERNE

WhatWaysDidGovUnderperform:

IN VERY SINGLE WAY!

RecommendationsForImprovement:

BE HONEST AND FORTH COMING. DO NOT KEEP CITIZENS AFFECTED BY THIS DISASTER IN THE DARK. THIS MEANS IF AND WHEN YOU FIND OUT THE LONG TERM AFFECTS THIS MAY HAVE ON THOSE IN THE AFFECTED COUNTIES.

PersonallyAssistedByGov: Yes

AgenciesThatAssisted:

WV State Police helped with the loading of the water and filling jugs in the Elkview area.

PleasedWithAssistance: Yes

PleasedWithAssistance2:

They were helpful and courteous.

AssistedByNonGov: Yes

AssistanceProvidedByNonGov:

Pinch Volunteer Fire Department.

Loading and filling of jugs of water in Elkview area.

PleasedWithAssistanceNonGov: Yes

PleasedWithAssistanceNonGov2:

Have you ever lifted and tugged around on cases of water and the filling of all types of containers?

They worked very hard and I am sure did not get the level of appreciation they should have received!

AdditionalComments:

WV needs a plan in place before something like this happens again.

Be honest with us!!!

I blame the Legislature, WV DEP,WV Homeland Security, Kanawha County Commission, and WV American Water! Each one of these agencies/companies should be fined for not doing their job:

PROTECTING THE CITIZENS OF WV!!

Now, we in the "disaster area" will be responsible for paying for this mess that you guys created or could have prevented!

Last Modified 5/8/2014 12:35 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 08, 2014 9:06 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Rachelle Beckner

Governor

Rachelle Beckner has been added

Modify my alert settings View Rachelle Beckner View AfterActionReviewQuestionnaire Mobile View

Title: Rachelle Beckner

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Kanawha

DescribeHowYouWereAffected: We live on the West Side -- close to the Freedom Industries site. We began to smell the odor Thursday morning. By Thursday night, the smell had taken over the entire downtown location. We were unable to use the water in our home for days. Even after the do not use order had been lifted, and we were told it was safe to consume, we did not use the water. The smell was in our tap water for weeks. During the flushing process, I became ill with migraine headaches because of the fumes from the water.
Our household expenses have increased dramatically as we purchased an in-home water dispenser and replace the water jugs weekly for this. In addition, we have purchased bottles of water for our girls to drink while at school and for us to use while we brush our teeth. It is very sad to me that we have had to live like the Haitians (whom we have visited on three mission trips) and are unable to use the tap water in our home because it is unsafe.

DoYouBelieveGovAgenciesHandledAppropriately: No

DoYouBelieveGovAgenciesHandledAppropriately2: Two major issues with how our state government has handled the worst contamination of public drinking water in our nation's history:
1. Lack of concern for the citizenry of our state. The concern was over the industry who caused the incident in the first place. Holding closed door meetings with industry representatives to draft a bill in response to the incident does nothing to assure the citizens of WV that you care for them -- the people who live here and vote you into office.
2. Lack of information and confidence in the press conferences. State officials tripped up all over their words, didn't provide accurate or timely information, took the West Virginia American Water's word that the water was safe -- instead of an independent source. The governor saying it's up to you whether you want to consume this water? Ridiculous. He is the LEADER of our state. It was clear through this incident that no one was leading this state.
3. The press is there to provide information to the people. I was disappointed that some reporters questions were not taken seriously or answered.
4. The lack of real consequences for West Virginia American Water and Freedom Industries is disappointing indeed. WVAW didn't cause the spill, but they allowed this poison into our drinking water. The state should take action to make them perform at higher standards and respond appropriately from this water crisis. Funding should be put into place to help communities like Charleston have a publicly owned water distribution system. It's clear WVAW's only concern is giving shareholders higher dividends.
5. The President or VP of the U.S. should have visited WV during this time. This wasn't a natural disaster crisis, but it was a crisis that affected 300,000 people.
6. This issue stems from the lack of power in DEP. The state has weakened this agency by reducing resources to it and asking employees to not do their job. This is a

regulatory agency and it should be given more resources and power to police the industries that have the PRIVILEGE to do business in our state. The New Yorker article on how our state has operated for the last few years disgusted me. I want to see DEP's budget tripled, more inspectors hired to enforce the regulations and penalties given to businesses who do NOT operate in a socially, ethically and morally responsible manner. Freedom owners have created a new company and will continue to do business poorly in our state. This shouldn't be allowed. I don't understand why these people aren't in jail -- let alone allowed to continue to do business here. Get them out of our state.

WhatWaysDidGovSuccessfullyRespond:

The response to provide clean drinking water to the people took too long, but once it was in place, the state, county and local governments did respond correctly by continuing to distribute water well after the do not use ban had been lifted. I think the state also did the right thing asking for FEMA to reimburse the state for expenses incurred.

WhatWaysDidGovUnderperform:

See above comments.

RecommendationsForImprovement:

See above comments.

DEP needs strengthened tremendously.
The State of West Virginia needs to stop operating for the sake of industries that rape our state of natural resources and take all the monies from it out of state. I am tired of hearing about job creation when fracking, coal mining and other industries just destroy the beauty of our state (really the only asset we have at this point) and do nothing to help the people of the state lift themselves out of poverty. We need more education. We need clean businesses and a diversified economy. Stop talking about economic diversification and do it. Stop kowtowing to Coal, Gas and Chemical kings. Recruit a Google or Apple to WV to provide good paying jobs that encourage creativity, innovation and entrepreneurship.
I hope you understand the number of people who have left and are leaving our state. I have had three friends move in the last month. That's just the people whom I know. State officials will continue to say we need to stop the brain drain and keep our young people here. There is nothing for us here. I don't want to raise my children in a state that thinks its okay to poison its citizens and not demand businesses operate in the proper manner. Most young professionals I know feel this way. We feel this is the way the state has always operated and will continue to operate. So prove us wrong.

PersonallyAssistedByGov:

Yes

AgenciesThatAssisted:

We received some water from the GeStamp site.

That brings up another point -- where the state took WVAW's word that they were fixing the problem. They distributed dirty water to the water distribution sites. Deplorable. Meanwhile Jeff McIntyre has acted like a fool going around town telling everyone he is drinking the water and everyone else should. We aren't. We aren't drinking your "water" of political rhetoric either.

PleasedWithAssistance:

PleasedWithAssistance2:

AssistedByNonGov:

Yes

AssistanceProvidedByNonGov:

We received water and cleaning supplies from local churches and friends.

PleasedWithAssistanceNonGov:

Yes

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/8/2014 9:03 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 08, 2014 9:21 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Joyce Carr

Governor

Joyce Carr has been added

Modify my alert settings View Joyce Carr View AfterActionReviewQuestionnaire Mobile View

Title:	Joyce Carr
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	We couldn't shower or drink the water. We still don't trust it. Had to go places to bathe wash clothes and her water to drink
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	They needed to be more truthfu with the public
WhatWaysDidGovSuccessfullyRespond:	They brought water supplies quickly
WhatWaysDidGovUnderperform:	By not finding out what these chemicals could do
RecommendationsForImprovement:	Na
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/8/2014 9:16 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 08, 2014 9:26 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Brandi Massey

Governor

Brandi Massey has been added

Modify my alert settings View Brandi Massey View AfterActionReviewQuestionnaire Mobile View

Title:	Brandi Massey
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Mercer
DescribeHowYouWereAffected:	We were not directly affected in Mercer County, however we did pull together to send supplies to the impacted counties. When we came to St. Albans months later, we did not drink the water and we were afraid to let it touch our skin.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The state certainly didn't do their part nor did the federal government. Whitewashing the situation, claiming 'safe water' far too soon and really doing nothing. Disgraceful and deceitful. You care about nothing but big daddy coal and big daddy money. The WV leadership is led by the nose by big money, uneducated and doesn't give a damn about the people. SELL OUTS!!!!!!!!!! I wish I could type this in mile high letters!!!!!!! You are WEAK!!!!!! YOU LIE!!!!! YOU CHEAT!!! YOU STEAL!!!! YOU COVER UP CRIME!!!! There will be long term ramifications from this and you don't care. You think that you can bury your head in the sand and if you don't see it - it's just hunky dory. FOOLS!!!!!
WhatWaysDidGovSuccessfullyRespond:	The bottled water was a good move but God only knows what it's source was or who got the kickback for the brands chosen.
WhatWaysDidGovUnderperform:	See above.
RecommendationsForImprovement:	Remove the entire body of leadership. It's time for an overhaul of massive proportions. We do not want you.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	N/A
PleasedWithAssistance:	No
PleasedWithAssistance2:	N/A
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	N/A
PleasedWithAssistanceNonGov:	No
PleasedWithAssistanceNonGov2:	N/A
AdditionalComments:	RESIGN!!!

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 08, 2014 11:01 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Ariana Kincaid

Governor

Ariana Kincaid has been added

Modify my alert settings View Ariana Kincaid View AfterActionReviewQuestionnaire Mobile View

Title:	Ariana Kincaid
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Anxiety, stress, extra expense for water, extra expense driving to get water, trying to keep my child from feeling the anxiety of the "world is about to end," anger at the lack of decision-making at the decision-making level in state and local government, frustration and anger at the water company for DOING NOTHING to mitigate the problem before it became a problem. My business was and continues to be affected. I could go on ad nauseum.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	There was no oversight of this facility, which might have prevented the incident. There was no definitive guidance from the Governor regarding drinking the water after there were mixed responses about the safety of the water, and it made him sound like he just didn't care one way or the other--and when 300k people whose well-being is in your hands are affected, you had better care. Don't tell me it's up to me to make the decision of whether or not to resume drinking tapwater when everyone knows you're privy to information the rest of us aren't.
WhatWaysDidGovSuccessfullyRespond:	I feel like the Bureau for Public Health was busting its hump to get accurate information to the populace, and doing its work diligently. The KCHD has been phenomenal.
WhatWaysDidGovUnderperform:	Underestimating the amount of time people would be requiring bulk and bottled water distribution. Underestimating the number of people who would need transportation to water distribution sites, and limiting the number of sites and the sites convenient to public transportation. Underestimating the degree of mistrust. Failure to make a decision that made sense, and standing by it. Appearing wishy-washy in the face of adversity. Appearing in collusion with those who caused the problem.
RecommendationsForImprovement:	DO NOT EVER LET THIS HAPPEN AGAIN. EVER, EVER, EVER.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	FEMA, water distribution.
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	
AssistedByNonGov:	Yes

AssistanceProvidedByNonGov:	Distribution of water at private sites.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/8/2014 10:58 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 08, 2014 11:51 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Lauren Gonzalez

Governor

Lauren Gonzalez has been added

Modify my alert settings View Lauren Gonzalez View AfterActionReviewQuestionnaire Mobile View

Title:	Lauren Gonzalez
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I am not originally from West Virginia. I moved to Big Ugly, Lincoln County with AmeriCorps. I had every intention to leave after a year, but I fell in love with West Virginia and its people and decided to stay, because no matter where I was in the state, I felt like I was home. First I moved to Huntington, then I moved to Charleston just a few weeks before the crisis. About a month after the crisis I decided as much as I loved West Virginia, I did not feel safe. I realized that the profit of a few outsiders took precedence over the people of West Virginia. And that's the stagnation of West Virginia in a nutshell. I decided that I could never go back. It pains me daily knowing that I'll never really be home again, but I can't live anywhere where I question basic safety of those I love most.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I don't think the state government contacted the federal government quickly enough. A chemical with unknown short-term and long-term effects was spilled in a major West Virginia river. I felt like there was denial about the gravity of the situation and the state government was trying to take care of it in-house when it should have called in for more assistance.
WhatWaysDidGovSuccessfullyRespond:	n/a
WhatWaysDidGovUnderperform:	More than anything, I feel betrayed and deceived. I feel like citizens were consistently lied to and misinformed.
RecommendationsForImprovement:	Not diagnosing community members with the flu when their water was recently contaminated with poison
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	No

PleasedWithAssistanceNonGov2:

AdditionalComments:

I feel like a refugee, fleeing from a completely man-made disaster. Moreover, I feel helpless because nothing is being done. It's been months. I am still as despondent and angry as ever. I thought I had a future in West Virginia, but clearly I don't.

Last Modified 5/8/2014 11:46 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 08, 2014 1:16 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Emma Beasley

Governor

Emma Beasley has been added

Modify my alert settings View Emma Beasley View AfterActionReviewQuestionnaire Mobile View

Title: Emma Beasley

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Kanawha

DescribeHowYouWereAffected:

1) I became very ill immediately following the spill. After evacuating to Morgantown the night of the spill, I became sick with mainly gastric symptoms. This prevented me from returning to Charleston and to work for 3 weeks. Doctors were not able to find any cause for my symptoms other than the spill. I have a preexisting medical condition that made me more susceptible to the effects, according to the public statements by the KCHD.

2) As a direct result of my lack of confidence in the governor's response to the spill, and the apparent inability of anyone at the state or federal level to take responsibility for ensuring clean water in Charleston, I felt it was an unreasonable risk to return. I chose to accelerate my plans to leave the state by a year, quit my job, and returned only long enough to gather my belongings.

3) I have incurred significant personal expense, both in lost wages while I was sick, and the costs resulting from my decision to leave the state. I felt that I had no choice but to do so. In addition to seeking new work, I must become licensed in my profession in a new state, something I would not have had to do with the extra year here.

4) Unless there is wholesale change, acceptance of responsibility, and demonstrated and effective action by the state leadership to put citizens above industry, I will never return to live in West Virginia. I was born and raised there, left to obtain a professional degree, and returned to WV, where I held jobs I government. It was always my intention to remain or later return to my home in WV and work to make it a better place. I don't feel like I have that option anymore. The state's failure to regulate led to this disaster. The state's response failed to protect us.

5) I personally know 6 people with professional degrees who left the state as a direct response to this disaster. More are trying to leave. This was not a crisis, it was a crime, and YOUR failure to respond appropriately has only furthered the drain of youth, talent, and energy from WV and from Charleston.

DoYouBelieveGovAgenciesHandledAppropriately: No

DoYouBelieveGovAgenciesHandledAppropriately2:

First, I blame the governor for his absolute and total failure to lead, his failure to stand up to industry before and after the crisis, and his bungled communications, delayed release of information, and general inability to protect his citizens. I will copy my response from #1, because it applies here as well. Finally, the voices I felt I could trust were limited to Dr. Gupta and Meshea Poore.

1) I became very ill immediately following the spill. After evacuating to Morgantown the night of the spill, I became sick with mainly gastric symptoms. This prevented me

from returning to Charleston and to work for 3 weeks. Doctors were not able to find any cause for my symptoms other than the spill. I have a preexisting medical condition that made me more susceptible to the effects, according to the public statements by the KCHD.

2) As a direct result of my lack of confidence in the governor's response to the spill, and the apparent inability of anyone at the state or federal level to take responsibility for ensuring clean water in Charleston, I felt it was an unreasonable risk to return. I chose to accelerate my plans to leave the state by a year, quit my job, and returned only long enough to gather my belongings.

3) I have incurred significant personal expense, both in lost wages while I was sick, and the costs resulting from my decision to leave the state. I felt that I had no choice but to do so. In addition to seeking new work, I must become licensed in my profession in a new state, something I would not have had to do with the extra year here.

4) Unless there is wholesale change, acceptance of responsibility, and demonstrated and effective action by the state leadership to put citizens above industry, I will never return to live in West Virginia. I was born and raised there, left to obtain a professional degree, and returned to WV, where I held jobs I government. It was always my intention to remain or later return to my home in WV and work to make it a better place. I don't feel like I have that option anymore. The state's failure to regulate led to this disaster. The state's response failed to protect us.

5) I personally know 6 people with professional degrees who left the state as a direct response to this disaster. More are trying to leave. This was not a crisis, it was a crime, and YOUR failure to respond appropriately has only furthered the drain of youth, talent, and energy from WV and from Charleston.

WhatWaysDidGovSuccessfullyRespond: Meshea Poor provided critical and timely information. Dr. Rahul Gupta was HONEST.

WhatWaysDidGovUnderperform: See above. Basically, in almost every way you could imagine. Communication was untimely, uninformed, and unhelpful.

RecommendationsForImprovement: Tell the truth. Care more about citizens than campaign donations. Believe in science and regulations. Don't obfuscate to benefit your political ends.

PersonallyAssistedByGov: No

AgenciesThatAssisted:

PleasedWithAssistance:

PleasedWithAssistance2:

AssistedByNonGov: No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments: This has been the single-worst incident of my adult life. I feel betrayed by your administration, for which I voted. I don't think it is possible for you, Governor Tomblin, to make this better. We need new leadership not bought and paid for by the criminals who poisoned us.

Last Modified 5/8/2014 1:12 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 08, 2014 1:41 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Robert Layne

Governor

Robert Layne has been added

Modify my alert settings View Robert Layne View AfterActionReviewQuestionnaire Mobile View

Title:	Robert Layne
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	No drinking water, could not take a bath, even a shower produced rashes and extreme itchiness.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Our government acted as usual, choosing to react to a situation rather than be prepared. Lack of foresight as to the potential problem of only one water intake being the most serious.
WhatWaysDidGovSuccessfullyRespond:	The emergency responders were fantastic with the availability of drinking water. The main drawback was the elderly and those with no vehicles had a difficult time getting to the water stations and being able to get any significant amounts back home. Our local delegate had water delivered to at least some public housing, which was a huge blessing. It was only once or twice, though.
WhatWaysDidGovUnderperform:	Information was sketchy at times, non-existent at others. As time went on, it was found what information HAD been broadcast was wrong as much as it wasn't. People did not know what to believe and unfortunately lost even more trust in their public officials ! HOW could the government not know what effect the chemicals being allowed into our water would have on the very public who depend on THAT very water.
RecommendationsForImprovement:	more visits by regulatory officials to businesses, especially those that directly affect the public health. Water, gas, coal facilities, chemical plants, etc.. Not necessarily to fine but to notify and HIGHLY recommend unsafe practices end immediately. If fines are necessary, make the officials involved pay instead of the Corporation! It may be necessary to actually imprison a few to get attention. If laws need to be enacted or changed to enable this, then DO SO!!! Find out what is being allowed into our water system and their effects on the human body
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Charleston Fire Dep't near Stonewall Jackson - Excellent service handing out water, friendly, courteous, and very helpful. They were there, it seemed, almost constantly for several weeks. Delegate Meshea Poore - Had water delivered to at least some of the Public housing Hi-rises, Jarrett terrace included, on the very evening of the pollution. Very considerate. I was told by the , management later in the week providing water during an emergency was not their

	responsibility
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	As to the assistance I actually got, Yes. I felt there could have been more, especially for the elderly and home-bound.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	While it did seem the Governor as well as County Commissioner Carper made a real effort to keep the public informed, unfortunately some of that info was sometimes misguided or just plain wrong.

Last Modified 5/8/2014 1:38 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 08, 2014 2:51 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Alma Shaffer

Governor

Alma Shaffer has been added

Modify my alert settings View Alma Shaffer View AfterActionReviewQuestionnaire Mobile View

Title:	Alma Shaffer
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I was unaware of the spill until 6:30 pm when I received a phone call and left home immediately to purchase bottled water. None was available in the Cross Lanes area so we had to resort to melting ice from the icemaker to have water to drink, brush teeth and cook with until the following day. I was able to purchase iced tea in gallon jugs at Cross Lanes Kroger the following day and my son drove to Parkersburg to purchase bottled water in gallon jugs for both our famlies. It was VERY difficult to obtain water at the giveaway locations the entire time, they were out most of the time and it was quite inconvenient to keep traveling to the sites. After we flushed our system, I showered and broke out in a rash from head to foot, though other family members did not. We are still not drinking water from the faucet or refrigerator dispenser. Our water bill has doubled since the leak and there's no logical reason for the monthly increase compared to previous years.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	We were not notified in a timely manner and the water company should have immediately shut down the intake the minute they were aware of the leak. Bottled water was not available in the Cross Lanes area a lot of the time, it required numerous trips to obtain it. West Virginia should never have allowed those tanks to be located along the river and should have required inspection on a weekly basis considering the effect a leak of that magnitude would have on thousands of consumers. The federal government should have restrictions on chemical tanks in all the states, they should not be allowed to locate near lakes, rivers or creeks feeding into larger water outlets, and mandate frequent inspections, obviously states are unwilling, or unable to regulate their locations. It wouldn't take a rocket scientist to know that American Water should have never allowed their water intake to be below such a facility, they are the real culprits in this mess.
WhatWaysDidGovSuccessfullyRespond:	I'm unaware of any government agency responding successfully.
WhatWaysDidGovUnderperform:	Not notifying consumers immediately, not requiring American Water to shut down the intakes, not forcing American Water to allow more water for flushing systems out.
RecommendationsForImprovement:	Dismantle every single tank located near any body of water and require frequent and complete inspections. Water companies should be required to inspect water ways BEFORE they engineer an intake to make sure pollution of that magnitude will not occur again.
PersonallyAssistedByGov:	Yes

AgenciesThatAssisted:	Periodic bottled water made available.
PleasedWithAssistance:	No
PleasedWithAssistance2:	An unlimited amount of water for bathing, drinking, cooking and personal use should have been provided.
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Volunteers handled the water delivery when it was available at Tyler Mountain Volunteer Fire Department.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	They made every attempt to get the water in our trunks in a timely manner considering the long lines waiting to receive water.
AdditionalComments:	This whole disaster could have been prevented in American Water had asked for the tank farm to be located far from their water intake. West Virginia should have known these tank farms required inspections no matter where they're located. The federal government should have regulations the states have to follow for chemical storage and strictly enforce those regulations.

Last Modified 5/8/2014 2:48 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 08, 2014 2:56 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Elizabeth E. Kerns

Governor

Elizabeth E. Kerns has been added

Modify my alert settings View Elizabeth E. Kerns View AfterActionReviewQuestionnaire Mobile View

Title: Elizabeth E. Kerns

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Kanawha

DescribeHowYouWereAffected:

My cat got sick last fall. She stopped drinking the tap water. Her fur fell out, she cried all the time, would go outside and drink water from puddles. Would not let me touch her. After I started giving her bottled water (after the announcement of the leak) she has improved.

The smell at my house was unbearable. I live across the Elk River up on the hill from where the leak occurred.

I have had problems with my eyes since the leak. I have not drunk or used the water for cooking to date. I did not regularly bathe from Jan 9 - 1 March. Started using tap water for teeth brushing on 1 May....do not swallow the water.

I do not believe I will ever trust the water again.

DoYouBelieveGovAgenciesHandledAppropriately: No

DoYouBelieveGovAgenciesHandledAppropriately2:

It should have NEVER happened. If a hole occurred in the tank it would not have gotten into the water IF the containment wall was intact. But it had a crack that had gone undetected, unreported for how long?

The 2 holes did not just appear. They occurred over time. How do they know how much leaked out? I think they have no idea and that they had been leaking for a long, long time. With them putting the chemical in and taking the chemical out of the tanks how do they know? It's not like the tanks were full, oops a hole opened and some leaked out. This was a long standing event.

DEP & EPA only came on the scene after COMPLAINTS from residents.

The County Commissoners are supposed to ensure a happy & healthy environment for the residents of the County.....they failed. They should have had information regarding any potential danger.

The water company.....where do I start? They did not have a Source Water Protection Plan for this chemical. They did not turn off the intake valves. They did not report the problem in a timely manner. Personally me notice from the Water Company did not come until 5:30 am the next morning. They lied the entire time about the safety of the water. They did not instruct us properly on how to flush our houses. They did not change the filters until forced to months after the event.

The emergency siren did not go off. Why? It goes off for the monthly testing. But remained silent during this event.

WhatWaysDidGovSuccessfullyRespond:	I have no idea of anything that was done successfully.
WhatWaysDidGovUnderperform:	Filling water buffalos with tainted water. Not providing enough bottled water to everyone in the 9 counties long enough.
RecommendationsForImprovement:	A total reevaluation of the systems in place.....NOT by the ones who failed.....but by the 300,000 affected lab rats.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	can't think of anyone or anything
PleasedWithAssistance:	No
PleasedWithAssistance2:	none was received
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	my employer that lives in Alabama sent me additional money to help me cope with this disaster. I traveled outside the affected area and purchased cases of bottled water, gallon jugs of water, baby wipes, adult wipes, and hand sanitzer that I kept in my car and distributed to those that needed it. Meshea Poore was MOST OUTSTANDING in her use of social media to keep everyone informed of legislative action and water distribution points. Ken Ward Jr of the Charleston Newspapers was a shining light of hope pointing the way to the truth. I personally did not go to the distribution sites as I could afford to purchase my own water and I wanted to make sure those that could not had it available.
PleasedWithAssistanceNonGov:	No
PleasedWithAssistanceNonGov2:	na
AdditionalComments:	This entire incident can have two end results: 1 - we rise from the failings of many to make improvements so this NEVER happens again and be the example worldwide for protecting our environment and citizens from such disasters. 2 - or we bury our heads in the sand while some pockets are padded and the same old systems will continue to fail us till there is nothing living left.

Last Modified 5/8/2014 2:53 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 08, 2014 4:06 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Ann Castaldo

Governor

Ann Castaldo has been added

Modify my alert settings View Ann Castaldo View AfterActionReviewQuestionnaire Mobile View

Title:	Ann Castaldo
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Putnam
DescribeHowYouWereAffected:	We are seniors citizens with health issues (cancer being one of them) who are still using bottled water and who are terrified of what the chemical spill may hold in store for us in the future. We are joining one of the lawsuits because we want medical monitoring to be established for all those who were subjected to this heinous disregard of our well being. Costs involved with purchasing bottled water, replacement water filters and prepackaged meals. A very difficult situation for those on fixed incomes.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Putnam County in general was ignored and the majority of the media coverage was directed at Kanawha County. The pass-the-buck attitude and lack of clear direction on the part of appointed and elected officials left those affected by the water contamination high and dry. In short, the handling of the chemical spill by the Governor, who apparently couldn't decide whether the number of people affected was 100,000 or 300,000, and others in authority was appalling.
WhatWaysDidGovSuccessfullyRespond:	That question is an oxymoron! Where were the government agencies when WVAW was permitted to install water intake downriver from a chemical tank farm? Where was the oversight when WVAW began supplying customers with that water? Where were they when people complained of the licorice odor prior to the spill...not once but at least twice? Where were they during the decades that chemicals were stored at that site without oversight? The entire situation was one of passing the buck and conflicting information. Only those volunteers who braved long hours and bitter cold to get water to us during the crisis deserve any credit.
WhatWaysDidGovUnderperform:	Placing too much emphasis on electronic dissemination of information. There are many West Virginians who do not have smart phones or internet service and the like. Negligent oversight of WV American Water which was less than forthcoming and did a very poor job of providing critical information. At one point following their flushing procedure, our section of Putnam County was under a boil water advisory due to emptying of the water storage tank. We found out about it after the fact through the neighborhood grapevine. When we questioned WVAW, we were told the information was on their website and was distributed to the media which had the responsibility to disseminate. We apparently did not check the website that particular day and never saw it on TV. When asked why WVWA does not institute the autodial system in critical situations, we were advised that sometimes they do...guess this time wasn't critical enough and we should be thankful they called at 3 am on January 10th to tell us not to drink the water! Where were our watchdogs? The leak didn't start overnight so how long were we drinking the tainted water? In fact, we didn't know about it until the evening of the announcement when we saw it on TV and had been drinking and cooking with the tainted water all day.

RecommendationsForImprovement:	WVAW should be forced to use the autodial system to notify customers every time there is a critical issue. Waste Management uses its autodial system to let us know when trash pick up is delayed...certainly not as critical as being informed your water is poison! Strict regulations governing permitting of chemical manufacturing and/or storage facilities. Clear and concise MSDS information should be demanded of chemical manufacturers. Better oversight in general of any entity that directly affects the health and welfare of all West Virginians.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Bottled water.
PleasedWithAssistance:	Somewhat
PleasedWithAssistance2:	Putnam County kept falling off the grid or only had water available during commuter hours.
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Tri-County YMCA provided showers and water fillups
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	We appreciated their efforts as it saved us money while protecting our health. Again, many thanks to all the volunteers.
AdditionalComments:	It is a shame that Freedom Industries will probably not suffer any consequences due to the bankruptcy petition. We are joining one of the lawsuits because we want medical monitoring to be established for all those who were subjected to this heinous disregard of our well being.

Last Modified 5/8/2014 4:02 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 08, 2014 6:51 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Amy Cottrell

Governor

Amy Cottrell has been added

Modify my alert settings View Amy Cottrell View AfterActionReviewQuestionnaire Mobile View

Title:	Amy Cottrell
Address:	[redacted]
PhoneNumber:	
EmailAddress:	
County:	Kanawha
DescribeHowYouWereAffected:	We had to spend more time, money, and effort to survive during the crisis. We were unable to bathe, cook, clean, do laundry, etc. We had to buy bottled water to drink, give our dogs, brush our teeth, etc. To say to was a major inconvenience is an understatement. My husband had a bad headache the whole time, as well as stomach and digestion problems.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Government agencies were slow to respond. The information put out was confusing, conflicting, and often just plain wrong.
WhatWaysDidGovSuccessfullyRespond:	
WhatWaysDidGovUnderperform:	Thee were too many conflicting stories. County agencies didn't agree with state agencies, who didn't agree with national agencies. Information was either very spotty, too confusing, too conflicting, hard to understand, or just wrong. Many official were trying harder to make excuses and keep their jobs than they were with keeping the public properly informed. The DEP and other agencies should never have let those storage go so many years without inspecting them. That is a great disservice to the citizens and dereliction of duty. Any chemical plant, processing facility, and storage facility should be inspected on a regular basis and should have emergency plans in place. If not, they should be fined or shut down. The various government agencies let this one slip through the cracks in a major way for many years. I'm sure there are many others in similar situations.
RecommendationsForImprovement:	All of the agencies at all levels need to communicate better with each other and get their stories straight, then communicate that information to the public. Each agency seemed to have a different story. The water distribution sites were shout down too soon. Many people still had tainted water long after they were closed. Information on where those were and their hours should have been better communicated. Not everyone has access to a computer to try to find that kind of critical information. An announcement to the public should have been made immediately, as well as a "Do Not Use" order issued. There is no excuse for waiting six to eight hours to let people know. The water company should have reacted immediately instead of waiting for hours and still doing nothing. Apparently, they have no emergency plans in place, or they

didn't activate it-ever.

PersonallyAssistedByGov: No

AgenciesThatAssisted:

PleasedWithAssistance: No

PleasedWithAssistance2:

AssistedByNonGov: No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov: No

PleasedWithAssistanceNonGov2:

AdditionalComments:

WVAWC was too slow to react to the leak. They should have shut down their water intakes at the first notice of a chemical leak. But, they never really did anything in response to the leak. It appears that they have no emergency or contingency plans in place. That NEEDS to change immediately. On top of everything else, they sent out tankers of tainted water for people to use. They never fully and properly flushed their own storage tanks and water system. They left it up to the residents and businesses to do the flushing instead so they could reap the income from the additional water usage. Customers were never given complete and proper flushing instructions. No one was told that hot water tanks should have been fully emptied and flushed before flushing the entire building.

WVAWC and government official were much too slow at informing the public about the leak at all and in putting out the "Do Not Use" notice. We used the water for laundry, drinking, bathing, our dogs, and cooking the day of the leak because we had no idea there was a leak until six to wight hours later. Officials should have used the emergency broadcast and notification systems to let people know long before it was announced on the 6pm television news shows. That is not the best or proper way to notify citizens. Not everyone watches television news or is just sitting at home 24/7 waiting for such announcements on television. Officials should have activated the same emergency system used in chemical leaks at the local chemical plants. This was the exact same type of situation. It was just in the water this time.

The various owners and executives of Freedom Industries should not be allowed to keep starting new companies and transferring their existing property to them with the same owners and managers. That is just plain wrong on every level. They have done nothing but make excuses and try to keep from paying for their mistakes and incompetence. They should be prosecuted to the fullest extent of the law and not allowed to keep their property and finances hidden away in new companies. That is just changing the name of the companies to protect the guilty and keep from owning up to their responsibilities.

Last Modified 5/8/2014 6:47 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 08, 2014 11:51 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Nancy Woody

Governor

Nancy Woody has been added

Modify my alert settings View Nancy Woody View AfterActionReviewQuestionnaire Mobile View

Title:	Nancy Woody
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Boone
DescribeHowYouWereAffected:	My house was affected by the water crisis, we could not use water for anything. We had To purchase water for drinking, cooking, bathing, and household chores. I had To miss several days of work because schools were closed and I teach. Water Supplies were limited in our area, only two cases of water at distribution sites, when Using bottled water for everything this was not a sufficient amount. We did not get the phone call unti later that evening and we consumed water that day.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	We received the phone call about 6 in the evening and they leak was found early that day. Some people in my neighborhood never received the call. Water distribution sites were limited in Boone County. We were last to flush. All areas waited hours after after they were cleared to flush. All of Boone was allowed to flush immediately. After we flushed we had to replace our hot water tank. News media on the national news were more accurate about days to clean up spill. Local news not accurate.
WhatWaysDidGovSuccessfullyRespond:	No ways...it's difficult to tell what we are drinking...We will not use tap to drink or cook .
WhatWaysDidGovUnderperform:	Lying to the people, not sampling in every area. Not responding quickly. not enough distributin centers. Put the cost on the consumer. We flushed our lines and we given 10.00 credit. The water company should of flushed their tanks.
RecommendationsForImprovement:	Be honest and tell the truth.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	No
PleasedWithAssistance2:	We were had long lines, waited for hours for water to arrive and it was limited. Families should be compensated for buying water, hot water tanks, replacing filters, and other complications.
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Madison Fire Department

Danville Fire Department

PleasedWithAssistanceNonGov:	Somewhat
PleasedWithAssistanceNonGov2:	Limited water distributed
AdditionalComments:	Continue to check water sources and do not build water plants upstream from chemical plants. If this crisis would of happened anywhere else other than WV it would of been handled differently.

Last Modified 5/8/2014 11:48 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Friday, May 09, 2014 7:00 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Deborah B. Mc Dougall

Governor

Deborah B. Mc Dougall has been added

Modify my alert settings View Deborah B. Mc Dougall View AfterActionReviewQuestionnaire Mobile View

Title: Deborah B. Mc Dougall

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Kanawha

DescribeHowYouWereAffected: I have asthma, and on the day of the chemical leak, I had problems breathing. There was such a terrible odor inside of the house where I live. I thought Dow Chemical had a leak of some type. The outside smelled as bad as the inside of my house. My eyes were burning, my lungs hurt, and I felt sick all over. I always keep my asthma under control. The problem I have, is with chemicals. Chemicals affect me rather badly. Some chemicals worse than other chemicals. I am allergic to many medications. I had cooked using water that was contaminated! I had no idea of the chemical leak, or the chemical in the water, as the house reeked with the terrible odor. I had smelled that odor in the past, and always thought the odor was from Dow Chemical. Usually I would smell the odor after midnight, and before the sun would rise. Some nights worse than other nights. There were time periods between the odors I would smell previously, to the major chemical leak on January 9, 2014. I did go to St. Francis hospital, at the recommendation of my Family Doctor. I had already done, at home, how the Doctor said they were treating the chemical exposure. I had used my asthma rescue medications, taken Benadryl. I was prescribed a medication for nausea. I did get a rash, after I saw the Doctor, and I also got a few blisters on my legs. Two of the blisters turned to scabs, and the other blisters left no evidence of having been on my skin. I drank plenty of bottled water to help flush the chemical from my body. At least I pray the chemical has been flushed from my body. I was told by a Medical Doctor that MCHM does not show up in a blood test, an electrolyte test needs to be done instead. A recent MRI of my lower spine revealed a lesion on my kidney. I have had MRI's of the lower spine in the past, but no mention of a lesion on the kidney was made during those MRI's. Maybe the MRI missed the kidney. Regardless, my Family Doctor is aware of the lesion, and I have been referred to another Doctor to go over t he results of the most recent MRI with me. I am not able to drink tap water. I cannot risk any more damage to my body. I use bottled water to bathe with, I wash my clothes in Saint Albans at a laundry that does not use West Virginia American Water Company water. There is nothing known about the chemical MCHM and the effects upon the human body. As long as any amount of MCHM is in the drinking water, I consider it unfit for human or animal use. As far as I know, small "acceptable" amounts of MCHM could build up in the human body over a period of time. Since no studies about how MCHM affects the human body has been done, there is really nothing to disprove my thought about MCHM building up in the human body. All the citizens of the counties affected by MCHM are human guinea pigs for the World to learn how the effects of MCHM affect the human body. It would be very foolish, in my opinion, for a study of the effects of MCHM on the human body, not be done. I feel a health study should be done on all people affected by the MCHM. All the storage tanks at Freedom Industries need dismantled and removed from the property. The contaminated soils need to be removed, and the Elk River dredged from the MCHM leak site to past the West Virginia American water intake valves.

DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The right hand appeared not to know what the left hand was doing. The "safe water" drinking notice was given too soon, and messed up getting bottled water from FEMA. The Kanawha Charleston Health Department appeared to be the only one who knew what they were up against. I feel that Kanawha County is blessed to have Doctor Gupta of the Kanawha Charleston Health Department.
WhatWaysDidGovSuccessfullyRespond:	Advising the citizens of the chemical in the drinking water, and the do not drink or use the water for anything, except flushing the toilet. Advising of places to take showers and wash clothes. Distribution of bottled water to the citizens in need.
WhatWaysDidGovUnderperform:	Lack of proper inspections of the storage tanks at Freedom Industries. Bottled water was not distributed long enough, as problems were still being found with the West Virginia American Water Company water filter system.
RecommendationsForImprovement:	All persons that handle an emergency need to touch base, and know how to handle the situation. To be honest with the citizens that may be affected with whatever might be happening in the community where they live. If an official does not know anything about the emergency at hand, they should not act as though they do know. Let those persons that know about the emergency procedure do the talking.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	The only thing I received was the bottled water that was distributed to the citizens.
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	I was pleased with being able to get the bottled water that was distributed to the citizens.
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	The Knights of Columbus distributed water at the church I attend.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	The Knights of Columbus having distributed water at the church I attend.
AdditionalComments:	Why should I have to pay for medical bills related to the chemical leak from Freedom Industries? I should not have to pay for flushing my water system at home, since I had nothing to do in causing the chemical leak. The water bill I received was more than doubled! I also should not have had to pay the Municipal fees associated with the flushing of the water system at my house. The Municipal Fees were almost tripled! Freedom Industries should be paying those instead. My husband is retired, and we have to go without paying "Paul" in order to pay "Peter". All because of Freedom Industries chemical leak. The monies I have spent on bottled water, taking my clothes to Saint Albans to wash them, the gasoline and wear and tear on the car to get to Saint Albans, has cost us at the least $30.00 a week. And will continue costing money for the foreseeable future. Which lies in the hands of those involved with seeing that the storage tanks at Freedom Industries are dismantled and removed from the Freedom Industry site. The Elk River dredged, after the storage tanks have been removed along with the contaminated soils located at Freedom Industries site.

Last Modified 5/9/2014 6:57 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Friday, May 09, 2014 11:15 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - William Turner

Governor

William Turner has been added

Modify my alert settings View William Turner View AfterActionReviewQuestionnaire Mobile View

Title:	William Turner
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Greenbrier
DescribeHowYouWereAffected:	My wife and I travel to Charleston regularly. She had medical treatment there requiring overnight stays during the height of the crisis (we stayed in a downtown hotel). We brought our own water during that and other visits.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I was disappointed with the Governor's announcement it is a "personal choice" whether to drink the water. People want to know if the water is safe to drink and bathe in. I also was disappointed with an environmental representative not being given a seat at the table in the planning discussions for the Tank Storage Bill; industry representatives and lobbyists only were included.
WhatWaysDidGovSuccessfullyRespond:	The Tank Storage Bill is a good start; the DEP rulemaking will need to be as well.
WhatWaysDidGovUnderperform:	See above; people want to know if the water was and is safe. No one was able to provide that assurance.
RecommendationsForImprovement:	A good start would be to include ALL stakeholders in the process for all legislation, rules, reviews, actions, affecting the environment. In this instance, that would include representatives from the environmental community, the health care community, the education community, the general public, etc. In this day and age there is no excuse for not having an inclusive process.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Friday, May 09, 2014 12:00 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Thomas Wilson

Governor

Thomas Wilson has been added

Modify my alert settings View Thomas Wilson View AfterActionReviewQuestionnaire Mobile View

Title:	Thomas Wilson
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]n
County:	Kanawha
DescribeHowYouWereAffected:	Without drinking or bathing water for extended period of time. Uncertain when or even whether water became safe to drink Still buying water, will never drink local tap water again
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Total failure of government at every level, City to State and beyond. Failed to keep us informed of the situation, told us to make our own minds whether water was safe to drink. Dr. Tierney was a disaster, should get a job where she cannot hurt anyone. At time, deliberate misinformation seems to have been provided. Thank god for Dr. Gupta who is the only one who told us the truth. At times, test data was not released until FOIA and other requests forced it to be made public. Why the secrecy?
WhatWaysDidGovSuccessfullyRespond:	With exception of Dr. Gupta, I don't believe they did except, perhaps, in furnishing some water at various locales but even then quantities were too limited for household use.
WhatWaysDidGovUnderperform:	As stated above: Total failure of government at every level, City to State and beyond. Failed to keep us informed of the situation, told us to make our own minds whether water was safe to drink. At time, deliberate misinformation seems to have been provided. Thank god for Dr. Gupta who is the only one who told us the truth. At times, test data was not released until FOIA and other requests forced it to be made public. DEP failed to insure Freedom and the others followed permitting process and failed to conduct inspections.
RecommendationsForImprovement:	Fire DEP director and get a department head who will enforce our laws and regs.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Got a little bit of water from time to time but I bought 90% of my needs.
PleasedWithAssistance:	No
PleasedWithAssistance2:	Too little, too late.
AssistedByNonGov:	No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

I am of the impression that Governor Tomblin and his staff were more concerned with diverting attention from the coal industry, the sole user of MCMH, than helping the public. We were inundated early on with disclaimers: this was not a coal related problem. It most certainly was - and continues to be due to widespread use of this product.

We are moving out of state at the earliest opportunity, already shopping for a home.

Last Modified 5/9/2014 11:57 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Friday, May 09, 2014 12:10 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Douglas Bowe

Governor

Douglas Bowe has been added

Modify my alert settings View Douglas Bowe View AfterActionReviewQuestionnaire Mobile View

Title:	Douglas Bowe
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I lost the use of my water for weeks, and still am not drinking it.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Freedom was covered by a storm water general permit, which would have allowed the West Virginia DEP to inspect the facility any time they wished. However, this was not done for almost 20 years, and some agency representatives even went so far as to say the permit Freedom was covered under did not allow for detailed inspections, which was not accurate at all. Instead of being proactive and enforcing regulations that were already in place, and which would most likely have prevented this whole mess, the government is being reactive, and chosen to pass yet more regulations.
WhatWaysDidGovSuccessfullyRespond:	
WhatWaysDidGovUnderperform:	Failing to inspect Freedom Industries for such a long period of time.
RecommendationsForImprovement:	
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/9/2014 12:07 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Friday, May 09, 2014 3:20 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Gloria Bowe

Governor

Gloria Bowe has been added

Modify my alert settings View Gloria Bowe View AfterActionReviewQuestionnaire Mobile View

Title: Gloria Bowe

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Kanawha

DescribeHowYouWereAffected:

1. couldn't shower - bought personal wipes to bathe with; bought dry shampoo to clean hair
Bought bottled water to brush teeth, use to clean tmj splint
2. could not cook with it - ate microwave meals (expensive) - bought bottled water to wash vegetables and fruits, to steam, to boil, etc. Since we could not use the dishwashers bought a bunch of plastic/paper dinnerware
3. could not drink it - made several trips to federal/state water distribution center; bought cases of water everytime I was somewhere that had it in stock; one of the my co workers bought water and drove it to the office to share
4. did not use the water to wash clothes, mop the floor, clean the car etc.
5. Pulled a muscle in my back lifting and tugging and carrying heavy boxes, cases, gallon jugs etc of water. Burnt a day of sick leave visit the chiropractor, lay on ice pack to deal with the pain.
6. Had to provide water and other items to 80 year old mother in Belle.
7. It never ocurred to my boss that coffee wouldn't just automatically make itself the following morning. I had to bring water in to cover coffee consumption for the day.

I work next to the Capital Market. The smell of the chemical was heavy in the air that morning at 8:30 when I came to work. It just got stronger all day long. It was smothering and sickening. I have asthma and was not a happy camper. I used my rescue inhaler throughout the week.

Just finished a kitchen remodel - $6,000 worth of brand new appliances. I was mortified at the thought that my new dishwasher would forever smell like that chemical. I had just replaced the water filter ($54.) in my new refrigerator and then could not use it. I cringed at the thought that the smell of that chemical would forever linger in the piping that fed the water and ice in the door. Of course, when the flushing directions came down they wanted you to change out the filter in the fridge again....

The water in my home smelled like that chemical for weeks. Even after we flushed, we continued to use bottled water to drink, to cook with, to brush our teeth with. The water in the bathroom on the second floor of my home did not lose that terrible smell until about the 2nd or 3rd week of April. We waited for the odor to subside before using it.

Then to have the City Sanitary Board CHARGE me for the water to flush was insult to injury.

I figure all told the water crisis cost me at least $1,000.

DoYouBelieveGovAgenciesHandledAppropriately: No

DoYouBelieveGovAgenciesHandledAppropriately2:

After I complained about the odor at lunch my co worker forwarded an on line article from Metro where the Water company said "we've got this". The chemical spilled in the river is one that is used in water treatment - so no big deal.

I went straight to the grocery store that evening unaware of the announcement. I don't twitter. I don't own a cell phone. I don't FaceBook. I stare at a computer all day long and don't want to do so after I leave the office. I listen to NPR all day at work. Thanks to my inquisitive nature I found out what the problem was in Kroger and bought a couple of cases of water to take home. It wasn't until I returned home that I could watch the news. I didn't hear any discussion of this on V100 or NPR on the way home.

The messages about this did not get out in time. What happened between noon and the WV American Water "we've got this" and the run on bottle water at Kroger at 5PM?

It's the Watergate Question all over again: What did State and Local Government know and WHEN did they know it?

We checked on our neighbors to make sure that poor people without transportation were not lost. We checked on our elderly neighbors to make sure they knew the situation and were taken care of. What did the Government do?

WhatWaysDidGovSuccessfullyRespond:

Making sure the hospitals, nursing homes had water was great.

WhatWaysDidGovUnderperform:

Governor Tomblin wants kudos for tweeting - well that's great for the Twitter crowd. There is a portion of the population that doesn't spend their live making love to some cell phone. There ARE other methods of communication that should have been used. The local radio stations SHOULD have announced this every 15 minutes. If you're in your car driving hopefully you're not checking your tweets....

The call down service (OES) on the phone is great - but I was AT WORK. I didn't hear the "don't use the water" until I got from Kroger where I learned about the problem". Our office uses a automated phone answering service I don't recall anyone getting a message perhaps the technology can't adapt for that.

RecommendationsForImprovement:

Better communication and "Get the story straight". The same version of the facts should be coming from all directions.

A press conference should contain only the people who know what is going on. It was ridiculous for the governor to thank everyone for working together and then introduce the General who thanked everyone for working together and then he introduced the captain who had nothing to say except to introduce the liet's and sgts who actually know what is going on. It was like watching the Oscars and everyone thanking everyone . The news briefs and press conferences were more about getting your face on TV than actually telling us what the situation is. There were people at those press conferences who never said a word, but they stood in the back row and looked serious. A big crowd does not impress the populace and we didn't want to be impressed with the crowd on stage. Rather we wanted to be impressed with the quality of their work and the sincerity of their committment to the Public.

The list of water distribution facilities was hit and miss. We were told days in a row that the FD on Morris Street was a site - yet I never saw any water being distrbuted and drove to S.C.

The Governor needs to stop running to the rescue of the coal companies. The only thing he could say was "this is not coal" well yes it was.

PersonallyAssistedByGov:

Yes

AgenciesThatAssisted:

the only assistance I asked for was the water distribution.

PleasedWithAssistance:

Yes

PleasedWithAssistance2:

the lanes of traffic, the traffic flow and the different types of water products were well organized. The distribution in S. Charleston went very well. The military did a heck of a job.

AssistedByNonGov:

No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

I am disappointed in the performance of the Legislature and plan to express that at the polls. They could pass legislation to give a millionaire money in 2 days but can't develop a proper policy for public health and safety? They passed legislation requiring the dhhr to perform some duty but they have to "go find the money" to do it. That's absurd. Let's make Freedom Enterprises, the Coal industry at large and WV American Water pay for it.

I am disappointed that the government allowed WV American Water to continue to function with Dirty Filters. It is an outrage that they use COST as their reason for not doing so. COST???? No one knows the consequences of ingesting/breathing that chemical. They've probably killed us all slowly - but don't want their bottom line affected. Are DEP and/or Health Dept, the Governor's office powerless to make them act?

I was disappointed that the Governor just kept saying it's your decision whether to use it - did he ever say that he and his family were drinking the water? The Governor's Mansion is but a few blocks east of my home and you never got the sense that HE was affected by this, too.

At the end of it all, this was a pathetic situation all the way around. What sense does it make to locate the intake and water treatment downstream from some stupid coal processing facility? What sense does it make to continue to function in this situation and not have better alarms, water testing, spill alerts, a decent plan in place to deal with emergencies? How dumb is it for the Water Company to say "we've got this, no worries" and not have A CLUE? Dr Gupta (sp??) was first in total agreement with the State, then changed his mind, then changed it again. First it wouldn't hurt us, then that applied only if you weren't a child, infant or pregnant. There was no cohesive message. There was never any indication that the spokesperson (whoever that was) actually believed or understood what they were saying.

Last Modified 5/9/2014 3:15 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Friday, May 09, 2014 4:00 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Faye Shaffer

Governor

Faye Shaffer has been added

Modify my alert settings View Faye Shaffer View AfterActionReviewQuestionnaire Mobile View

Title:	Faye Shaffer
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	i used the water Fri Eve 1-9 when i came home from work. I was not aware of the situation until my friends started texting me. At 745pm that night, Kan Co 911 did text me as well. I panicked, not sure of what I had bathed in or consumed. I was scheduled to work the next day, Sat, and I called in a vac day because, again i was unsure of the situation. I went to Jackson county Sat, and Sun to bathe. I began stock piling water and came home Sunday evening. I went to work Monday. When my neighbors told me that it was our turn to begin flushing, Monday, i went home and had flushed 1 time. Near the end of that time the water began to smell and turn colors. I flushed 2 more times and the water water got worse. I called the 800 number and was told to try again the next day. I began flushing Tues at 5am and could still smell the water. I did not start drinking my water til April 15. I have spent alot of time and money on bought water. I still dont fully trust my water but i refuse to pay a water bill and not use the water for everything. Mentally, i have been affected. This situation caused alot of stress.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	i think they should have shut down the water plant and determined how far the water had infiltrated their system, then the water co should have went above the contaminated part and flushed until it was gone.
WhatWaysDidGovSuccessfullyRespond:	
WhatWaysDidGovUnderperform:	Gov dropped the ball with Freedom industries. There should be monthly inspections of all chemical holding facilites.
RecommendationsForImprovement:	Monthly inspections of chemical holding facilites. Daily water quality testing performed by WVAWC.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	

PleasedWithAssistanceNonGov2:

AdditionalComments:

I hope and pray this never happens to us again. I believe we have the man power and technology to monitor the air and water. We need to do it , yesterday. I also believe the Government or WVAWC should offer home free home testing.

Last Modified 5/9/2014 3:59 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Friday, May 09, 2014 4:15 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Matthew Freeman

Governor

Matthew Freeman has been added

Modify my alert settings View Matthew Freeman View AfterActionReviewQuestionnaire Mobile View

Title:	Matthew Freeman
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Putnam
DescribeHowYouWereAffected:	Had to go to relatives to shower, wash clothes. Purchased Water for drinking, washing dishes, brushing teeth, cooking. Still not drinking the water.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	There was a lack of informative information to the public. Experts should have been brought in sooner rather than later. It did not seem that the Federal government was involved what so ever to help clean up or force restitution upon the companies responsible.
WhatWaysDidGovSuccessfullyRespond:	Brought in Water to distribute.
WhatWaysDidGovUnderperform:	Government agencies needed to escalate the issue and hold the companies involved responsible sooner. Pressure needed to be placed on the Federal government for more responsiveness. The water company should be held accountable for not changing the filters until recently.
RecommendationsForImprovement:	There should be requirements in place now for water testing or monitoring prior to it hitting the intake of the water company. Tighter restrictions on companies that store chemicals close to any water shed. More DEP restrictions and a closer look now at where these storage facilities are currently located and more detailed and frequent inspections of these facilities. If the facilities do not pass inspection shut them down until they can make it right.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Local fire department passed out water.
PleasedWithAssistance:	Somewhat
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	

AdditionalComments:

I would comment that we should do better in the event that this happens again, but what should really take place now is actions to prevent this from ever happening again.

Last Modified 5/9/2014 4:10 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Friday, May 09, 2014 4:25 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Todd Knight

Governor

Todd Knight has been added

Modify my alert settings View Todd Knight View AfterActionReviewQuestionnaire Mobile View

Title:	Todd Knight
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I work in a restaurant downtown. We could not serve food for days which affected our business and then after the problem got "fixed" people were still skepticle of clean dishes and didn't go out to eat for a time after that. No business means no money and no money meant I was late on bills.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The plant where the spill happened was unmanned which should have never been allowed.
WhatWaysDidGovSuccessfullyRespond:	
WhatWaysDidGovUnderperform:	
RecommendationsForImprovement:	
PersonallyAssistedByGov:	
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/9/2014 4:23 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Friday, May 09, 2014 4:25 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Conni Gratop Lewis

Governor

Conni Gratop Lewis has been added

Modify my alert settings View Conni Gratop Lewis View AfterActionReviewQuestionnaire Mobile View

Title:	Conni Gratop Lewis
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	It took considerable time every week to collect or purchase water every week for our domestic use. It also took a lot of time to take our laundry to the St. Albans laundromat, which was a 40 mile round trip every week. Friends offered us showers (again in St. Albans) during the time we could only flush our toilet. The licorice smell bothered us for quite some time and I suffered from eye burning and nasal irritation (among other annoying symptoms.) We still do not drink or cook with the tap water. We can afford the bottled water, but I am sure it's a burden for my neighbors.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The job of DHHR is not to say "there, there, it's going to be all right" or to belittle people's concerns. It's to make sure that things are all right. There's a significant difference and I for one would appreciate it if DHHR officials would learn it. Also, there never seemed to be enough water to go around even in the Charleston area, so I can just imagine what other people went through.
WhatWaysDidGovSuccessfullyRespond:	The national guard seemed to be the best at responding. But 4 months in, it's hard to remember specifics.
WhatWaysDidGovUnderperform:	They disrespected the people's concerns. Any health official who thinks that emergency room visits were the best way to determine immediate health impacts is not appreciating what happened to people. There wasn't the leadership to prevent this situation, not surprising considering that DEP doesn't seem to have the resources it would need if we really wanted to protect West Virginia's drinking water. Water was not available many times in places that had been announced as having water available. Agency heads clearly wanted the situation to be over as quickly as possible. It was a pleasant surprise when a statement from a state agency did not have to be revised later. And I have lost considerable respect for the CDC. It was a happy day when the woman from Atlanta left CDC, and that also involved contaminated water (at Camp LeJeune)
RecommendationsForImprovement:	Accept that worried people need to be treated with respect, not condescension.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	We got some water from the National Guard.
PleasedWithAssistance:	Somewhat
PleasedWithAssistance2:	

AssistedByNonGov: No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/9/2014 4:21 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Friday, May 09, 2014 10:55 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Robin Wilson

Governor

Robin Wilson has been added

Modify my alert settings View Robin Wilson View AfterActionReviewQuestionnaire Mobile View

Title:	Robin Wilson
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	1. The day of the spill I ate lunch at a restaurant where tap water was served. We complained about the taste and were given bottled water and told a water line had broken. In doing an internet search on 4 Metholcyclohexane Methanol I was shocked how little research had been done on it's effects on people. American Water should have been monitoring the water, our WV DEP and health departments should have comprehensive through research before permitting the storage and of course they should not be allowed to store toxic chemicals upstream from any water supply. 2. In reading the reporting of Ken Ward in the Charleston Gazette it was obvious we were over and over again we the public were not given the whole story as new chemicals were found. 3. The costs are huge especially for small business, restaurant workers, and the reputation of the whole state. It was sad to see some of our legislators try and minimize corporate costs and "water down" legislation designed to prevent future eventss.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	First step is have water monitoring and analysis in place taking samples all the time to prevent another spill like this one. The study on households should have been done right away. People should be given access to testing industries to sample their home water.
WhatWaysDidGovSuccessfullyRespond:	Legislation that passed reflected the strong will of the people despite industry efforts to get off easy.
WhatWaysDidGovUnderperform:	Strong regulations and enforcement are necessary. Anti-regulation politics leads to lax regulation
RecommendationsForImprovement:	Companies like Freedom Industries the sell toxic chemicals should be required to post a bond to cover such emergencies. They could not be allowed to start again under a new name until costs a paid to those damaged. Citizens should be trained to test for and spot water quality degradation.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	There should have been a clearing house for health effects, water testing results, and risk assessment for drinking, cooking, and washing with the polluted water.
PleasedWithAssistance:	No
PleasedWithAssistance2:	Private groups helped me get water. I still live with a fear of the water.

AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Mountain Justice = had volunteers from as far away as Boston come to Charleston come and pass out wather.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	Water was expensive especially when needing water to drink, cook, and wash with.
AdditionalComments:	Ken Ward should be given an award for his reportig of the water crisis.

Last Modified 5/9/2014 10:52 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Saturday, May 10, 2014 7:15 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Roger Pence

Governor

Roger Pence has been added

Modify my alert settings View Roger Pence View AfterActionReviewQuestionnaire Mobile View

Title:	Roger Pence
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	My wife has diabetes and we found it difficult to prepare meals that met her needs. We were unable to shower, cook, clean,drink,wash dishes or clothing due to the bad water. I had to purchase water for the above functions. I was supplied some water but not near enough to run the house. The smell in the home was awful. In general it just make ever day living difficult
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	There should have been stations where the public could shower in private.
WhatWaysDidGovSuccessfullyRespond:	They were very good at giving a water. Just not near enough.
WhatWaysDidGovUnderperform:	I don't thing we were kept abreast of the situation in an honest way. We could not believe much of what was released. We did not know what we were dealing with, and still don't.
RecommendationsForImprovement:	Have another inlet for the water company to gather water. Install alarms on the inlets to immediately set off an alarm when something is about to enter the system. The filters at the water plant should have been changed immediately. Companies that have facilities along the rivers in our State should be held to stricter regulations and inspected often.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	No
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Saturday, May 10, 2014 8:05 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Joe Sinclair

Governor

Joe Sinclair has been added

Modify my alert settings View Joe Sinclair View AfterActionReviewQuestionnaire Mobile View

Title:	Joe Sinclair
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	We were unable to use the water for weeks. We collected bulk water on the weekends to bathe our two young children. After waiting a month after the spill, we decided to bathe our children in the municipal water. The next morning, our youngest (1.5) son's skin was covered in hives. The hives lasted for a week. We were ready to leave West Virginia, again, for good.
DoYouBelieveGovAgenciesHandledAppropriately:	Yes
DoYouBelieveGovAgenciesHandledAppropriately2:	I feel they did everything they were capable of doing. I trusted them, and am thankful for the leadership of the WV Army National Guard.
WhatWaysDidGovSuccessfullyRespond:	I am pleased with the response. I am disgusted with the continued lack of regulation.
WhatWaysDidGovUnderperform:	Again, lack of industry regulation. No social responsibility. Still putting industries' willingness to contaminate the people before the social well-being of the people, even after the spill.
RecommendationsForImprovement:	We must abandon our ignorant and primitive dependency on fossil fuels and implement a sustainable future for our children. We must clean up our industry, our water, and foster a regenerative environment for the people instead of a polluted one. We cannot eat our own fish, and now we cannot drink our own water. West Virginia is last on national lists for a reason, because it deserves to be.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	WV Clean Water Hub posted bulk water and bottled water locations during the crisis.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	
AdditionalComments:	Since moving back to West Virginia three years ago, I have been exposed to asbestos

because of the negligence of Andrew Robinson and Blue Robin Properties, lead paint because of the negligence of Prizm Painting, and crude MCHM because of the negligence of Freedom Industries. In all three cases, the contaminators got away unscathed. This is not the West Virginia I remember, this is not the West Virginia I grew up in, and this is not the West Virginia I want to raise my children in. This is not my West Virginia.

Last Modified 5/10/2014 8:04 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Saturday, May 10, 2014 8:05 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Joseph J. Miller

Governor

Joseph J. Miller has been added

Modify my alert settings View Joseph J. Miller View AfterActionReviewQuestionnaire Mobile View

Title:	Joseph J. Miller
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	We, along with 300,000 other customers, could not use our water for any purpose during the ban. We drove to Lewisburg to stay with friends for three days. At home, all our water was purchased except for two gallons we got from the closest government distribution site. The ban was lifted when the water was deemed "safe." State government seemed to relax too much at that point. The water tasted horribly bad at our house for 2-3 weeks after the "safe" designation, despite double-flushing at the house. We live on a dead end water pipeline. The hydrant on our street was never opened and flushed to my knowledge. While I no longer perceive a licorice taste in the water, I do still perceive a "chemical" taste that was not there before the leak.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The absolute ban on water use for the whole American Water distribution system seemed overreaching to me. The contaminated water did not reach our taps for 2-3 days. Suddenly its licorice smell was evident. We could have stockpiled water in the meantime. I believe it served no purpose to ban the use of water that did not smell like licorice.
WhatWaysDidGovSuccessfullyRespond:	State government was quick to establish communications with the public and gave frequent updates based on what it knew or thought it knew. It got water distribution sites up and running quickly.
WhatWaysDidGovUnderperform:	State government seemed extraordinarily ignorant about the nature of the chemical in the water, especially when tens of thousands of gallons of chemicals were stored within a few feet of the river two miles upstream from Charleston's main water intake. Government failed to adequate inspect and regulate the chemical storage facility in this sensitive area. I expect corporations to cut corners to maximize profits. I do not expect government to help them. I am sad to see that this survey itself asks only questions designed to elicit how government responded to the emergency. I blame state government for participating in causing the emergency. Lack of appropriate regulation and lackadaisical enforcement of existing regulation was a major cause of this leak. West Virginia state government consistently puts moneyed special interest above the welfare of ordinary citizens. It looks short-term for the quick dollar and to hell with the future. I think the recent article in the New Yorker magazine about the spill and the political culture in West Virginia was dead on accurate.
RecommendationsForImprovement:	Make sure that environmental groups are given as much influence in the crafting of law and policy as coal, gas, oil and business interests.

PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	We got two gallons of water from the National Guard.
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	The two gallons of water seemed clean.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	The "Water Crisis" is not over in my view. West Virginia's already poor image has been further trashed nationally over this event. It's time to turn around the entrenched governmental policies of winking and nodding at the damage out of state interests cause within our borders.

Last Modified 5/10/2014 8:04 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Sunday, May 11, 2014 10:06 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Rebecca Roth

Governor

Rebecca Roth has been added

Modify my alert settings View Rebecca Roth View AfterActionReviewQuestionnaire Mobile View

Title:	Rebecca Roth
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	In January I was newly pregnant with my second child and my first child had not yet turned two. I was extremely concerned about the safety of the water, air, and soil in Kanawha County for my family and me. I left town with my family as often as possible to stay with relatives out-of-town in the weeks after the crisis. My family delayed washing dishes in the water until weeks after the water crisis, and we did not do laundry in our home for months after the crisis.I have avoided drinking or cooking with tap water and bathing myself and my young child with tap water since the water crisis occurred, at considerable expense, time, and energy.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Handling the water crisis appropriately should have begun prior to the event, with 1) appropriate regulation and monitoring of Freedom Industries and similar storage and chemical companies, and 2) appropriate and sufficient back-up systems. During the crisis, all government agencies should have admitted that there is not a lot known about the chemicals in question, and that they would find out as much as possible about the chemicals and report back.
WhatWaysDidGovSuccessfullyRespond:	Holding press conferences at regular intervals at the beginning of the crisis was a good idea, and one that needed to continue! Booth Goodwin's office is responding appropriately.
WhatWaysDidGovUnderperform:	Medical monitoring did not begin soon enough; flushing instructions were incomplete and could have been safer (e.g., let people know that children should not be around the flushing process); government agencies did not insist that the water company replace its filters sooner or shut off the water when the leak was discovered.
RecommendationsForImprovement:	Rebuild the water infrastructure in the 9-county region; don't allow any exceptions (e.g., size of storage facilities in the route of public drinking water systems) to the regulations that are supposed to keep our families safe; provide sufficient water reserves and make sure that filters are replaced and that leakage is not an issue when deciding whether to turn off the water system and use reserves; offer a website with FAQs about the water crisis answered by a scientist so that anyone can ask questions.Offer a referendum on making the water system municipally-owned.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	

PleasedWithAssistance2:

AssistedByNonGov: No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments: The government agencies that provide leadership on this issue will be the agencies that 1) talk to similar agencies in other states to find out best practices for this type of event, and share that information with the public; 2) take responsibility for this crisis and offer their apologies to the public; and 3) show commitment to finding out exactly how safe our water is and how to make it as safe as possible -- not by asking for the public's trust without taking any of these steps or putting considerable resources towards marketing/PR. The best PR is actually solving the issue of whether water in WV is safe for our families to use. As long as stores continue to empty their shelves of bottled water selections, and families continue to leave, this crisis continues.

Last Modified 5/11/2014 10:01 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 12, 2014 6:26 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Debi McCoy

Governor

Debi McCoy has been added

Modify my alert settings View Debi McCoy View AfterActionReviewQuestionnaire Mobile View

Title:	Debi McCoy
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Putnam
DescribeHowYouWereAffected:	I am still being affected. We only use the water to bathe, laundry and toilet. We are hauling water from Putnam PSD. We had to replace our hot water heater. It started leaking and was leaking a gel. I do not feel comfortable using the water.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	There is little know about MCHC and the attitude of state officials was and is that it is no big deal. It appeared as if officials just wanted the issue to go away. There was a rush to report the water was ok to use and consume. The information about the chemical was different from what the government wanted us to believe and what other trusted resources were saying. There was no compassion from the state and federal officials. The only person that I felt who was truthful was Dr. Gupta.
WhatWaysDidGovSuccessfullyRespond:	Very limited success. Water distribution was slow but at least there was some response.
WhatWaysDidGovUnderperform:	Different information from different agencies, limited water distribution, rush to force people into using the water, stopping the water distribution when the chemical was present in dangerous levels. Flushing information was different from the beginning and how it was performed. We could smell and taste problems with the water but the government was slow to order a do not use. Lack of uniform plan no one appeared to be on the same page. Lack of concern for citizens, attitudes were very stuffy from state officials, state officials gave the appearance that they did not care and that it was just a nuisance that they had to deal with and respond to. Lack of limited testing in areas out side of Charleston.
RecommendationsForImprovement:	Uniform plan that takes into concerdations the stress this causes, Same page messages, show some compassion instead of defending the coal industry. Fully staff the DEP, inspectors need to do their jobs! Enforce the provisions we have and look to strengthen them. Show or at least pretend to have some compassion for your citizens.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Putnam EMS, water distribution.
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	They were friendly and fully staffed to load the water. A little slow getting started.
AssistedByNonGov:	No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/12/2014 6:20 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 12, 2014 1:41 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Elizabeth Baldwin

Governor

Elizabeth Baldwin has been added

Modify my alert settings | View Elizabeth Baldwin | View AfterActionReviewQuestionnaire | Mobile View

Title:	Elizabeth Baldwin
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Taylor
DescribeHowYouWereAffected:	Visit Charleston area on a regular basis. Develop rash after visiting and eating at restaurant on the day of the leak. Personal health concerns. Lack trust and discourage visit to Charleston area to keep citizen safe. Trouble with National constituents not want to travel into area for participation in state wide event in Charleston over 2014 session. Bad reputation of area.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	It was a complete mess to the outside world. No consistency. Failure to uphold standards or regulations. Poor communication. No consistent health care messaging. The company individual and owners that polluted should be fined and prosecuted to the maximum degree.
WhatWaysDidGovSuccessfullyRespond:	fresh water brought in quickly. Distribution effort very good. Follow up good. Bill response OK.
WhatWaysDidGovUnderperform:	Not having and providing strict regulation of industry. Passing laws that weaken public protection and cause health risk for citizens. Lack of regulation of public water drinking source. destroying WV lands and allowing outside interests to ruin Wild Wonderful WV and individual citizen homes for profit.
RecommendationsForImprovement:	Strengthen regulation of WV land and water with strong laws. Increase regulatory authority of DEP. Increase DEP work force paid by taxing industry. Increase steep fine Enforce right of individual citizens Protect public land and water. Protect and promote healthy water and lands to raise the future generation of WV children. Stop the raping resources of WV for profits that do not benefit all WV citizens.
PersonallyAssistedByGov:	No

AgenciesThatAssisted:

PleasedWithAssistance:

PleasedWithAssistance2:

AssistedByNonGov:

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/12/2014 1:37 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 12, 2014 1:46 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Sarah Surber

Governor

Sarah Surber has been added

Modify my alert settings View Sarah Surber View AfterActionReviewQuestionnaire Mobile View

Title:	Sarah Surber
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Monongalia
DescribeHowYouWereAffected:	My parents were affected. They live in Poca. My mother has a serious health condition that was exacerbated by the disaster. I advised my parents on how to use the water because the information issued by the government was incorrect.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	You were too slow to respond and issue a no drinking order. Then, you lifted the order too soon. Finally, when it was obvious you told the public that the water was safe too soon, you told the public to make their "own decision" whether to drink the water. Your various agencies are there to PROTECT the public, not to shrug your shoulders and say make your own decision. YOU are supposed to have the expertise from the agencies. DEP did not proactively protect the public. During the crisis, the information from DEP was wring or contradictory. Randy Huffman has repeatedly shown that he is unprepared, uneducated, and a shill for industry. He has no concern for public health and wrongly believes that DEP has no duty to be experts in public health when it claims it promotes a "healthy environment." Many of its standards in air, water, and waste are based on human health standards. The fact that he doesn't know that is outrageous. His unrelated degree in "mining technology" does not translate to environmental protection. Gianato is WHOLLY unqualified as head of DHS. He has an unrelated associate's degree, and his experience as director of 911 of McDowell County does not translate to qualification as statewide homeland security. He is unqualified. Tierney was rude to the public by saying she didn't need that job and was completely ineffective as a leader. She was defensive when she should have been a leader or resign. She couldn't even define what safe drinking water was. Instead, she said everyone's definition was different. No, the government has the statutory duty to define and implement safe levels. This has nothing to do with personal decisions like "jumping off the New River Bridge" as she stated to Congress. You appointed a nurse as head of DHHR, and she has not shown any interest in this disaster when she appointed Tierney and created the Tierney mess. Apparently, a nurse/CEO is not Secretary mater ial. These people are a disgrace. All should be immediately replaced, and the fact that this administration can't see that but asks for a survey instead of firing disgraceful leaders is ridiculous. West Virginians deserve leaders with appropriate higher education degrees, proper experience, and actual motivation to do their jobs to protect the public. You need to hire your own people instead of holding on to Manchin's lackeys. They were terrible in this disaster, and it is apparent that appropriate protections are not being implemented. With educated West Virginians fleeing this state, you can find educated, motivated, and intelligent people to fill high-level positions. Tierney, Huffman, and Gianato exhibit none of those qualities.
WhatWaysDidGovSuccessfullyRespond:	Dr Gupta was effective and continued to effectively respond. He was professional and the most intelligent of all. He should replace Bowling.

WhatWaysDidGovUnderperform:	DEP did not respond effectively to public concerns of a leak. Homeland Security did not consider the security risks upstream when there are serious concerns for a terrorist disaster to quickly kill 300,000 residents. DHHR did not correctly implement protections and force American Water to replace filters after there was a known pollutant making people sick. This was a complete failure of governmental management and shows how ineffective WV government is. All of you should resign and never work in government again.
RecommendationsForImprovement:	Fire Gianato, Huffman, Bowling, and Tierney. People with appropriate degrees, experiences, and leadership qualifications should head this state's agencies. Not political lackeys who cannot prepare their agencies and lead. If you fail in the face of disaster, you should be held personally responsible and have the wherewithal to recognize your failures and resign.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	Tomblin, you are ineffective as a leader of this state. You can't even appoint your own leaders but instead hold on to Manchin's unqualified appointees as if you are too lazy to be bothered with vital appointments. Honor the residents of this state, recognize that you are unprepared to effectively manage this state's affairs, and resign. More emergencies will turn into disasters if proper leaders are not in place. Tomblin, your behavior before and after this disaster is disgraceful and warrants a resignation.

Last Modified 5/12/2014 1:44 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 13, 2014 12:46 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Ruth Zika

Governor

Ruth Zika has been added

Modify my alert settings View Ruth Zika View AfterActionReviewQuestionnaire Mobile View

Title:	Ruth Zika
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	We had no water for 4-5 days except for flushing. We didn't have any fires to fight.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	When the Barlow Drive residents c/o the licorice odor, the official responders should have tried harder to figure out what was causing it. I have the impression it was swept under the rug. Dr. Tierney was totally unreliable and unbelievable as a source of information. You, Mr. Tomblin, were zero help-"Use your own judgment?" Please. And who was supposed to monitor the water the WVAW was giving the public? We were one of the families who were given bulk water in Elkview straight from WVAW taps. All in all, the only sources I trust at this point are Dr. Andrew Weldon of WVTAP, Dr. Gupta of the KCHD and the Charleston Gazette.
WhatWaysDidGovSuccessfullyRespond:	Someone got us free water. Dr. Gupta at the KCHD was a small voice of reason in the wilderness. Otherwise, there were no successess.
WhatWaysDidGovUnderperform:	See above.
RecommendationsForImprovement:	Investigate promptly any citizen c/o. Jan. 9th complaints were not the first of the odor-I am guessing from what I have read that the leaks were on-going. The only improvement I can think of is for us to move out-of-state. Get your ducks in a row and speak w/ one voice instead of one separate wimp after another saying various things. Notify us promptly of public health crises, not hours later. Don't try to deny the root cause of the whole mess, which is the COAL INDUSTRY!
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Free water.
PleasedWithAssistance:	Somewhat
PleasedWithAssistance2:	I thought the notifications should have been more organized as to where the water distribution points were. I don't watch TV, but depend on the newspaper and word of mouth.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	

AdditionalComments:

I think I've said it all. I am so sorry I returned to this backward, politically corrupt state which can't even provide its citizens w/ decent water, but lie about the contamination etiology. (E.g., Prenter in Boone.) No climate change? Really? Last one out, please turn off the lights (that coal provided.) Signed, NO FRIEND OF COAL

Last Modified 5/13/2014 12:42 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 13, 2014 10:15 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Marianne Brockwell

Governor

Marianne Brockwell has been added

Modify my alert settings View Marianne Brockwell View AfterActionReviewQuestionnaire Mobile View

Title: Marianne Brockwell

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Kanawha

DescribeHowYouWereAffected: We did not use our water for drinking or cooking from the date of the event until the end of March at which time we left the state and went to FL. We started to use the water for bathing after we did the flush process FOUR TIMES to remove the licorice smell. We did not give the water to our pets either. We are senior citizens and retired so we had the time to find bottled water, go to friends homes to do laundry or take a bath if needed. We spent the month of March in FL and FLUSHED again when we got home and started to use the water then (April 3rd)

DoYouBelieveGovAgenciesHandledAppropriately: No

DoYouBelieveGovAgenciesHandledAppropriately2: Part of handling a crisis is being prepared. Our officials were NOT prepared. I does not take a genius to figure out that in the event of a terrorist attach the goals are to taint the water and food supply and remove any and all communication options. Our Homeland Security people had NO PLAN. We have the finest guns and flack jackets money can buy but NO PLAN to protect our water, food supply or communications. Our officials have misspent money in ways that boggle the mind. NOT ONE person involved had any idea of chemicals and how they work. NOT ONE. There was so much misinformation passed out by those who were totally clueless, one press conference in particular was held without even ONE person with any medical knowledge. We witnessed cats trying to hid shit on a vinyl floor. We witnessed our officials talking out of both sides of their mouth. On one side they asked the federal government to help and the EPA for help and on the other side they said COAL had nothing to do with the problem. How stupid do they think we are. COAL had everything to do with the problem. It was stuff used by the coal industry, stored by a coal industry affiliate and the coal industry did its best to manage the fallout. If I were a federal official with any agency and I was trying to help here in WV I would end up throwing my hands in the air in disgust. On one hand our officials ask for help and on the other they blamed the federal agencies for the problem. The fact that the federal agencies have been trying to tell our state officials there is a problem for years doesn't seem to register. As a state we have ignored the feds for years. We are at fault here. We have listened to the coal company rhetoric and we paid the price. The big question remains, will our state officials see the light? I believe the answer is NO.

WhatWaysDidGovSuccessfullyRespond: Can't think of anything positive to say other than I am very impressed with Dr. Gupta and his efforts to provide correct and proper information.

WhatWaysDidGovUnderperform: Failure to anticipate the problem, failure to assign the blame and failure to be honest and straight forward with us the citizens of this state.

RecommendationsForImprovement: Get rid of ALL the "good old boys" who are running the show. They have no scientific knowledge or background and it was PAINFULLY obvious when they spoke

at the press conferences. We need people who are NOT part of the COAL industry or owned by them. We need people with some scientific background (Mr. Carpenter comes to mind) who will speak up and out when the coal people try to muddy the water. In particular I would completely remove every person employed and/or appointed to Homeland Security for WV and start fresh.

PersonallyAssistedByGov: No

AgenciesThatAssisted:

PleasedWithAssistance: No

PleasedWithAssistance2:

AssistedByNonGov: No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov: No

PleasedWithAssistanceNonGov2:

AdditionalComments: My husband is a retired PhD Chem. E. and I am a retired small business owner who has been on chemical company PAG's for over 15 yrs. We had bottled water enough to use for drinking and cooking for a month. We spent our own money when we needed more so that those less fortunate would have water available. We had wet wipes and dry shampoo to use and bought more when needed. It was not a hardship but it was annoying. We understood all the technical data that was provided and also knew when it was wrong or misleading. This crisis could have been much worse but it also did not have to happen at all. State officials need to get out of bed with the coal companies and recognize that coal is dying (it has NOTHING to do with Pres. Obama or the EPA) and WV needs to stop looking at the past and move towards the future. It will NEVER happen if our officials don't wake up. This did not need to happen, it could have been handled much better once it did happen and as far as I can see NOTHING has changed. It is no different than mining accidents. We have a few days of outrage and then it is business as usual here in WV.

Last Modified 5/13/2014 10:11 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 13, 2014 10:30 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Anthony J Barill

Governor

Anthony J Barill has been added

Modify my alert settings View Anthony J Barill View AfterActionReviewQuestionnaire Mobile View

Title:	Anthony J Barill
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Monongalia
DescribeHowYouWereAffected:	I was not affected other then all of our stores here in Morgantown were out of bottled water for several weeks.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	They didn't inform the people what had happened until it was too late; the poison had already traveled downstream far enough that people were drinking it for a couple days. And then when they told people they THOUGHT that it was safe to use, it was still considerately contaminated. This is a stupid question governor cause you already know what the answer is! Don't pretend that you don't know what's goin on cause everybody knows different!
WhatWaysDidGovSuccessfullyRespond:	None! No ways!
WhatWaysDidGovUnderperform:	In all aspects of the crisis!
RecommendationsForImprovement:	Start caring about the people who live here instead of worrying about money in your pocket cause you gotta live here too for a while anyway and what if every state government thought the way you did, where would you live then? Lets pass some strict regulations on not just water pollution but all forms of pollution and enforce them with stiff fines that can not be ignored by big industry! So maybe you won't get any bribe money from them, you will have the whole state and the whole country grateful to you for actually standing up and being a real public servant; you will still make plenty of money from your salary and if you got into office to make lots of money, get the hell out cause we don't need you!
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	

AdditionalComments:

Better straighten up or you may find yourself unemployed come election time but you probably have other forms of theivery that you can fall back on even if you do get voted out! The people of this state are tired of their state being sold to the highest bidder for our precious natural resources.

Last Modified 5/13/2014 10:30 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 13, 2014 11:25 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Al Justice

Governor

Al Justice has been added

Modify my alert settings View Al Justice View AfterActionReviewQuestionnaire Mobile View

Title:	Al Justice
Address:	[redacted]
PhoneNumber:	
EmailAddress:	
County:	McDowell
DescribeHowYouWereAffected:	What impacts any part of WV has to do with me.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	They stayed one step behind the outrage, then only reacted as minimally as they felt they had to. They proactively protected the damage extraction industries are doing in the coalfields, then went silent about the bigger issues.
WhatWaysDidGovSuccessfullyRespond:	hmmm.
WhatWaysDidGovUnderperform:	see above.
RecommendationsForImprovement:	WV become known for 'truly' being an environmentally proactive clean green attractive home for a diversified economy, allowing the mono-culture coal industry to attrit out instead of our citizens.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	WV's corrupt corporate(coal/chemical) owned, bought and paid for with the lives of miners and citizens being poisoned, needs to just go away--totally. Tough--but true.

Last Modified 5/13/2014 11:24 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 13, 2014 1:10 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Keith Pauley

Governor

Keith Pauley has been added

Modify my alert settings View Keith Pauley View AfterActionReviewQuestionnaire Mobile View

Title:	Keith Pauley
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Under "do not use" order for almost 9 days
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The federal agencies involved (EPA and CDC) did little to actively participate in solving the crisis. The CDC formulated a safe standard with little information and may have actually been much LOWER than necessary. The EPA was unresponsive. The State did not have a single agency who was coordinating activities across all agencies. The Kanawha County Health Department was too busy seeking the media to do any technically valid work.
WhatWaysDidGovSuccessfullyRespond:	The first responders and WVNG did a fine job in providing and distributing sources of clean water.
WhatWaysDidGovUnderperform:	The most important issue was the underperformance of the governor's office to provide overall leadership during the crisis.
RecommendationsForImprovement:	1. The State relied too heavily on experts from WV American Water. Additional experts should have been consulted from outside of government, including the numerous PhD chemists in the Kanawha valley. 2. The State should have used experts from the WV Water Development Authority. 3. The State should have worked toward several solutions to the crisis in parallel, instead of waiting for WVAWC to work through their process. No risk mitigation of "fall back" plans were developed or executed.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	WVNG distributed water to my family.
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	They were professional and courteous.
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	Various organizations distributed water.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	

AdditionalComments:

1. The State should not have trusted WVAWC "carte blanche". Additional independent experts were necessary.
2. The State should have required that a temporary water line, or multiple pipes, be put in place to bring water from above the Freedon Industries site. This would have only taken a few hours.
3. The State should fine WVAWC for its failure to isolate the water system from the known contamination.
4. The State should review its regulations governing the Public Service Commission to see how that agency may have not allowed WVAWC to invest in preventative maintenance or risk mitigation activities.
5. The State should review its policies that affect privatization of water systems. Possibly, a more robust policy related to strong public service districts under local control with the ability to hire professional management companies (such as American Water) is more appropriate.
6. The State should invest the funds necessary to replace the entire Charleston water plant with a more modern facility. This investment is the only way that the impact on tourism and out-migration of citizens can be influenced.
7. The State is not making any tangible changes to its policies or response procedures at this time that will make the public more confident in their competency. Therefore, initiate a joint agency review process that requires every agency to propose changes that will mitigate the risk of this type of accident in the future.
8. The State should bring legal action against WVAWC for gross negligence.

Last Modified 5/13/2014 1:07 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 13, 2014 3:25 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Kathie Giltinan

Governor

Kathie Giltinan has been added

Modify my alert settings View Kathie Giltinan View AfterActionReviewQuestionnaire Mobile View

Title: Kathie Giltinan

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Kanawha

DescribeHowYouWereAffected: We may never know the full answer to that question. I can begin by saying I was infuriated that I found out about the Water Crisis because I was coincidentally (and luckily) at Kroger and noticed unusual activity in the aisle where the bottled water was stocked. A fellow shopper told me there was a ban on using water. I bought a couple cases and soon after the shelves were bare. But the chemical had been in the water for awhile before I learned not to use it. Why wasn't the Emergency Alert System used? That evening my eyes burned terribly. What did inhalation or exposure mean? For days I scrambled to keep enough good water on hand, I scrambled to get good information about the event. Being hyper-vigilant for developments and news lead to anxiety and sleep disturbance. The anger and anxiety have continued as the event was 'spun', the responsible parties have evaded responsibility, and the officers of Freedom Industries continue to manage dangerous chemicals near public waterways.

DoYouBelieveGovAgenciesHandledAppropriately: No

DoYouBelieveGovAgenciesHandledAppropriately2: The event should never have happened. The chemicals should never have been treated like a chef's secret sauce -- ' we can't tell you what's in it' when West Virginians are working with it. The storage facility should not have been located just upstream from the only intake for public water. There should never have been only one intake for public water. There should have been better monitoring of the tank farm and the water intake. Officials should have responded to citizen complaints about odor and water taste sooner. As soon as the leak was detected, the consumers should have been alerted. The water company should have been forced to change their filters immediately to prevent recontamination. A study of affects should have been designed and implemented immediately. Now -- instead of trying to put a PR spin on our tourism message, West Virginia needs to demonstrate that the health and well being of citizens is important. WV needs to demonstrate that it values people ore than profits. WV needs to insist that WVAmerican Water upgrade its system and decrease vulnerabilities without passing costs on to customers.

WhatWaysDidGovSuccessfullyRespond:

WhatWaysDidGovUnderperform:

RecommendationsForImprovement: see above

PersonallyAssistedByGov: Yes

AgenciesThatAssisted: I got some water from my neighborhood fire station.

PleasedWithAssistance:

PleasedWithAssistance2:

AssistedByNonGov:

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/13/2014 3:21 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 14, 2014 12:35 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Karen E. Lee-Whitling

Governor

Karen E. Lee-Whitling has been added

Modify my alert settings View Karen E. Lee-Whitling View AfterActionReviewQuestionnaire Mobile View

Title: Karen E. Lee-Whitling

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Kanawha

DescribeHowYouWereAffected:

I live in a senior building and was not able to get to a distribution site right away as many of the residents that live in this building called Knollview Village Apartments. My car was broke down at the time and the bus stops a half mile away at the convenient store located at the intersection of Rt. 60 and Rt. 35. I am on a walker as many of the residents and some are even in wheelchairs.....very few with cars that run properly since most of us are on Social Security or Social Security Disability and some are even on SSI. It took almost two weeks to get someone to deliver bottled water and wipes to our building so we suffered terribly. The mayor of St. Albans mother lives here but he took her to his house and didn't worry about having water delivered or anything.....this was a travesty!! The HUGE corporation didn't do anything either and they own multiple properties all over the state.....who knows what repercussions we will have due to having to use the water.....one man even had blisters all over his hands!!!

DoYouBelieveGovAgenciesHandledAppropriately: No

DoYouBelieveGovAgenciesHandledAppropriately2:

In matters of crisis, senior citizens are always forgotten, especially the fact that we have limited mobility and no one cares. I know I have tried to contact the Governor about my student loan as I am now on a Disability income of $937 and Social Security lets Dept. of Education take out $140. Charleston Housing doesn't count this as a bill and I still have to pay rent, phone, electric and cable. I would like to see some of the upper echelon live like some of us live and then the water crisis with no relief.....this was way too much. Government agencies need to help the elderly and disabled instead of always kicking them in the teeth. We didn't have any distribution centers here in St. Albans either for the bottled water.....Charleston had it made as they always do and the outlying towns get shafted.

WhatWaysDidGovSuccessfullyRespond:

Bottled water was provided but it had to be picked up and the agencies did not respond to needs of all residents

WhatWaysDidGovUnderperform:

The way bottled water was distributed and the wipes because through the entire crisis, we only received one package of wipes per person

RecommendationsForImprovement:

One of residents had to arrange through the church where she works for our couple of deliveries so lists need to be prepared ahead of time with places for deliveries such as senior buildings. A task force should be formed for crisis like this to make sure all residents of the affected areas are properly taken care of.

PersonallyAssistedByGov: No

AgenciesThatAssisted:

PleasedWithAssistance:	No
PleasedWithAssistance2:	We did not receive enough assistance and had to ration our water
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	It was a tiny church somewhere here in St. Albans
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	They provided all the assistance they were capable of providing
AdditionalComments:	

Last Modified 5/16/2014 12:32 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 14, 2014 8:51 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Tamala Crago

Governor

Tamala Crago has been added

Modify my alert settings View Tamala Crago View AfterActionReviewQuestionnaire Mobile View

Title:	Tamala Crago
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Putnam
DescribeHowYouWereAffected:	Like everyone, I was unable to bathe or wash dishes or do laundry. It was an inconvienence but nothing more. Although I may have accidently given my hamster and bird water from the tap and they died. I can't be positive but we found them both dead a few days after this started. I can't say for sure the water killed them because I thought I had given them bottled water.
DoYouBelieveGovAgenciesHandledAppropriately:	Yes
DoYouBelieveGovAgenciesHandledAppropriately2:	There wasn't much to do after the fact. I think things should have been done differently prior to the leak that may have prevented this whole situation.
WhatWaysDidGovSuccessfullyRespond:	They made sure usable water was supplied as quickly as possible.
WhatWaysDidGovUnderperform:	I'm not sure.
RecommendationsForImprovement:	I'm not sure.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	Yes
AssistanceProvidedByNonGov:	By those agencies that supplied both bottled and bulk water.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	It was done in an orderly fashion and the bottled water was distributed fairly at the location I went to.
AdditionalComments:	

Last Modified 5/14/2014 8:49 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 14, 2014 10:05 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Julie Winegard

Governor

Julie Winegard has been added

Modify my alert settings View Julie Winegard View AfterActionReviewQuestionnaire Mobile View

Title:	Julie Winegard
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	My family in Charleston went without clean drinking for weeks, and to this day are wary of the water.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The government claimed the water was safe, but to "drink at your own risk". The smell was pungent in the house for the first few days of the leak. I sent bottled water
WhatWaysDidGovSuccessfullyRespond:	NONE.
WhatWaysDidGovUnderperform:	It took too long to get this fixed. WAY TOO LONG.
RecommendationsForImprovement:	
PersonallyAssistedByGov:	
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/14/2014 10:02 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 14, 2014 2:20 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Julia Hurney

Governor

Julia Hurney has been added

Modify my alert settings View Julia Hurney View AfterActionReviewQuestionnaire Mobile View

Title:	Julia Hurney
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Didn't drink it for several weeks, until it stopped smelling. Used it for bathing/washing clothes after about two weeks.
DoYouBelieveGovAgenciesHandledAppropriately:	Yes
DoYouBelieveGovAgenciesHandledAppropriately2:	I think it was a no win situation; if they shut the Elk River valve it would have shut off all water for a substantial period of time, leading to safety issues.
WhatWaysDidGovSuccessfullyRespond:	Advised the public when they knew.
WhatWaysDidGovUnderperform:	Better review of up river chemical companies somehow!
RecommendationsForImprovement:	
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/14/2014 2:18 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 14, 2014 3:46 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Linda Farwell

Governor

Linda Farwell has been added

Modify my alert settings View Linda Farwell View AfterActionReviewQuestionnaire Mobile View

Title:	Linda Farwell
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	The smell of the chemical was overpowering and nauseating. When we were told it was safe to flush and I tried it, the fumes made me cough and choke, my eyes and throat burned. When I called WV American Water to tell them, they suggested I not try flushing at that time. What a stupid response. When I called back a few times in the coming days, I was told someone would come out to test the water. No one ever came and no one ever called me back despite promises they would do so. Finding safe drinking water became hard to find, resulting in me driving to various stores to find whatever was left on the shelves. Although free water was offered at locations, I had no large containers to store it in. Plus I did not trust it to be safe. I had to repeatedly drive out to the country, one hour each way, to use friends' shower and to do laundry. Although the smell of the chemical became less, it remained for several weeks. I finally gave up because of the hardship of daily living and left town for a month. Most people did not have that luxury.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	False information was given. Conflicting information was given. One minute it was declared safe, the next it was not. Common sense and our noses told us it couldn't be safe to use. Why wasn't the govt demanding testing all along, before this crisis? Why wasn't the govt inspecting these dangerous tanks on a regular basis? Why was the placement of these tanks allowed? Why weren't people like Southern and other executives of Freedom arrested for endangering the health and welfare of the people? This was not a simple backyard spill that hurt a few. The city's entire water supply was rendered undrinkable and unusable. Why weren't people held responsible? Why wasn't an alert sent out IMMEDIATELY that morning instead of the evening? I know from a person's first hand account that she detected a very bad odor and called the police. They agreed it was bad. A TV station was called and interviewed her, yet the story was killed. Why was this public hazard suppressed?
WhatWaysDidGovSuccessfullyRespond:	Can't think of anything. I only hope the federal govt is demanding action.
WhatWaysDidGovUnderperform:	No inspection, no early warning, no means of prevention, misinformation, lack of information. Total lack of regard for the public.
RecommendationsForImprovement:	Inspections every single day required of all these companies with tanks and by WV American Water. Strict fines, strict regulations for any failure to perform. Public reports. Ratings announced every day as to the safe level of the drinking water.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	

PleasedWithAssistance:

PleasedWithAssistance2:

AssistedByNonGov: No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments: This state takes a horrible beating with it's pathetic reputation of putting up with bad things happening. We let the companies rake in massive profits at the expense of our health and of our very lives. It's time for West Virginians to grow some spines and refuse to be subjected to any and all things the industries impose on the public. This unsafe water disaster has surely made tourists go elsewhere besides our state. We are losing in every way.
I, personally, and others I know will never again trust our drinking water. I will be buying bottled spring water from here on, all at my expense. And we live in fear that this will happen again.

Last Modified 5/14/2014 3:43 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 14, 2014 6:05 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - james hatfield

Governor

james hatfield has been added

Modify my alert settings View james hatfield View AfterActionReviewQuestionnaire Mobile View

Title:	james hatfield
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	It caused me to become involved in working with other citizens to use the crisis as a springboard to an improved water system that can more effectively avoid future chemical spills. There is no need to turn future chemical spills into public drinking water disasters. We were also personally affected because we helped supply several Charleston friends with drinking water and shower facilities because we live in Saint Albans and our water comes from the Coal River.
DoYouBelieveGovAgenciesHandledAppropriately:	Yes
DoYouBelieveGovAgenciesHandledAppropriately2:	Generally, government agencies worked hard and effectively to address the crisis.
WhatWaysDidGovSuccessfullyRespond:	In almost all ways.
WhatWaysDidGovUnderperform:	One aspect of the emergency response that didn't work was the distribution of water to low income housing projects (e.g., Littlepage Terrace, Orchard Manor, South Park Village, etc.) where the residents are least able to drive to more distant distribution sites. Another aspect of under-performance is in the lack of an overall review of the crisis and an exploration of how to avoid similar ones in the future. The element of above ground chemical storage was addressed in SB 373 which makes significant headway in improving this aspect of the crisis. Also, WVTAP made important contributions to our understanding of the particular chemical involved. But the remaining significant contributor to the crisis, i.e., management of the water treatment and distribution system, remains unexplored and as vulnerable now as just before the crisis.
RecommendationsForImprovement:	Use low income housing projects as water (and other emergency materials) distribution sites because they are areas of high concentrations of people lacking their own transportation means. Regarding the second point, the Governor should convene a review that includes a focus on the management of the water treatment and distribution system, how it performed, and how its performance can be improved. This review should include all stakeholders including government, industry, business, subject matter experts, non-profits, concerned citizens, etc.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	

PleasedWithAssistance2:

AssistedByNonGov: No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/14/2014 6:03 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 15, 2014 4:21 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Lori Magana

Governor

Lori Magana has been added

Modify my alert settings View Lori Magana View AfterActionReviewQuestionnaire Mobile View

Title:	Lori Magana
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I feel I was personally attacked. My house was contaminated, I was ill from drinking the water that Thursday. (I feel there was previous exposure prior to the January 9th alert, and I had abdominal pain and pain an bleeding from the gums. Living through the water crisis was EXTREMELY STRESSFUL! It's hard to deal not only with not using the water, but it's scary and you do not know what the long term affects for your health, your home, or your state will be. I lived off rainwater for months, I rented an apartment with friends. I bought water. So financially, there was an affect. I put a lot of my energy working as a citizen activist, lobbying, going to meetings, going to the Statehouse for sessions. I am still affected by this water crisis.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I do not feel there was enough presence from our governor. Yes, it was nice to see him occasionally on the news alerts, but I feel if we saw and heard from him more often, reassuring us, things would not have been so disastrous. The federal government came in too late, and they were not very helpful in dissiminating information or increasing our trust. I'm thankful for all the local agencies that came together and distributed water.
WhatWaysDidGovSuccessfullyRespond:	The National Guard was present for testing and their strong presence was helpful. Dr Gupta was the most reassuring and honest person and I'm thankful that we had him to verbalize what many of us was questioning.
WhatWaysDidGovUnderperform:	
RecommendationsForImprovement:	Better access to our governor in times of crisis.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/15/2014 4:20 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Friday, May 16, 2014 11:50 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Anita Gunnoe

Governor

Anita Gunnoe has been added

Modify my alert settings View Anita Gunnoe View AfterActionReviewQuestionnaire Mobile View

Title: Anita Gunnoe

Address: [redacted]

PhoneNumber:

EmailAddress:

County: Kanawha

DescribeHowYouWereAffected: Physical exposure: shower, hand washing, dishes in the water. NEW refrigerator ice & water dispenser, NEW dishwasher both contaminated with chemical tainted water as well as hot water tank. Multiple, expensive whole house 3 level water filtration system and multiple filters. AT WORK exposure: Healthcare field-the inability to use water before and after caring for patients increased my health exposure. The repeat use of hand sanitizers and the exposures to other water replacement products to perform my duties with the increased stress was an unacceptable situation. My grandson was born during the "respiratory exposing chemical" at the CAMC W/C hospital which is just below the leak with a concentration of the chemical odor - the significance of this respiratory exposure to my newborn grandson, my son & daughter-in-law as well as their visitors will surface years from now. The chemical leaked requires respiratory precautions yet none were taken nor implemented. The odor resulted in severe headaches and nausea to myself and multiple family members. We were forced to replace lines, filters, etc. while also flushing our waterlines at OUR EXPENSE. We were/are forced to pay for poison water, cost of drinking water and protective supplies without proper consideration by the public service commission, water company or government.

DoYouBelieveGovAgenciesHandledAppropriately: No

DoYouBelieveGovAgenciesHandledAppropriately2: Respiratory precautions were not taken. Proper billing procedures with appropriate credits were not enforced. Customers were forced to endure lengthy issues without given consideration for damages of contamination to their appliances, water lines, etc. Water is still dirty and smelly. Proper reimbursement/billing was not considered by the government. Customers paid the price of the water contamination in every way - We were forced to endure tainted water, be without potable/useable water, financial distress in many ways in addition to billing for the poison water and long term exposures. The government has protected the water company at every corner and angle. The government should NEVER have permitted the chemical company to store chemicals of any type above or near the water intake nor should they have been given permits to an OLD, UNRELIABLE storage area - the government officials responsible for the location of the chemical company nor the officials that permitted the issuance of permits was ever addressed. THE GOVERNMENT - CITY, COUNTY AND STATE WERE RESPONSIBLE FOR THE CHEMICAL CONTAMINATION AS WELL AS THE CHEMICAL COMPANY AND THE WATER COMPANY. The WV citizen is again paying for the good ole' boy system of doing business. Proper guidelines were never disclosed on the handling of the chemical-exposure skin/eye/respiratory/sensory.

WhatWaysDidGovSuccessfullyRespond: NONE, IF THE GOVERNMENT HAD DONE THEIR JOB FROM THE PERMITTING AGENCIES TO THE APPROVAL AGENCIES FOR PERMITS REGULATING CHEMICALS THEN THERE WOULD NOT HAVE BEEN AN EXPOSURE ISSUE. No permits should have been issued, this company should never have been at this location and the

tanks should have been removed years ago. The government good ole' boys lining their pockets again let citizens down at the expense of the citizens. NO EXCUSES! THE GOVERNMENT AND THE REPRESENTATIVES INTENTIONALLY WITHHELD INFORMATION AND/OR WERE UN-KNOWLEDGEABLE.

WhatWaysDidGovUnderperform:

There was NO UNDERPERFORM just NO PERFORMANCE. The attitude was too lax; the concern was insignificant. Press conferences were embarrassing - the lack of information and knowledge was unacceptable. The general public had more information gathered off the internet than the government officials did during their multiple briefings - not acceptable. As a former employee of Union Carbide and a Respiratory Therapist, I was more informed than the representatives of any of the departments of the government that stood in front of a camera and displayed their ignorance and arrogance. THE CHEMICAL IS A WELL KNOWN RESPIRATORY EXPOSURE ISSUE. The belief that the water is safe now is a joke - ANY CHEMICAL THAT LEAKS VIA GROUND SOURCE - DIRT - WILL CONTINUE TO SEEP INTO THE WATER AS LONG AS THAT DIRT IS STILL IN PLACE. REAL SOLUTIONS WERE NEVER ADDRESS, REAL DANGERS HAVE YET TO BE ADDRESSED, FINANCIAL CONSIDERATIONS HAVE YET TO BE ADDRESSED, THE PUNISHMENT OF RESPONSIBLE PARTIES SUCH AS THOSE WHO ISSUED PERMITS TO THE CHEMICAL COMPANY HAVE YET TO BE ADDRESSED, THE ANSWERS TO CUSTOMER QUESTIONS SUCH AS WHY THIS COMPANY WAS LOCATED ABOVE OUR WATER SOURCE HAVE YET TO ADDRESSED. The government entities responsible have not been disclosed, address, nor corrected - this serious issue has been swept under the rug just like the deaths of our military personnel by Afghans. Another embarrassment by the government, another disregard of public safety by the government, another piece of the puzzle to prove to citizens that the government is NOT FOR THE PEOPLE.
Other state citizens laughed at the poor handling of the situation and the lack of facts provided. They too have stated their disgust at the limited information disclosure.

RecommendationsForImprovement:

Instead of appointing and employing government employees and representatives on the GOOD OLE BOY SYSTEM we should only employ people who really are qualified for their jobs. It was evident that the representatives from all departments were under or un-educated in the subject they were to address. I feel the governors credibility was damaged by the lack of knowledge by his staff, his gov. reps, and those who were involved. I believe their was a serious "withholding" of information that was "intentional". TRUTH, FACTS AND FULL DISCLOSURE SHOULD HAVE BEEN DONE IN A MORE TIMELY MANNER WITH PROPERLY EDUCATED/INFORMED STAFF.

PersonallyAssistedByGov:

No

AgenciesThatAssisted:

No assistance was offered, assistance was requested but not received. The only thing any government agency has done is provide forms on their websites.

PleasedWithAssistance:

No

PleasedWithAssistance2:

Never received any support nor assistance. My address, thanks to 911, showed me to be OUT of the exposure area even though I was severely exposed.

AssistedByNonGov:

No

AssistanceProvidedByNonGov:

An employer provided us with water for drinking and incidentals. AEP of St. Albans, John E. Amos Power Plant provided water containers and water so we could bath our newborn grandson and wash our dishes. We used our swimming pool water via a pump to shower and do laundry.

PleasedWithAssistanceNonGov:

Yes

PleasedWithAssistanceNonGov2:

AEP is very reliable.

AdditionalComments:

WV is known for crooked politics - this issue just confirmed how crooked and how big the good old boy system is. Like others outside the state, many WV citizens asked the same questions but never got answers. WHO ALLOWED PERMITS FOR THIS COMPANY? HOW DID PERMITS GET ISSUED? WHO INSPECTED THE TANKS? HOW WERE THE TANKS INSPECTED? WHEN WERE THE TANKS INSPECTED? WHO FINANCIALLY BENEFITED "DIRECTLY" FROM THE COMPANY LOCATION? WHY DID THE WATER COMPANY ALLOW THIS CHEMICAL TO BE NEAR THEIR INTAKE? WHEN WILL THE TRUTH ABOUT THE CONTINUOUS EXPOSURE DUE TO THE GROUND CONTAMINATION BE DISCLOSED? WHAT WILL BE THE RECOURSE FOR THE HEALTH OF THOSE EXPOSED? WHEN IS THE GOVERNMENT GOING TO DEMAND

THE WATER COMPANY TO PROPERLY COMPENSATE THE PUBLIC? - NO CHARGES DURING THE ENTIRE CHEMICAL EXPOSURE TIME!!!!!!

I HAVE FILTERS FROM THE WATER SYSTEM SINCE THE ALL CLEAR WAS GIVEN - THE AMOUNT OF DIRT IS EXCESSIVE, WATER STILL STINKS. I WOULD LIKE TO HAVE FREE INDEPENDENT TESTING FOR THE CURRENT WATER. 1 YRS FILTERS HAVE CLOGGED IN 3 MONTHS - WATER IS FILTHY.

Last Modified 5/16/2014 11:47 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Sunday, May 18, 2014 5:31 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Donald K. Gartman

Governor

Donald K. Gartman has been added

Modify my alert settings View Donald K. Gartman View AfterActionReviewQuestionnaire Mobile View

Title:	Donald K. Gartman
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Noticed strong licorice smell and unpleasant taste of tap water Jan 9 and well beyond. Stopped using tap water as directed. Strong odor of MCHM lingered in house for a many days. Bought bottle water for drinking...still use only bottled water for drinking and cooking. Have lost confidence in our elected officials and regulatory agencies charged with protecting our water resources and enforcing our federal and state water quality standards, I have worked as an environmental compliance manager for a major energy company (now retired) and have had many projects involving numerous states and Canadian provinces and have noticed that West Virginia environmental enforcement standards are among the weakest I have ever experienced. I love this state and plan to remain here (I lived on the East Coast for over 20 years) but I hope to never again experience another water crisis like this again!
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	See above comments. I am hopeful, however, that our elected officials have been made aware that they must serve the citizens of our state and not just the corporate lobbyists who have so much influence over them.
WhatWaysDidGovSuccessfullyRespond:	They took seriously the tremendous costs (financially and psychologically) associated with this loss of proper enforcement of environmental regulations to ensure clean, safe water for its citizens and passed a bill which should preclude another chemical spill which would affect so many people.
WhatWaysDidGovUnderperform:	Lack of above-ground tank inspection,,,tacit implications for agencies (DEP) to "go easy with enforcement and just help the companies to come into compliance if needed".
RecommendationsForImprovement:	Regular (including unannounced) inspections of any facility adjacent to WV waterways that could result in major interruptions of water supply if failure of tanks or containment walls should occur. This type of leadership and direction Must come from the top!
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	Natl Guard for water supply pick up
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	Just some waiting in line while picking up water.

AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	Please help West Virginia to build a reputation that takes protection of its natural resources seriously and that as our reliance on the "Extractive Industry" fades into clear, renewable energy sources West Virginia encourages more effort in the "Attractive Industry" of tourism, recreation, and vacations in this great state.

Last Modified 5/18/2014 5:28 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 19, 2014 11:50 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Linda Sodaro

Governor

Linda Sodaro has been added

Modify my alert settings View Linda Sodaro View AfterActionReviewQuestionnaire Mobile View

Title:	Linda Sodaro
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	This should not be past tense. I am still affected. Still not drinking or cooking with the water and I don't know if I ever will. Headaches for the first week, chemically induced bronchitis after the water was declared "appropriate for use, to use however you like." The inconvenience, anxiety and expense is unacceptable and would not be tolerated if our leaders really cared about the people. I am furious that this was allowed to happen. My business was adversely affected as well.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Mistakes at every turn, if not out and out lies. If they didn't know the answer, they just made something up. Dr. Gupta was the only person with enough courage to say, "I don't know."
WhatWaysDidGovSuccessfullyRespond:	In no way. All response was too slow.
WhatWaysDidGovUnderperform:	Telling us the water was safe to drink, even when we could still smell it. Putting our kids at risk in their schools. Leticia Tierney telling us we were suffering from anxiety and that was the problem. Yeah, we were all just hysterical; that explains how I got "chemically induced bronchitis," never having had bronchitis of any kind in my entire life. That woman needs to lose her job. Allowing Freedom execs to just waltz off, file bankruptcy and open another business with a different name while we all pay for their negligence. Delaying health surveys was a huge mistake.
RecommendationsForImprovement:	Stop the lies.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	I suppose some of the water came from FEMA.
PleasedWithAssistance:	Somewhat
PleasedWithAssistance2:	Water was not distributed long enough.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	

AdditionalComments:

Getting government's head out of coal's butt would help remedy this situation. Wake up, coal is killing us. If the water is poisoned, NOTHING else matters.

Last Modified 5/19/2014 11:47 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 20, 2014 12:06 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Leah Willis

Governor

Leah Willis has been added

Modify my alert settings View Leah Willis View AfterActionReviewQuestionnaire Mobile View

Title:	Leah Willis
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Putnam
DescribeHowYouWereAffected:	My skin was dry and irritated. I did not seek medical attention. I used lotion to sooth my skin. I paid for bottled water. The distribution points were not open by the time I got off work or the lines were so long they blocked traffic. My husband and I drove to a friends house in an unaffected area to shower and do laudry. Thank goodness we had someplace to go for that.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	When I heard the news I just came out of the shower. The timeliness of the alert was way too late. I was glad I didn't have a baby or elderly person to be concerned about.
WhatWaysDidGovSuccessfullyRespond:	Keeping the public informed AFTER the notification delay.
WhatWaysDidGovUnderperform:	Water distribution sites were very inconvenient as it pertained to locations and how it messed with traffic.
RecommendationsForImprovement:	Let the public know what's going on in a more timely manner. Have more distribution locations that do not interfere with traffic and is accessible for all counties, rural areas. Mandate the water company to have control over resources (ie Elk River, etc.) to include real inspections, not just paper fill-ins.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	This crisis led to water pipes busting, adding to my water bill. I still have not received a credit for 1000 gallons. My water bill has almost doubled since the incident. It seems to me that customers are paying the bill for the expense of this

crisis.

Last Modified 5/20/2014 12:01 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 21, 2014 9:36 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Ellen Mueller

Governor

Ellen Mueller has been added

Modify my alert settings View Ellen Mueller View AfterActionReviewQuestionnaire Mobile View

Title:	Ellen Mueller
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Upshur
DescribeHowYouWereAffected:	Many of my colleagues and students have family in the area that was directly affected by the chemical spill. This was very physically and emotionally taxing as they worked to ensure their family members had clean water. The fact that they were distracted by this catastrophe for months affected work in terms of efficiency and production.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The response was unbelievably slow, and no action was taken to ensure this will never happen again. I am unsure if I want to continue to live in a state where this type of water contamination is so prevalent. I think continuous disasters like this one are a central driving factor in why people don't stay in West Virginia.
WhatWaysDidGovSuccessfullyRespond:	There were some water trucks for a few days. Not impressive.
WhatWaysDidGovUnderperform:	The lines for water were unacceptably long, and the clean water service stopped too soon. Additionally, no one was held accountable for this disaster and no effective changes in regulation were made. It is clear that the chemical industry is grossly under-regulated in this state and it is poisoning everyone.
RecommendationsForImprovement:	You must regulate industry much more rigorously. I don't want to hear about how it will "affect jobs" - that is just code for "the rich people will not make as much money" and I don't give two hoots about the rich people. These are people's lives that are being threatens. People can't drink their water. No amount of "jobs" will make up for that.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	

AdditionalComments:

Hold people accountable. Regulate these industries that continuously pollute our water.

Last Modified 5/21/2014 9:30 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 21, 2014 9:41 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - JB Witten

Governor

JB Witten has been added

Modify my alert settings View JB Witten View AfterActionReviewQuestionnaire Mobile View

Title:	JB Witten
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Randolph
DescribeHowYouWereAffected:	Embarrassed
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	WV is reactive and should be proactive. Too many loopholes and unenforced regulations by too few inspectors. Huffman is too pro-industry.
WhatWaysDidGovSuccessfullyRespond:	One County public health Dr was reliable and trustworthy. No State officials were.
WhatWaysDidGovUnderperform:	All
RecommendationsForImprovement:	Enforce the laws we have. Hire the needed number of inspectors. Become proactive.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	WV is reactive and should be proactive. Too many loopholes and unenforced regulations by too few inspectors. Huffman is too pro-industry. The State fall-back excuse is always "we create more jobs" but never include the cost of pollution, contamination and sacrifice of public health and welfare.

Last Modified 5/21/2014 9:38 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 21, 2014 9:51 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Sally Gagne

Governor

Sally Gagne has been added

Modify my alert settings | View Sally Gagne | View AfterActionReviewQuestionnaire | Mobile View

Title:	Sally Gagne
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Morgan
DescribeHowYouWereAffected:	Not affected personally.
DoYouBelieveGovAgenciesHandledAppropriately:	Undecided
DoYouBelieveGovAgenciesHandledAppropriately2:	
WhatWaysDidGovSuccessfullyRespond:	
WhatWaysDidGovUnderperform:	Government failed to take command in the years BEFORE THE CRISIS occurred.
RecommendationsForImprovement:	1. Get heads together TODAY to determine the detailed measures needed to keep chemical companies from causing water pollution. 2. You need industry to be represented in discussion, but minimally, not to the point where it vetoes everything that will cost money. 3. Enact the laws NOW. They need to include some measurement to assess deterioration of containers; state mandated inspections; and stiff penalties. 4. Industry dominates politics in the state. You would be a great governor in history if you encouraged state politicians to give priority to the welfare of people over higher industry profits.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	Point 4 from above is repeated here. 4. Industry dominates politics in the state. You would be a great governor in history if you encouraged state politicians to give priority to the welfare of people over higher industry profits.

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 21, 2014 10:26 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - John & Peggy Kobak

Governor

John & Peggy Kobak has been added

Modify my alert settings View John & Peggy Kobak View AfterActionReviewQuestionnaire Mobile View

Title:	John & Peggy Kobak
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Preston
DescribeHowYouWereAffected:	Not effected personally, but concerned because we have a well and use ground water.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Action too slow, faster notification of residents is required. A better way to keep track of chemicals used by industry is required.
WhatWaysDidGovSuccessfullyRespond:	
WhatWaysDidGovUnderperform:	
RecommendationsForImprovement:	
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/21/2014 10:21 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 21, 2014 10:26 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Becky Chandler

Governor

Becky Chandler has been added

Modify my alert settings View Becky Chandler View AfterActionReviewQuestionnaire Mobile View

Title:	Becky Chandler
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Could not take showers for few days. Had to rely on bottled water from government to drink & cook.
DoYouBelieveGovAgenciesHandledAppropriately:	Yes
DoYouBelieveGovAgenciesHandledAppropriately2:	For the most part they handled it very well. However, I think the public should have been made aware of the crisis much earlier than when it was reported. My husband had taken showers during the day when it had already gotten into the water system. Also, we drink a lot of water & did not know anything was wrong until the 6:00 pm news, after drinking the water all day. Also, many restaurants in South Charleston were not made aware of the problem until after 6:00 pm also, we were having dinner in a restaurant in South Charleston about 6:15 pm and no one knew what had happened until the police came around to all the businesses and told them they had to close due to the problem with the water. The water company knew much, much earlier in the day that there was a problem.
WhatWaysDidGovSuccessfullyRespond:	The agencies were very quick to get bottled water & water tankers out in the communities by the next morning.
WhatWaysDidGovUnderperform:	
RecommendationsForImprovement:	There needs to be some kind of warning system or alarm system that notifies the water company when a potential water contamination occurs from a spill upstream from the water plant. There also needs to be more inspections by the DEP of all holding/storage tanks along the river to prevent this kind of problem. Also companies need to advise the DEP or Water Company about what they have in these holding/storage tanks.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/21/2014 10:23 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 21, 2014 11:16 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Laura M. Bayer

Governor

Laura M. Bayer has been added

Modify my alert settings View Laura M. Bayer View AfterActionReviewQuestionnaire Mobile View

Title: Laura M. Bayer

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Fayette

DescribeHowYouWereAffected: How could anyone who lives in this state and the surrounding states not personally be affected from what happened in Charleston? I have many friends who live in and around Charleston who came to use my showers, get water from my house so they could cook and wash dishes. Also as a mother of a daughter who is in her first year of college at Marshal University, we had to make special trips to make sure she had adaquit water to drink and to meet with school employees to make sure that the school was taking all precautions to not let this hurt the students there. I am an Environmental Science Major, in school myself and we spent many weeks collecting water from all parts of the state to then hand deliver to areas most affected on the weekends. What I saw happening in West Virginia was not to far off from what a Third World Country deals with. Children bathing in Tupperware containers, people fighting over the donated water and resources, and open ended questions that state and government officials themselves were to damn scared to answear about the water. In Feb. we statred doing water samples ourselves and found out that we were being lied to to cover up the mistakes of companies who get away with murder. I have friends who still wont drink the water. We know now that we cannot trust our elected officials and that the state is okay with poisoning it's people as long as the companies keep bringing in money. The only good thing that has come out of the spill is that people are so much more aware that this will continue if WE let it.

DoYouBelieveGovAgenciesHandledAppropriately: No

DoYouBelieveGovAgenciesHandledAppropriately2: Read above

WhatWaysDidGovSuccessfullyRespond: In my eyes if not for the president making the call on a federal level, they would of made this out to be less of a big deal than it really was and swept it under the rug which happens to often in West Virginia.

WhatWaysDidGovUnderperform: Lack of inspections of this property that was holding the tanks, lack of truthful responses to the public, our governor acting like he cared for the people, still siding with the companies that have lined his pockets for years, lack of media allowed on the site to bring the truth to the public, lack of fines to these companies in prior years, the way our state has bashed and underfunded our EPA., and the biggest thing to really burn a hole in my ass is the biased scienctists they hired to do the reports from the same companies who let the spill happen in the first place.

RecommendationsForImprovement: Start over new with elected officials who do care for the people of this beautiful state, and get rid of people like Earl Ray Tomblin, his drug addicted brother, Joe Manchin, Shelly Moore Capito, and Nick Rahall all of whom are fence sitters when it comes to important descisions about our state and are funded large amounts of money for their political gains while bringing lax laws to the same companies doing this over and over and over again. Bring the EPA back in on a federal level and hope

they set the bar so high that we improve our state off of the fines of companies who continue with unsafe practices. Thats a good start.

PersonallyAssistedByGov: No

AgenciesThatAssisted: If not for eleven non profit organizations who took matters into their own hands and donations from all over the state which came from concerned citizens many people would have been much worse off.

PleasedWithAssistance: Yes

PleasedWithAssistance2: From government agencies-NO. From the groups I worked with-YES

AssistedByNonGov: Yes

AssistanceProvidedByNonGov: Friends of Water, I Love Mountains, Ohio Valley Environmental Coalition, WV Clean Water Hub, Grassroots, Aurora Lights, Coal River Mountain Watch, Keepers of the Mountain, RAMPS, Moms for Clean Water, NAACP, WV Chemical Spill on Facebook, Federal EPA, State EPA, Democracy Now, RT T.V., and Ken Ward Jr. a true and honorable reporter from the Charleston Gazette, if not for him bringing us the truth we would of been lost.

PleasedWithAssistanceNonGov: Yes

PleasedWithAssistanceNonGov2: Don't have to elaborate other than to say without the help of all these groups and the citizens of the state, our own state officials would have let this too go.

AdditionalComments: We are the tiny ripples, don't make us join together and make waves, cause I will warn you those waves can turn into tsunamis!

Last Modified 5/21/2014 11:13 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 21, 2014 12:16 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Charles Walbridge

Governor

Charles Walbridge has been added

Modify my alert settings View Charles Walbridge View AfterActionReviewQuestionnaire Mobile View

Title:	Charles Walbridge
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Preston
DescribeHowYouWereAffected:	Not at all
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	When a spill shuts down the State Capitol for a week the LAST thing we need to worry about is over-regulation. You and Sen. Mansion were slow to come off the anti-EPA position. Also, the advice you gave people about the safety of drinking water afterwards was shameful. You showed no leadership!
WhatWaysDidGovSuccessfullyRespond:	Finally passed some good bills.
WhatWaysDidGovUnderperform:	The DNR gets poor support from politicians liker you. That needs to change.
RecommendationsForImprovement:	Take water quality seriously. The free market doesn't protect water because there's no profit in it. Strong government oversight does.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	This damaged West Virginia's reputation nationally. If you're serious about attracting jobs to the state you have to have competent environmental protection.

Last Modified 5/21/2014 12:10 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 21, 2014 2:11 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Barbara Humes

Governor

Barbara Humes has been added

Modify my alert settings View Barbara Humes View AfterActionReviewQuestionnaire Mobile View

Title: Barbara Humes

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Jefferson

DescribeHowYouWereAffected: My best friend had just gone to Charleston for the legislative session. He was in danger. As Water Commissioner for Harpers Ferry, I am concerned that our drinking water supply could be contaminated by a chemical spill from the cargo trains that travel along the CSX railroad parallel to the stream that provides the town of Harpers Ferry, Bolivar, and the National Park Service with drinking water. Our state laws are very lax when it comes to protecting our rivers and streams. Insufficient buffering, poorly planned development and poorly engineered underground tanks and well as above ground tanks all contribute to the problem. This is not a one-time event. There are situations all over the state that are just waiting to happen.

DoYouBelieveGovAgenciesHandledAppropriately: No

DoYouBelieveGovAgenciesHandledAppropriately2: Setting aside the fact that the tanks were placed upstream of an intake pipe, which never should have been approved, there should have been more instruction about how to ensure that the residential water is clean, there should be a full disclosure of the chemical ingredients, the industrial perpetrator should be made to pay all costs associated with the spill and clean up. Bankruptcy claims should not be processed and all assets of the perpetrator, both physical and financial should be frozen and seized to cover costs. This was not an act of God. This was an act of coal industry greed and failure to monitor, and poor design.

WhatWaysDidGovSuccessfullyRespond: They provided potable water to affected citizens.

WhatWaysDidGovUnderperform: They didn't want to step on any coal industry toes so the governor didn't push for full disclosure of the chemicals in the water and didn't provide any means for individuals to test the water.

RecommendationsForImprovement: Close loop holes instate laws that excuse the extraction industries from certain requirements of the the Clean WAter Act. Provide more monitoring of man-made structure that hold sludge, slurry, and other contaminants. Invest in methods that can reduce or reuse the by-products of coal cleaning. Hold the industry accountable for its misdeeds. Stop pushing the costs of cleaning up behind the extraction industry on the tax-payers. It's time for the coal companies that make huge profits to pay for their misdeeds. The profits go out of state and the taxpayers are left holding the bag.

PersonallyAssistedByGov: No

AgenciesThatAssisted:

PleasedWithAssistance:

PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	This is an example as to why we need to diversify our energy economy and start investing in clean alternative energy such as solar.

Last Modified 5/21/2014 2:09 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 21, 2014 2:31 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Kathryn F Jewell

Governor

Kathryn F Jewell has been added

Modify my alert settings View Kathryn F Jewell View AfterActionReviewQuestionnaire Mobile View

Title:	Kathryn F Jewell
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	As 2 senior citizens who had prepared a few weeks before for a storm, it was mainly a loss of time and $100 for purchased water. We resumed using/drinking tap water soon after the purging of the water pipes.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Too little information too late.
WhatWaysDidGovSuccessfullyRespond:	Once convinced there was a crisis, provided water. We live in the East End of Charleston and our neighbors without cars hand carried many gallons. Due to lack of knowledge of the chemicals and their effects, it was difficult to provide scientifically sound information. Therefore much misinformation was spread and believed.
WhatWaysDidGovUnderperform:	Information Long history of under regulation and surveillance of industry, especially related to coal. Poor thought and surveillance of the water company system and practices.
RecommendationsForImprovement:	Pass tighter regulations of industry and water supply. Enforce them.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	FEMA water distributed.
PleasedWithAssistance:	Yes
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	In fact, gave cash to friends in the food industry to pay rent and groceries.
PleasedWithAssistanceNonGov:	Yes
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 21, 2014 2:51 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Michael McLeod

Governor

Michael McLeod has been added

Modify my alert settings View Michael McLeod View AfterActionReviewQuestionnaire Mobile View

Title:	Michael McLeod
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Marion
DescribeHowYouWereAffected:	Well, I need water to survive, every living thing is affected. It's as simple as that.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	With proper regulation and enforcement it shouldn't have never happened. Government at all levels failed the people big time. It seems Government is interested in other political things than their job of protecting and improving the lives of the people. It's time for a change. Leaders of government at all levels are like diapers, they need to be changed and for the same reason (Mark Twain).
WhatWaysDidGovSuccessfullyRespond:	They did clean up the mess they allowed to happen albeit slowly.
WhatWaysDidGovUnderperform:	all!
RecommendationsForImprovement:	I get rid of all politicians. We need new blood. See to it that regulations are enforced vigorously and the inspectors are not bought off.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	No
PleasedWithAssistance2:	I wasn't involved
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	No
PleasedWithAssistanceNonGov2:	I didn't receive any and I could not answer the question properly
AdditionalComments:	Nothing more to say

Last Modified 5/21/2014 2:49 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 21, 2014 2:51 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Patti Miller

Governor

Patti Miller has been added

Modify my alert settings View Patti Miller View AfterActionReviewQuestionnaire Mobile View

Title:	Patti Miller
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Morgan
DescribeHowYouWereAffected:	My up-close-and-personal experience happened when I had to travel to Charleston for a conference after the spill. We hauled our own water, were afraid to drink anything made with the water (after you declared it safe!) including coffee, pasta, iced tea...
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	After you declared the unsafe water safe - and people started using it again, both children and adults were getting rashes. After you declared the unsafe water safe, all of the free water that had been available to people was returned to big warehouses. Including poor people who were hving trouble just paying for their winter heat - couldn't afford to buy water for themselves or their children. One mother said to me "What can I possibly do?" She had no option but to use the public water. her prickly red rash was on her hands nearly up to her elbows...cuz she had to wash her hands a lot. She reported that all 3 of her children had growing rashes on their backs - cuz that's where the shower hit them.
WhatWaysDidGovSuccessfullyRespond:	none that I can tell
WhatWaysDidGovUnderperform:	-pretending that environmental and other laws are enforced - consistently, in a timely fashion, and with an open report to the citizens of WV when their health and well-being is threatened. - pretending that this was an isolated incident - pretending that it wasn't forseen - and/or foreseeable - Dept of Ag declaring to the Agricultrual community that it was safe to feed livestock this water - and lletting that livestock into the food supply - declaring the water safe and returning safe/free water to the federal government before the public water supply was actually safe. While I'm happy to see this survery - a first for me - I am unhappy to see that you are treating this as if it were an isolated incident - without even reporting the other environmental disasters WV communities have experienced this year. There was no one - not a single soul on your staff, as far as I can tell, who's only job it is to speak with and for the people...
RecommendationsForImprovement:	Enforce environmental regulations- as week as they are in this state, consistently, in a timely fashion, and with an open report to the citizens of WV when their health and

well-being is threatened. don't have enough money? Make the rapists corporations pay.
Strengthen environmental laws so they actually protect the water supply.
Make out of state pillagers place a big, fat non-refundable deposit in WV - before ewe let them carry on businesses with risk of this magnitude.
Do something to make it impossible for another out-of-state company to come in and rape WV of our natural resources and piece of mind...and when they do damage - make it impossible for them to go away by simply filing banlkruptcy and sticking us with the bill and the long term health impacts - that are accumulating, whether you see them now or now.
Equip the Department of Health to speak for the people, since no one else seems to in the WV Governemtn - as far as I can tell.

PersonallyAssistedByGov: No

AgenciesThatAssisted:

PleasedWithAssistance:

PleasedWithAssistance2:

AssistedByNonGov: No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/21/2014 2:45 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 21, 2014 3:46 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Jon Beyer

Governor

Jon Beyer has been added

Modify my alert settings View Jon Beyer View AfterActionReviewQuestionnaire Mobile View

Title:	Jon Beyer
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I was left out of work for three weeks while waiting for the health inspector to approve out plan for provisional reopening. After the reopening, business was down so much so that two people were permanently laid off and several more, including myself, had their hours cut drastically. While finding other work I was unable to bathe, do laundry, or cook in the affected area, so I was forced to file a claim on my renter's insurance to stay in a hotel in Huntington. Before we were notified of the contamination, my dog drank the tap water and became very ill. He is still not back to what he once was. The cost of veterinary bills, the cost of eating out rather than cooking for myself, the gas to commute from Huntington to Charleston, the cost of doing laundry in a laundromat, and the essential loss of one month's salary is something that I still haven't fully recovered from. I've had to cancel summer plans and work my vacation days to mitigate the damage. The false reports claiming the water's safety were recalled so frequently that the only solution was not to trust them. My wife and I are taking the necessary steps to relocate out of state.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The National Guard was dispensing contaminated water. News reports kept claiming that the water was safe, the recalling those claims.
WhatWaysDidGovSuccessfullyRespond:	Once, the city wide smell of chemicals was undeniable, they announced that there may be a situation to be examined.
WhatWaysDidGovUnderperform:	
RecommendationsForImprovement:	Preventative maintenance. Freedom should never have been allowed to go unsuspected since 1992, nor should its storage facility have been located a half mile upstream of American Water's inlets.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	
AssistanceProvidedByNonGov:	

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/21/2014 3:41 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 21, 2014 4:36 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Teresa Koon

Governor

Teresa Koon has been added

Modify my alert settings View Teresa Koon View AfterActionReviewQuestionnaire Mobile View

Title:	Teresa Koon
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I am a WV American Water customer in the Big Chimney area. The water in my home was contaminated for an extended period of time. I learned of the do not use announcement through my cell phone alert system and followed up with local news for details. I was very disturbed by the lateness of the announcement. I drove into work that morning at 7:30 a.m. that day and smelled the contaminant. I work in Kanawha City. My eyes were so irritated that day I could not see my computer screen at times, particularly in the morning and they watered that day and the next. They were irritated throughout the incident. When I flushed my system according to the instructions, I must admit I thought it was not the thing to do. My whole house, which is small, but has 2 bathrooms and kitchen became overwhelmed by the odor and irritation.
DoYouBelieveGovAgenciesHandledAppropriately:	Undecided
DoYouBelieveGovAgenciesHandledAppropriately2:	I think the do not use order should have been earlier in the day. I had a load of wash in the washer when I heard. I also was very disturbed when WV American Water was supplying water from the plant for distribution. I obtained some of that water and noticed the problem immediately. I do appreciate all of the distribution sites, the work of the local fire departments and the coordination between agencies. I appreciate the testing that was done, but do not think it was sufficient. I also think WV AMerican Water should have changed the filters in a more timely fashion.
WhatWaysDidGovSuccessfullyRespond:	Fire departments, free water distribution, inforamtion - though local news was better than the state websites.
WhatWaysDidGovUnderperform:	Establishing safety limits - too high, testing of sites - not enough, disregarding people's concerns with odor and health effects. It really was an irritant, not just an odor problem.
RecommendationsForImprovement:	
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments: I have to run and cannot finish this. I wish you could pause and come back to complete.

Last Modified 5/21/2014 4:31 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 21, 2014 10:26 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Rhonda Marrone

Governor

Rhonda Marrone has been added

Modify my alert settings View Rhonda Marrone View AfterActionReviewQuestionnaire Mobile View

Title:	Rhonda Marrone
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	My daughter's school was cancelled. I work at and attend college at WVSU and at Marshall Graduate and my school was cancelled. I lost wages. I lost trust in the Water Company. My daughter still will not drink the water, insists on bottled water.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	I think that the Water Company waited too long to tell the public. I do not think that the Chemical Company has ever been held responsible. Government only wants to make sure companies keep making money, not protect the people.
WhatWaysDidGovSuccessfullyRespond:	None.
WhatWaysDidGovUnderperform:	All the agencies were too slow to tell the public, they guessed at the safe levels in the water, did not really take people's worries seriously.
RecommendationsForImprovement:	Put people's safety and health before companies' profits.
PersonallyAssistedByGov:	Yes
AgenciesThatAssisted:	I received free bottled water from Charleston Fire Department dispersement location.
PleasedWithAssistance:	Somewhat
PleasedWithAssistance2:	I was as pleased as I could be considering I had to live with bottled water for so long.
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	This crisis has scarred my daughter. She is 13 and she does not trust the water coming out of the faucet any more. Neither do I really but I am closer to 50. How do you get back the trust of a generation of kids when you've lost it? I don't think you can. I don't think that the companies and politicians know yet the extent of what crises like these will do to them when kids like my daughter become of voting

age. They are going to remember why they have to drink bottled water and who caused that.

Last Modified 5/21/2014 10:20 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Wednesday, May 21, 2014 11:06 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Marilyn Monahan

Governor

Marilyn Monahan has been added

Modify my alert settings View Marilyn Monahan View AfterActionReviewQuestionnaire Mobile View

Title: Marilyn Monahan

Address: [redacted]

PhoneNumber: [redacted]

EmailAddress: [redacted]

County: Kanawha

DescribeHowYouWereAffected: When our beautiful Elk River was contaminated and our water supply was tainted, I reacted swiftly by purchasing as much water as I could find for my husband who had to stay here for work and I quickly packed up and drove 350 miles to stay with my mother in North Carolina. My three children and I anxiously stayed in touch with my husband and our friends and we watched every news report we could find in order to assess wether it was safe to return to our home in Charleston, WV or not. It was not recommended for quite a while. I missed 3 weeks of work as a Spanish teacher and, of course my three children missed almost the entire month of January from school. I was prescribed an anti anxiety medicine because I wasn't able to rest at night, not knowing if my husband was safe, if our home value had plummeted, or if our area would ever recover. It was so confusing hearing the conflicting reports and not really knowing any facts about the toxic chemical. We are still drinking bottled water. It isn't fair that our beautiful rivers and our naturally stunning state should have suffered this huge blow to the economy. The laws need to be better enforced and I am still furious with the WV Department of Environmental Protection for neglecting their duties and endangering our welfare.

DoYouBelieveGovAgenciesHandledAppropriately: No

DoYouBelieveGovAgenciesHandledAppropriately2: The WV DEP is doing a miserable job. The Health Department did very well. The Federal Congress and Senate reps from our state seemed aloof and distant. The Governor seemed unsure and overwhelmed. The Federal officials seemed like they were hiding information and intentionally being vague. IT was a major mess.

WhatWaysDidGovSuccessfullyRespond: Dr. Gupta was very accessible and honest. Senator Chris Walters and Rep. Doug Skaff were very accessible and returned my emails quickly. Most other State, and Federal representatives seemed completely detached. Our local Mayor, Danny Jones was very responsive and did a good job being honest and accessible. The WV DEP needs to get on the ball and do the job of protecting our environment!

WhatWaysDidGovUnderperform: Water distribution after the initial phase, clear communication after the spill, and mostly.... THE WV DEP didn't do any inspections nor did they foresee the completely forseeable problem with the location of the tanks upstream from the only intake for the multi-county water system. It was a national humiliation and an abysmal failure to protect the citizens who pay their salaries to do just that.

RecommendationsForImprovement: PROTECT THE ENVIRONMENT!!! Communicate clearly!!

PersonallyAssistedByGov:

AgenciesThatAssisted:

PleasedWithAssistance:

PleasedWithAssistance2:

AssistedByNonGov:

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments: Thank you for soliciting and reading my thoughts.

Last Modified 5/21/2014 11:04 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 22, 2014 12:11 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Brian Powell

Governor

Brian Powell has been added

Modify my alert settings View Brian Powell View AfterActionReviewQuestionnaire Mobile View

Title:	Brian Powell
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Monongalia
DescribeHowYouWereAffected:	Living in Morgantown, the direct impact on me was minimal. I was in Charleston the night before the crisis for the State of the State address. During the crisis, I avoided visiting the Kanawha County area.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The lack of direction and coordination from the Tomblin Administration and the Public Service Commission is astounding. Many heads, including those of several cabinet agencies, need to roll for their incompetence. I'm particularly troubled by the state's failure to care for its wards including those in South Central Regional Jail as detailed in http://thinkprogress.org/climate/2014/05/21/3439864/the-untold-story-of-what-happened-at-an-overcrowded-west-virigina-jail-after-the-chemical-spill/
WhatWaysDidGovSuccessfullyRespond:	I struggle to think of anything the State government did reasonably. The local and federal governments did a good job with distributing water. The state's response was horrific.
WhatWaysDidGovUnderperform:	- Deferring to private utility and its financial interests rather than taking charge of the situation. - Lack of communication and data - No timely response of any sort from Public Service Commission; middling response from DEP and DHHR
RecommendationsForImprovement:	Get competent leadership. Do the planning suggested by the Chemical Safety Board. Hold mock drills to ensure the resources can be put into place should something happen again.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

This was a disaster that was entirely preventable if reasonable planning and resources had been put into place. Once things were set into motion, the state failed at providing for the basic needs of its citizens. The lack of leadership from Earl Ray Tomblin will mark his place as one of West Virginia's worst governors. It's an unfortunate end to a long career.

Last Modified 5/22/2014 12:08 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 22, 2014 12:56 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Jeremy Brannon

Governor

Jeremy Brannon has been added

Modify my alert settings View Jeremy Brannon View AfterActionReviewQuestionnaire Mobile View

Title:	Jeremy Brannon
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I only drank tap water when I went out prior to the spill, but the scent knocked me down and made me woozy.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Too much confusion going on with DHHR and DEP. We were told the water wasn't safe for pregnant women far too late. BPH's Dr. Letitia Tierney telling people with exposure symptoms they were more or less hypochondriacs was awful. She should be fired. Randy Huffman did a banger of a job in communicating what the DEP was doing in regards to finding out how far into the ground the MCHM seeped and how much of the chemicals leaked from the tank in general. He should be fired. The free water should not have been discontinued till the odor was gone.
WhatWaysDidGovSuccessfullyRespond:	The involvement of WVTAP.
WhatWaysDidGovUnderperform:	AGAIN Too much confusion going on with DHHR and DEP. We were told the water wasn't safe for pregnant women far too late. BPH's Dr. Letitia Tierney telling people with exposure symptoms they were more or less hypochondriacs was awful. She should be fired. Randy Huffman did a banger of a job in communicating what the DEP was doing in regards to finding out how far into the ground the MCHM seeped. He should be fired. The free water should not have been discontinued till the odor was gone.
RecommendationsForImprovement:	Fire Randy Huffman & Letitia Tierney. Have a game plan for every toxic substance manufactured and stored in the state should we experience another leak. Listen to US Chemical Safety Board.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

The water bill, now law, is weak. Needs much improvement. From what I hear the spill hurt our image tremendously to the point out-of-state physicians don't want to come here. We need them here especially in rural areas in the southern part of the state. We do have a high infant mortality rate remember.

Last Modified 5/22/2014 12:55 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 22, 2014 3:01 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Zofia Kosim

Governor

Zofia Kosim has been added

Modify my alert settings | View Zofia Kosim | View AfterActionReviewQuestionnaire | Mobile View

Title:	Zofia Kosim
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Pocahontas
DescribeHowYouWereAffected:	not affected at Snowshoe
DoYouBelieveGovAgenciesHandledAppropriately:	
DoYouBelieveGovAgenciesHandledAppropriately2:	
WhatWaysDidGovSuccessfullyRespond:	
WhatWaysDidGovUnderperform:	All agencies responsible for the "crisis" to happened underperformed big time. The tanks and engineering controls for the spill control needed to be inspected and, obviously, were not. There are enough regulations on the books which, if followed by the State/local compliance/enforcement authorities, would have prevented the spill. Shake up the DEP
RecommendationsForImprovement:	Make the regulatory/enforcement authorities do their job; fire a few big bosses (not the lowest level staff and clerks), take the bonuses/raises/awards away from all involved in any decision-making for three years and things will improve. leave it to those authorities to improve their performance.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	no need
PleasedWithAssistance:	
PleasedWithAssistance2:	NA
AssistedByNonGov:	
AssistanceProvidedByNonGov:	NA
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	NA
AdditionalComments:	

Last Modified 5/22/2014 2:55 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 22, 2014 8:35 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Stan Bumgardner

Governor

Stan Bumgardner has been added

Modify my alert settings View Stan Bumgardner View AfterActionReviewQuestionnaire Mobile View

Title:	Stan Bumgardner
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I and my family did not bathe with the tap water for a week and did not wash dishes with it for more than a month. Nearly five months later, I'm still not drinking the water or using it to cook with.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The leak was brought to officials' attention at either 8:00 or 10:00 a.m.--it's still not clear to me when authorities were first notified. Regardless, government officials relied on water company officials to address the crisis without notifying the public. Kanawha County tests its emergency response horn once a month. That day, it never went off. The public should have been notified immediately that there could be an issue while the water company was determining if it could filter out the chemical. By putting its 100% trust in the water company and not alerting the public, government officials put citizens at risk for more than six hours. If this had been a more dangerous chemical, this inaction on the part of government officials would have been tragically disastrous. Then, the CDC essentially guessed--an educated guess, but still a guess--at a safe drinking level for the chemical, but it was conveyed to the public as almost an absolute. The CDC was remarkably and arrogantly unresponsive at every step. Then, in trying to get the public to trust the CDC, state officials occasionally came off as condescending. Ultimately, state officials have some responsibility for the public health, but they often seemed to be passing the buck to the CDC. State officials should have shown more indignation with the CDC and told the public that the CDC's lack of unresponsiveness was reason for distrust--that people shouldn't base their trust in the water on the CDC. This lack of credibility in the first two weeks by all levels of government still hampers the public's trust in these same officials--at a time when the water is almost certainly safe to drink, but still, 2/3, including myself, are not drinking it. In short, many have gotten to the point where they don't believe anything that's being told to them. It's a complete lack of trust that probably comes from those first two weeks, where government officials often seemed to be chastising the public and reporters for asking hard questions.
WhatWaysDidGovSuccessfullyRespond:	For the most part, when state officials finally alerted the public, the relief efforts were properly aggressive--namely the distribution of drinking water. After the first few days, the distribution of information was also consistent and fairly thorough (limited by what was known). In terms of individuals, Randy Huffman came off as concerned, caring, and well spoken, particularly during one televised town hall where he was treated disrespectfully my some members of the audience. He never came off as flippant and always conveyed an appropriate level of seriousness and professionalism. If someone with his leadership skills had been in Dr. Tierney's place (see below), the public's perception of the government during this crisis might be much different today.

WhatWaysDidGovUnderperform:

Most of my comments are covered above. In those first few days, the press conferences and press releases were too far and between. With the public in near panic mode, state officials should have been issuing several press releases and holding several press conferences daily--even if it was to say, "We don't know any more but want to reassure everyone that we're working around the clock to fix this and to get answers from the CDC." To underscore an earlier point, Dr. Letitia Tierney frequently came off arrogant and condescending. She should not have been one of the leading faces of this crisis and likely was unqualified personally to address such a crisis. This also underscores the importance of appointing skilled managers and communicators to high-ranking positions in government because you never know what crises they might have to face.

RecommendationsForImprovement:

Whenever there's the slightest possibility of a major disaster, alert the public first and then let it play out. If you think that it's a case of "crying wolf" too often and that people will stop taking these events seriously, consider severe storm watches. As many times as not, these storms do not pan out--at least at the expected severity level. Whenever this occurs, people do not stop watching the weather or preparing for a bad storm. They will put their car in the garage every time. For those of us who have chosen to live in the Chemical Valley, we've made a choice and a deal. We accept--to a degree--the presence of these chemicals, but we've been promised by government officials that we will be alerted immediately if something goes wrong so we can take responsive action (e.g., shelter in place, get out of the valley). Several times in the last few years, things have gone wrong, but we have not been alerted in a timely manner. These companies must pay a price when they violate this agreement, and government officials must answer why they have violated this pact. The next leak could be chlorine. If it takes more than six hours to notify the public, the results will be tragic. In addition, and along this same line, the state needs to enact all the recommendations of the U.S. Chemical Safety Board. West Virginia has a history of repeating the same mistakes over and over. We finally have a chance to break that pattern.

PersonallyAssistedByGov: No

AgenciesThatAssisted:

PleasedWithAssistance:

PleasedWithAssistance2:

AssistedByNonGov: No

AssistanceProvidedByNonGov:

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/22/2014 8:32 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 22, 2014 12:55 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Jane Birdsong

Governor

Jane Birdsong has been added

Modify my alert settings View Jane Birdsong View AfterActionReviewQuestionnaire Mobile View

Title:	Jane Birdsong
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Randolph
DescribeHowYouWereAffected:	I was afraid to eat in restaurants or even visit Charleston for several months, which was inconvenient since I drive people to the airport there and usually stop for a restaurant meal while there. I commiserated with my friends who had to live there during the crisis - not able to shower, drink or use the water at all. Planned visits for concerts and other events were totally eliminated.
DoYouBelieveGovAgenciesHandledAppropriately:	Yes
DoYouBelieveGovAgenciesHandledAppropriately2:	Once the govt. discovered the problem, I think it handled it well by telling people to avoid using the water, but there were already people in restaurants and hotels drinking the water before the suggested ban came on radio.... so I wondered how those hotels and restaurants were informed on the day of the event. Shipments of water were crucial. Letting other communities along the Ohio River know about it was crucial so they could close their intake valves until the spill passed by.
WhatWaysDidGovSuccessfullyRespond:	see above
WhatWaysDidGovUnderperform:	I thought the testing should have been done in more homes for a longer period.
RecommendationsForImprovement:	Make sure that any industry with tanks has frequent inspections and KNOWS to immediately alarm officials of a spill rather than try to cover it up and not report it. It took citizens complaining of the licorice smell to draw awareness to the spill. That company should be paying for not only the clean=-up but the lack of business for several weeks that many hotels and restaurants had to suffer.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	No
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	

AdditionalComments:

INSPECTORS are important - and there should be enough of them for all types of possible contaminations, including fracking wells, coal mines, and chemical tanks.

Last Modified 5/22/2014 12:53 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 22, 2014 1:35 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - James McNeel

Governor

James McNeel has been added

Modify my alert settings View James McNeel View AfterActionReviewQuestionnaire Mobile View

Title:	James McNeel
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Jefferson
DescribeHowYouWereAffected:	National reputation and tourism impact was negative due to the spill and bumbling response. Professionals from other parts of the country were concerned about their time coming to West Virginia, even though we are 5 hours from the spill area.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Delayed response with seemingly little regard for those impacted directly and indirectly. Mixed messages. Too laissez-faire. No public sense of urgency.
WhatWaysDidGovSuccessfullyRespond:	
WhatWaysDidGovUnderperform:	
RecommendationsForImprovement:	Gee, I don't know: Maybe serve the citizens first and not environmentally damaging industries? Put proper oversight into place. With water we are nothing.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Last Modified 5/22/2014 1:33 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 22, 2014 1:40 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Suzette Wimer

Governor

Suzette Wimer has been added

Modify my alert settings View Suzette Wimer View AfterActionReviewQuestionnaire Mobile View

Title:	Suzette Wimer
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Jefferson
DescribeHowYouWereAffected:	I am a realtor and potential clients are having second thoughts about moving to a state where the gov't puts the greed of corporations over needs of the citizens. Many folks also confuse Charleston with CharlesTown and don't realize we are not directly involved with the water crisis.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	A disaster should have been declared. That chemical(s) will remain inside water pipes, hotwater heaters, water softeners,etc. for a long time, if not permanently. Who will be responsible for that? The property values in this area are decimated. I can't imagine anyone would want to move to the area or even visit, for that matter.
WhatWaysDidGovSuccessfullyRespond:	I can't think of any that I would consider successful.
WhatWaysDidGovUnderperform:	The tanks/water intake should never have been placed in such a relationship to each other in the first place. Tanks should have been inspected on a regular basis. They should not have told folks the water was safe in such a short time span, when obviously, it was not.
RecommendationsForImprovement:	Homes should be individually tested. American Water should not be able to charge customers for water service until the water is declared safe inside homes. Homes where water pipes, heaters, softeners retain chemicals should be replace at no cost to the homeowner. The assets of Freedom Industries should not be sold to the new company of previous Freedom executives and their friends. Government officials should get out of the pockets of industry that take, take, take from WV in the name of profit (this includes American Water) and leave the folks of WV with nothing.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/22/2014 1:40 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Thursday, May 22, 2014 8:30 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Pierre Gagne

Governor

Pierre Gagne has been added

Modify my alert settings View Pierre Gagne View AfterActionReviewQuestionnaire Mobile View

Title:	Pierre Gagne
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Morgan
DescribeHowYouWereAffected:	I was not physically affected. I did lose some faith in the government of WV.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	They were not prepared for an event like this. They had not recently checked the tanks that leaked and did not know how harmful the material that leaked was.
WhatWaysDidGovSuccessfullyRespond:	Provided bottled water and kept people informed.
WhatWaysDidGovUnderperform:	Again, they were not prepared. They could not quickly access information about the physical and health properties of the chemical that spilled.
RecommendationsForImprovement:	Send qualified inspectors, who are not afraid of the companies whose facilities they are checking, to check every tank over 1000 gallons in the state. Also, keep an up-to-date database of what chemicals are stored where and make sure detailed information on the health effects is stored there too.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	Don't be afraid of the energy companies. They will take their money and leave when there is nothing left in the state for them. Don't let them leave a degraded State in their wake.

Last Modified 5/22/2014 8:26 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Friday, May 23, 2014 8:10 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Paul Fogarty

Governor

Paul Fogarty has been added

Modify my alert settings View Paul Fogarty View AfterActionReviewQuestionnaire Mobile View

Title:	Paul Fogarty
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Morgan
DescribeHowYouWereAffected:	Mainly advising friends on how to get water to residents of the area who needed it. Also studying news and descriptions of how the problem unfolded and complaints that preceded the problem which were ignored or should not have been missed.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	Critical voices seem to be sidelined both in public hearings and in political campaigns. "tree huggers" and "frackers" are two sides of the same coin...more interested in power and debate than solutions. Leadership at the county, state or national level (the national level really does not apply much here...or should not, WV should be able to keep it's own rivers safe from it's own industries!!!) does not look significant or grounded. The stories of favoritism and an economics vs. environment argument will lead nowhere. Both matter and in this instance the result was 'predictably' that both lost out.
WhatWaysDidGovSuccessfullyRespond:	Early identification that there was a problem...then again it would have been hard to hide!
WhatWaysDidGovUnderperform:	Failure to work well with critics in the past...means they cannot help much even though they may have wisdom to offer.
RecommendationsForImprovement:	Bring your strongest critics into the conversation as citizen advisers and some good facilitators to manage the discussion. Plan that this will take YEARS to work out past resentments. Build a WV model of environmental and business collaboration.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	
AssistanceProvidedByNonGov:	
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	
AdditionalComments:	

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Friday, May 23, 2014 1:30 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Marylin McKeown

Governor

Marylin McKeown has been added

Modify my alert settings View Marylin McKeown View AfterActionReviewQuestionnaire Mobile View

Title:	Marylin McKeown
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	I showered before the do not use order was declared and immediately after (after following instructions to flush). The vapors made it hard to breathe. My eyes and throat became irritated and I had skin irritation on my upper body. This lasted for a few days but went away. It was also very traumatic to go through this experience, compounded by the way that it was handled.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	It seemed like there was a rush to lift the do not use ban before they really knew anything. Particularly when they said "okay to use" and then said a day or so later "but not for pregnant women." I got the word after I flushed that I should have ventilated while I was flushing.
WhatWaysDidGovSuccessfullyRespond:	Dr. Rahul Gupta was the only WV official that had any credibility. Despite attempts from industry to weaken the bill, the legislature passed a fairly strong water protection bill. There were plenty of places to get water during the crisis.
WhatWaysDidGovUnderperform:	The CDC was absolutely terrible, they showed they were completely ignorant and totally lacking in compassion. How could the health officials not have information on the chemicals and their impact on humans? It took an outside expert from another state who was volunteering to help to say "hey wait, tell people to ventilate their homes before they flush." and ask "what other chemicals are in the water? how is it interacting with peoples' pipes?" Our health department should have been on top of this. Obama did not respond (of course it's no wonder given how he is treated by West Virginians) Our DNR has always cared more for industry than the people of this state. The Water Company should have shut their intakes and allowed the chemicals to pass by. They should have had a contingency plan for operation in this case. The fact that DNR allowed this situation where chemical tanks were so close to our water supply and were never inspected-HOW COULD THAT HAPPEN? Unbelievable. The Freedom Industries owners were allowed to avoid their responsibilities to clean up the mess, and start another company in this state-that is unbelievable to me. They should never be allowed to live in this state, let alone operate a business here after such gross negligence. Whichever agency allowed that to happen, shame shame! The taxpayers should not have to bear the responsibility for cleanup. After passing the tank bill, the legislators turned around and raised the levels of selenium allowed in streams from the polluters. And the coal industry is stronger than ever in fighting environmental protections. WE NEED TO STOP CATERING TO

THIS POLLUTING INDUSTRY.
The tankers supplying water to us during the crisis had water of questionable quality

RecommendationsForImprovement:

Make sure that water suppliers have contingency plans in place for this sort of thing. Make sure that disaster recovery plans are in place and that all households have been trained to have necessary supplies on hand for a chemical spill (air or water).
Closely monitor long term health impacts on all WV Water customers. Start a fund now to cover health care costs.
Tighten ALL regulations affecting clean water. Stop fighting the clean water act.
Put money into community development efforts that are cleaning up rivers so that our waters are the cleanest in the country-use this crisis to put West Virginia on top!
Also put money into communities to expand efforts for resource conservation (e.g. solar installations, rain barrels, window installation/weatherization). Let's see if we can stop consuming so much power that requires more fossil fuels.

PersonallyAssistedByGov:

No

AgenciesThatAssisted:

PleasedWithAssistance:

PleasedWithAssistance2:

AssistedByNonGov:

Yes

AssistanceProvidedByNonGov:

The First Presbyterian Church provided us with a spot to distribute spring water donated by my family's business.

PleasedWithAssistanceNonGov:

Yes

PleasedWithAssistanceNonGov2:

AdditionalComments:

The positive side of this was how people pulled together to help one another, despite the government's botched response. Also it was impressive how people adapted to not having water-rigging up camp showers, rain barrels and other systems. I believe resiliency and adaptability are West Virginia traits that could be used to help our own communities and others across the country handle disasters like this.

Last Modified 5/23/2014 1:27 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Friday, May 23, 2014 5:30 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Brad Pauley

Governor

Brad Pauley has been added

Modify my alert settings View Brad Pauley View AfterActionReviewQuestionnaire Mobile View

Title:	Brad Pauley
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Kanawha
DescribeHowYouWereAffected:	Could not drink, bathe or clean with water for weeks.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The powers that be are on the Coal companies payroll.
WhatWaysDidGovSuccessfullyRespond:	None.
WhatWaysDidGovUnderperform:	In every way.
RecommendationsForImprovement:	Everybody to step down or be voted out.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	N/A
PleasedWithAssistance:	
PleasedWithAssistance2:	N/A
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	N/A
PleasedWithAssistanceNonGov:	No
PleasedWithAssistanceNonGov2:	N/A
AdditionalComments:	I am moving out of this state.

Last Modified 5/23/2014 5:28 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Saturday, May 24, 2014 11:16 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Janet Keating

Governor

Janet Keating has been added

Modify my alert settings View Janet Keating View AfterActionReviewQuestionnaire Mobile View

Title:	Janet Keating
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Cabell
DescribeHowYouWereAffected:	Staff at the organization for which I work, Ohio Valley Environmental Coalition, were busy for more than 2 months responding to needs of people in the impacted area. Their priorities were quickly changed. We work very closely with some people in our southern mountain communities, including people living in Prenter, WV. Some folks in Prenter had, in the past few years, received a municipal water line (served by WVAWC and the Elk River) because their drinking water wells were contaminated with toxic coal waste. After the spill, they had neither municipal nor well water to meet their water needs. These communities were some of the last to receive help from the National Guard. Our staff worked hours on end distributing water (we bought or that others donated), liquid baby formula, baby wipes, etc. Some of our staff live in the impacted area as well and were not told that windows needed to be open when flushing. When I went to the state Capitol for a hearing about the "spill" of MCHM where Evan Hansen from Downstream Strategies testified, after a few hours inside the building, I found myself feeling head-achey, a little dizzy and the inside of my nose was burning. As soon as a went outside, I felt fine within a few minutes of breathing fresh air.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	While I believe that the National Guard and others were appropriate for giving out water and helping to organize a response to citizens needs, I thought that the governor should have surrounded himself with the best scientists (not the military) in the country to try to get to the bottom of both the potential hazards of exposure. I was especially disturbed by the CDC's calculation of "risk." I have a science background and it seemed they just pulled the 1 ppm out of the air given the fact that only one scientific study had been conducted by Eastman Chemical on crude MCHM. It was incredibly disturbing to learn several days after the fact that not only had MCHM been release from Freedom Industries, but also PPH. This only bolster public mistrust of WVDEP and state leaders (along with other missteps, such as not providing the proper instructions for flushing the chemical). It was insulting to the people who went to emergency rooms when some state health officials suggested that their symptoms were flu related. The only public official in West Virginia that should be commended regarding his response to questions from the public and press is Dr. Gupta; he told the truth, which often meant he had to suggest that there were too many unknowns to provide a good answer. WVAWC's and the state's very slow response to issue a do not use order was too slow; many people used the water between the reporting of the "incident" and the issuing of the order. Schools, restaurants, hotels and hospitals, along with any other water-dependent businesses should have been notified immediately. The WVDEP has been missing in action for too long regarding inspections and violations--especially in regards to Freedom Industries--thanks to politicians who are more concerned about coal industry profits

than the health and welfare of the people they have a sworn duty to serve. Shameful. This water crisis should never have happened in t he first place. Who in the world thought it was a good idea to place an intake for municipal water that serves 300,000 people 1.5 miles below a tank farm that stores toxic chemicals (and no one even knows the long-term impacts of MCHM to this day)? If so much of the water in the southern mountain communities had not all ready become polluted with mining waste, fewer people would have been impacted. It was confusing for people to hear that a pregnant woman shouldn't drink the tainted tap water, but at the same time, it was apparently OK for sick, elderly, toddlers, those with compromised immune systems... When the governor lifted the do not use advisory, he stated that people could decide for themselves whether or not to drink the water. Really?? Not everyone can afford to buy bottled water. A recent survey indicates that more than 1/3 the people impacted by the water crisis are still NOT drinking the water. It would be interesting to see the demographics of that group. I think that schools were back in session too soon--obviously since on several occasions, children had to be sent home. Bottled water should have been provided to any student not comfortable drinking tap water at school. The water crisis was/is an environmental justice issue; those who could least afford to buy water will be the ones who may have suffer long-term consequences from exposure. People of less means could not "escape" to another area or rent a home elsewhere until the water was deemed "safe." It is always the poor who suffer the most. Why, why, why would the government NOT ask leaders of the environmental community who work to protect water to provide input into the above ground storage tank bill, inviting only the polluting industry to the table? Disgraceful and a misstep. The federal government should have done more. A scientist from the NIH described the water crisis as perhaps "the worst man-made environmental crisis of the c entury." We're a forgotten people here. Nary a word from the White House when 300,000 US citizens may have been poisoned...This crisis was outside the realm of what we have known in the past as a disaster; an exception should have been made. True, it was man-made, but nevertheless, 300,000 US citizens were being impacted. What if a terrorist had tainted the water supply? Would the federal response have been different? FEMA should have declared the 9-county region as a national disaster and provided greater financial assistance to first responders, state and local agencies. If there is any way that the state can prevent Freedom Industries from walking away from this disaster, free from personal and financial liability, PLEASE go after them, individually and as a company. The individuals that ran that company should NEVER be allowed to do business in West Virginia. Changing their name will not change their values and negligence. Good grief.

WhatWaysDidGovSuccessfullyRespond:

Amazingly, the WVDEP director, Randy Huffman declared publicly that the above ground storage tank bill being considered should NOT include the long list of exemptions that coal, gas, and chemical industry lobbyist and attorneys wanted in the bill. Governor Tomblin back-peddled and decided that home-testing for levels of MCHM should be conducted and provided some funding for it. (More needs to be provided) The Governor was very visable--a good thing. Since many people had symptoms caused by inhalation of MCHM, it was good and appropriate for an odor threshold to be established. Having a third-party independent researcher to providing testing and inform the public was a appropriate, if the public is ever to trust the results. We have heard our federal politicians talk a good game about protecting water, even introducing bills on the federal level. It remains to be seen if this is window dressing. These same folks have been in place while Freedom Industries and others have been polluting our water for decades...The legislature performed appropriately by passing SB373 without all the exemptions that polluting industries wanted. They listened to the people for a change. WVAWC should NOT be allowed to pass on their water crisis costs to the consumers; as a profit-making venture, they should have known about the presence of Freedom Industries above their intake and made appropriate provisions.

WhatWaysDidGovUnderperform:

The WVDEP has been under-performing for decades because our leaders don't see them as protectors of the people/environment, but a buffer for industry.
The DHHR's Letitia Tierney's responses to the water crisis were condescending and insulting to the people...
Asking for citizen input 4 months after the spill is far from timely...
Citizen response should be accepted in ways other than an Internet questionnaire; also this should be a less lengthy form.

RecommendationsForImprovement:

1. More timely/immediate communication to the public
2. Greater scrutiny of polluting industries with appropriate/higher monetary penalties that deter negligence.
3. When/if something like this happens in the future, reach out first to those least able to respond financially.
4. Enlist the aid of the best scientists in the country to help understand short and

long-term impacts to public health and the environment
5. Listen to the people who are impacted, not just the industry that caused the problem
6. Let's take this disaster as an opportunity to improve water resources throughout the state so that we DO have plenty of back-up water supplies.
7. When devising laws and regulations to protect water, we should always set standards that protect the most vulnerable populations; we should consider employing the precautionary principle.
8. Better communication with the public; more timely
9. Extend this comment period; hold more public meetings about the water crisis

PersonallyAssistedByGov: No

AgenciesThatAssisted: NA

PleasedWithAssistance:

PleasedWithAssistance2: NA

AssistedByNonGov: No

AssistanceProvidedByNonGov: As an NGO, we immediately responded to water and other needs, especially to people living in Boone and Kanawha County. Our organization, along with other NGOs formed the WV Clean Water Hub that is STILL providing bulk water to some communities. Citizens are in need and are grateful.

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments:

Last Modified 5/24/2014 11:14 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Sunday, May 25, 2014 4:16 PM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - G. Paul Richter

Governor

G. Paul Richter has been added

Modify my alert settings View G. Paul Richter View AfterActionReviewQuestionnaire Mobile View

Title:	G. Paul Richter
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Upshur
DescribeHowYouWereAffected:	I am a co-founder and a member of the Board of Directors of the Buckhannon River Watershed Association, Inc. As such, I was and continue to be interested in water issues in WV, especially, of course, those in Upshur County. Further, as a chemist by professional training, I was interested in the components of "crude" MCHM and their toxicological effects. Living well upstream of the event and in a different watershed, I was not personally directly affected. But every tax-paying citizen of WV is indirectly affected, and many of us live in counties with coal preparation plants or other industrial firms that have bulk storage of compounds of potentially negative environmental effects.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	1. The MSDS for pure MCHM and MSDSs for at least two of the components in crude MCHM make it clear that the toxicological data as can be extrapolated to humans is quite deficient. 2. The CDC's public pronouncements glossed over the deficiencies in the data and and CDC's method of extrapolation to humans.
WhatWaysDidGovSuccessfullyRespond:	1. The relatively quick putting up the drinking water status on the internet for the consumers to information and maps was good. 2. Having public health and other "first-line" officials come before the public, although a little slow, was good.
WhatWaysDidGovUnderperform:	1. The governor needed to take a stronger, faster stand on the seriousness of the issue 2. The governor and the appropriate officials need to show through immediate action that those responsible for the problem be fined under all applicable laws and regulations and pay reparations to the water company and its consumers.
RecommendationsForImprovement:	Much of my suggestions have been put into motion, theoretically. They include: 1. clear, simply worded law that addresses requirements for and inspection of all storage tanks (above-ground, underground, and partially sunk) of a capacity of more than 499 gallons. That has to be coupled with funds and personnel to do that job. The tank inspection is to include inspection of the secondary containment, also 2. Inventory all such tanks that lie within 500 feet of a stream that is known to be a source of public drinking water. 3. Do not permit new tanks that lie within 1 mile upstream of a source of public drinking water.
PersonallyAssistedByGov:	No

AgenciesThatAssisted:	Not applicable (NA)
PleasedWithAssistance:	
PleasedWithAssistance2:	NA
AssistedByNonGov:	
AssistanceProvidedByNonGov:	NA
PleasedWithAssistanceNonGov:	
PleasedWithAssistanceNonGov2:	NA
AdditionalComments:	This "event" makes it clear that non-profit groups have a lot to offer government concerning environmental do's and do not's. Hence They can be useful resources before the fact, not just after the fact. It is also has shown, once again, that even when there are laws on the books, often items are not covered that seem obvious in retrospect should have been covered. Further, laws alone are not the complete answer. Staffing, funding, enforcement are just as important. Finally, a culture of concern and looking ahead long-term are needed in all phases of business, industry, and law-making.

Last Modified 5/25/2014 4:13 PM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Monday, May 26, 2014 10:50 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Betty Rivard

Governor

Betty Rivard has been added

Modify my alert settings View Betty Rivard View AfterActionReviewQuestionnaire Mobile View

Title:	Betty Rivard
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Braxton
DescribeHowYouWereAffected:	I was living in Charleston during the week while I worked for the WV State Legislature. I stayed in a house in South Hills. On the morning of the spill I drank a large glass of ice water from the Capitol cafeteria. Through the day I refilled the glass from a water cooler. I was very thirsty, and my throat swelled. By late afternoon I could barely talk, and I considered going to an urgent care. I was in a small meeting at 6:00 pm at City Hall when a person I was with found a text saying not to drink the water. I stopped at that point, and by the next day the symptoms were better. After the direction to flush, I flushed the inside faucets at the house where I was staying. It was cold, but I opened all the doors and windows. I got a headache on the left side of my head, unusual for me. When I ran water for showers I could smell the chemical and I still have skin sores from taking quick cool showers until I returned home full time after the session. I still don't drink the water in Charleston and I try to avoid eating out where bottled water isn't used.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	1)DEP/DHHR should have immediately had the water intake shut down and arranged for an alternative supply, e.g. from further up the river. 2)The do not use order came too late, after a day of using the water. 3)There was not an honest and factual reporting of what was and was not known. 4)Plans for supplies should been made and implemented immediately. They should not have been discontinued as long as people don't drink the water - this adversely affects low income families, especially mothers and children. 5)Symptoms were not taken seriously by the state DHHR or recorded. I called the poison center twice to report the symptoms I described above and I was never asked for contact information and did not get the feeling anything was being recorded. The response of the state public health officer was shameful and insulting to the people of the region. THE ONLY PERSON WHO RESPONDED APPROPRIATELY, WITH A VERY FEW SMALL EXCEPTIONS, WAS DR. GUPTA. HE IS MY HERO IN THIS WHOLE EVENT, AND I'VE HEARD CONCERNS THAT HE WILL GET FLACK BECAUSE OF THIS. HE NEEDS THE STATE'S SUPPORT FOR WHAT HE'S DONE AND IS DOING GOING FORWARD. 6)The federal government, e.g. CDC, would not respond to reporters or let its scientists respond, contrary to their agreement with national health issues reporters. They totally dropped the ball where leadership was most needed. 7)I appreciate the governor's signing a meaningful water bill and hope that he and his agencies will draw up good rules and regulations and work with the legislature for the resources to enforce them. I also appreciate his follow-up research into what's going on and what to do next. This isn't over by any means, especially with 1/3rd of the people affected reporting they had symptoms - and no one knows the mid- or long-term effects, and 2/3rds still not drinking the water. 8)Consideration needs to be given to alternative water systems, e.g. loc al systems, encouraging individual wells, etc. and the eventual dismantling of the current centralized system. 9)Similar issues with water across the state need to be taken seriously, with the

government supporting healthy studies and making changes, etc., not fighting them as in Prenter, Mingo County, etc. Water issues related to gas drilling and fracking chemicals are a particular concern. Water is our most necessary and precious resource. All of the agencies need to value and protect it. The state needs to stop fighting the EPA over its attempts to protect water quality. The focus needs to be on protecting our people. 10)We need a good reading of the effects on the population in terms of young people moving away, people who might have moved here changing their plans, etc. I've heard that a local tourism official was attacked by a state official for being honest about saying there is still uncertainty about issues related to the water. The local official needs to be praised, not attacked. This is a real problem going forward - we have to admit it and respond by developing state of the art proactive systems that everyone can trust and use as a model for the world. We also need to acknowledge the problems with WV Water, not protect them or sidestep the issues. I understand that the governor and his folks didn't want to, and still don't want to, provoke panic, but at the same time people vote with their feet and I feel this survey and others will document how they make their own judgments on things and will continue to, regardless of the efforts of the state to control things.

WhatWaysDidGovSuccessfullyRespond:

The state eventually banned use of the water. Emergency supplies were distributed at some locations. According to the newspapers, some local first responders helped to get water to individuals who couldn't otherwise get it. Dr. Gupta has been successful and on target in his responses throughout, speaking out, paying attention to symptoms, fighting for medical monitoring, surveying the public, and providing true leadership as a public health official. The governor was willing to sign off on an adequate water bill passed by the legislature and contract for follow up studies to get a better handle on what's still going on. The DEP seems to be taking seriously its obligation for public protection in this instance by involving the public in developing rules for the water bill.

WhatWaysDidGovUnderperform:

The intake should have immediately been shut down or arrangements made for back-up. There seemed to have been poor communication between parts of DEP, and between state and local officials. The CDC totally dropped the ball in terms of transparency and leadership. The air quality issues related to the chemicals should have been announced and documented immediately, since they were on the chemical data sheet. This could have prevented a lot of problems that occurred as a result of the flushing process. The water company should have been and should be now held accountable for their inactions/actions. Their approach to changing their filters is intolerable. The bottom line from my point of view is that the government in general mobilized to prevent panic and protect the industries rather than to give people the tools they needed to protect themselves while doing whatever possible to remediate the situation. I agree with the newspaper editorials that pointed out that this has created an indelible mistrust in the government, beyond anything we had before, and it's a second crisis on that account. I also still can't get over how the schools went along with discontinuing the provision of bottled water to their students. What does this say to the kids whose families can't afford to send them to school with bottled water - that they are less important? This is totally the wrong message and jeopardizes their health and safety. Of the 1/3rd of people now using the water, how many are kids and how many are in low-income families who can't afford bottled water?

RecommendationsForImprovement:

1)Immediately identify alternative intakes or back-up plans for this and other water systems. 2)Continue research and report developments to the public re. effects of chemicals and related issues. 3)Re-institute the provision of bottled water based on need, e.g. all families with kids who have free or reduced lunches, adults on TANF or SSI, etc. 4)Begin a program to redevelop or dig new household wells and otherwise decentralize the water systems to the greatest extent possible. 5)Support meaningful rules and regulations and implementation related to water throughout the state. 6)Look at the health effects of all of the extractive industries and be proactive in dealing with them. Look at the economic impacts and build this into the state's approach to the cost/benefit effects of these industries and take that into account in future planning. 7)Improve communications between all levels of govenment. 8)Acknowledge the effects on tourism and figure out how best to deal with this in a way that is honest and transparent with the public. Find the necessary resources for an honest marketing campaign that includes the smaller players, not just the major ones. 9)Improve the relationship with the EPA, etc., instead of just fighting them. Defuse the "war on coal" rhetoric and bring environmentalists, the industries, and the public together to brainstorm real solutions to the state's problems. This includes expanding the "big tent" concept of the Democratic Party to include the progressive elements, not just those caught up in the defense of coal and gas. 10) Look at true diversification of the economy. 11)Take concrete steps to restore trust by creating state-of-the-art models for protecting the state's water in all locations and at the same time investing in alternative models for economic development that don't

have negative effects on the environment and the people. 12) Acknowledge and reward the true heroes in this whole situation, like Dr. Gupta, the key members of the legislature who negotiated the water bill, the local first responders who went above and beyond, etc. Identify and reward local leaders, e.g. at schools, etc., who are still working to make sure that everyone has access to untainted water, despite the apparent lack of concern or leadership by the state or counties. Some people are OK with drinking the water, but the government should make sure that those who are not, and are drinking it due to lack of resources, are allowed the same protections as people who can afford it.

PersonallyAssistedByGov: Yes

AgenciesThatAssisted: I contacted the poison hotline twice, to report symptoms after drinking the water before the ban was announced, and after flushing the house where I was staying.

PleasedWithAssistance: No

PleasedWithAssistance2: I was trying to go on the record with my symptoms because they were different from what was reported in the press at the time. I thought it was important for these to be documented. I have health insurance and chose not to seek help because the symptoms mostly went away once I stopped drinking the water and stopped flushing the house. I never finished flushing the house because the owners, who were out of state, told me to stop so it wouldn't affect me. The people I spoke with at the poison hotline seemed to downplay my symptoms and I had no feeling that they were taking notes or recording the information, and I wasn't asked for contact information for follow-up.

AssistedByNonGov: Yes

AssistanceProvidedByNonGov: I totally appreciated the advocates who fought for a meaningful water bill on behalf of all of the public who were affected, or potentially affected, by this crisis and other water issues in the state. I attended several forums and rallies and benefited by what I learned there and the commitment of people to do something and not let this go away. I also benefited from the restaurants who were willing to use bottled water - and some of this is ongoing. The other huge enterprise that assisted me involved the local press, and a few national and global journalists.

PleasedWithAssistanceNonGov: Yes

PleasedWithAssistanceNonGov2: I have met and witnessed some amazing advocates, including people who had not been involved in this kind of activity before and who made it a priority to speak out and negotiate on behalf of families and kids like their own. I felt that the restaurants who protected their customers were really going above and beyond, and, again, some continue to do so. Local reporters were truly heroes for the way they tweeted and followed events, especially during the first days and weeks. I was concerned about whether they got any sleep. They seemed to work as a team and support each other, not compete, and the coverage was incredibly helpful to me in trying to sort out what was going on and how best to respond on a personal level. There were so many missteps and so much lack of transparency, at least from my point of view, that it was a real challenge to find all the relevant pieces and figure out how they fit together. The investigative reporting on the technical side was also excellent. I also really appreciate the national/global reporters who came in and mastered the situation over a period of time and did helpful analysis to bring the issues to the rest of the country and the world.

AdditionalComments: The governor and government agencies in general, with the exception of Dr. Gupta, created a situation where it was challenging to speak out about what was really going on and how people felt about it and needed to respond. It is only now, months later, that surveys like Dr. Gupta's and this one allow for a more open atmosphere in discussing the issue and how best to move forward. I like this survey and appreciate the opportunity to participate. Please don't be thrown off by my permanent address: I was in Charleston almost full time from January through mid-March so I was directly affected by all of the events there. I still commute there for business and leisure several days a week. I think the single greatest challenge for the governor and leadership is to refocus on the protection of the health and safety of the people versus the industries. This doesn't have to be an either-or, but it has been framed that way, and nothing has brought it out more than this whole situation. It gets down to the most basic and personal question: Who cares about me and my family and who is protecting us from things that we cannot control ourselves? I give the government an F for their actions related to the water crisis. I still have blemishes on my face, highly visible, that appeared immediately after the chemical spill and have

not gone away. It doesn't get much more personal than that. I have friends that had months of cycles of antibiotics for symptoms that directly resulted from the spill. None of us knows the long term effects on our health. I am sure you know that the governor and his leadership did not come off well in this situation. My own view is that things can and need to change, but it goes against the powers that brought them to where they are and still have a huge effect on the politics of the state. I would love to say the governor is a hero, not just Dr. Gupta, the media, and some unknown first responders or local leaders. I can't say that at this point, but I'm a social worker emeritus who worked 25 years for the state and a person of faith and I try never to give up on a person or on government and its leadership. This is a great state, with great people. Even the folks I know from the extractive industries who are native West Virginians were affected by this spill and its aftermath. My gut feeling is that they are more open to change than anyone realizes. They have kids and grandkids who were affected also. Only the governor has the power to create tables and bring everyone in so that the best minds can work together to figure out how to address our most pressing issues, short term and long term. The current fact-finding is an excellent beginning, but there is so much that can be done from here. It takes true leadership that the governor can provide, and he is in the right place at the right time to bring people together. I recently heard Senator Manchin acknowledge in a small local forum that this needs to be done within the state D party just as he is trying to bring people together across parties at the national level. Maybe we need to wait for him to come back and provide this leadership. But why wait? Why not prepare the way on the heels of this water issue that is still so personal and emotional for so many people? Thank you, governor, for this opportunity to comment.

Last Modified 5/26/2014 10:50 AM by (unknown)

Varner, Shayna S

From: Governor <support@wvinteractive.com>
Sent: Tuesday, May 27, 2014 12:00 AM
To: GovOfficeComm
Subject: AfterActionReviewQuestionnaire - Vernon Haltom

Governor

Vernon Haltom has been added

Modify my alert settings | View Vernon Haltom | View AfterActionReviewQuestionnaire | Mobile View

Title:	Vernon Haltom
Address:	[redacted]
PhoneNumber:	[redacted]
EmailAddress:	[redacted]
County:	Mercer
DescribeHowYouWereAffected:	I was stunned emotionally much like 9/11. A number of my friends live in the crisis area. How could this happen? And then, why isn't anyone showing any leadership? As the director of a non-profit community group, my work changed significantly. Things that we were doing were suddenly put on a back burner while our staff and volunteers delivered water and raised funds for water and other necessities.
DoYouBelieveGovAgenciesHandledAppropriately:	No
DoYouBelieveGovAgenciesHandledAppropriately2:	The DEP's response was shameful. I watched the TV news with horror as the chemical was declared "nontoxic" and "nonhazardous," which would cause several to ignore the "do not use" order. Gov. Tomblin showed no leadership. His first response was to defend the coal industry. Then, rather than making sure that the water was truly safe before lifting the ban, he went along with a bogus "acceptable" level and rushed to give the all-clear. Then, of course, was the "it's your decision" statement. Rather than handling the crisis as the long-term emergency that it was, and properly seeking federal aid accordingly, he botched it by declaring the water safe.
WhatWaysDidGovSuccessfullyRespond:	
WhatWaysDidGovUnderperform:	See above.
RecommendationsForImprovement:	Fire Randy Huffman, fire Mr. Gianato, fire Dr. Tierney, and resign. Dr. Tierney stated "I don't need this job, I quit a better-paying job to take it. I can make more money in the private sector, I don't need it." Just what 300,000 scared West Virginians want to hear when they don't know whether to drink their water or not. So remove her from the job she doesn't need. And Mr. Gianato comes with the qualifications of operating a car dealership, i.e. unqualified.
PersonallyAssistedByGov:	No
AgenciesThatAssisted:	
PleasedWithAssistance:	
PleasedWithAssistance2:	
AssistedByNonGov:	No
AssistanceProvidedByNonGov:	The WV Clean Water Hub did a great job of coordinating water deliveries to

communities and neighborhoods that government agencies overlooked.

PleasedWithAssistanceNonGov:

PleasedWithAssistanceNonGov2:

AdditionalComments: What you did to the prisoners was criminal and inhumane.

Last Modified 5/26/2014 11:59 PM by (unknown)

After Action Review Questionnaire
*Fields with an * are required*

*Name: Hazel Palmer

*Address: [redacted]

*Phone Number: [redacted]

*Email: [redacted]

*County: Kanawha

Please describe how you were personally affected by the Water Crisis.

We went eight days without water
We still do not drink or brush our
teeth with local water. We now pay
over $30 a month for safe bottled drinking water

Do you believe government agencies (including federal, state, local agencies, and emergency responders) handled the Water Crisis appropriately?

Yes Undecided (No)

Please Elaborate

The agencies were slow to respond and
the Governor's office seemed more concerned
about defending coal than its citizens and
small businesses.

In what ways did government agencies successfully respond to the Water Crisis?

The Kanawha Health department
responded honestly and openly.

In what ways did government agencies underperform?

By not being open and honest, they eroded public trust. They were insensitive to the impact on small businesses and poor people

What specific recommendations can you offer for improvement?

There should have been immediate calls to homes in addition to other communications. We do not watch TV and only knew about the crises because a neighbor called (while I was drinking a glass of water)!

Were you personally assisted by any government agencies during the Water Crisis?

Yes (No)

If so, please identify the agencies that assisted you and describe the assistance they provided.

I met people who were too poor to buy water and did not have a car or money for transportation to obtain free water. Government was unresponsive to this aspect of the crisis.

Were you pleased with the assistance you received?

Yes Somewhat No

Please Elaborate

Were you personally assisted by any non-governmental charitable or volunteer organizations during the Water Crisis?

Yes (No)

If so, please identify the organizations that assisted you and describe the assistance they provided.

Were you pleased with the assistance you received?

Yes Somewhat No

Please Elaborate

Please offer any additional comments.

Friends in St. Albans invited us to take a shower at their home after a week.

I will not trust the water again. I think the government's ~~[illegible]~~ slow and insensitive handling of the crisis hurt our economy. The Governor and Senator Manchin were so busy defending coal that they appeared unaware and uncaring. I doubt they missed a shower or lacked money to drive to get free water

After Action Review Questionnaire
*Fields with an * are required*

*Name: shirley and Roy Loyd

*Address: [redacted]

*Phone Number: [redacted]

*Email: None

*County: Kanawha

Please describe how you were personally affected by the Water Crisis.
We did not hear about The crisis. Till The 10th of Jan and it was in The charleston newspaper.

Do you believe government agencies (including federal, state, local agencies, and emergency responders) handled the Water Crisis appropriately?

Yes Undecided (No)

Please Elaborate I Think you all sould Have Told us sooner. About The Freedom Place.

In what ways did government agencies successfully respond to the Water Crisis?
you all did Keep us up To Date on The Water crisis. with The govern on Top of Things. you all worked hard.

In what ways did government agencies underperform?

on The Water hand out in The Nine countys. some people Had Know way to get water to cook and drink.

What specific recommendations can you offer for improvement?

Need people to drive in The state and help one and other if ~~did~~ need be.

Were you personally assisted by any government agencies during the Water Crisis?

Yes (No)

If so, please identify the agencies that assisted you and describe the assistance they provided. Red Cross From ohio Keep us in water For Two Time. Then we Had To Walk To store's For it.

Were you pleased with the assistance you received?

Yes Somewhat (No)

Please Elaborate

The water was under drinkbly and still is. I am afriend to drinkit to This Day may 9th I still by water.

Were you personally assisted by any non-governmental charitable or volunteer organizations during the Water Crisis?

Yes (No) The Volunteer Fire department For us. Did not Care.

If so, please identify the organizations that assisted you and describe the assistance they provided.

I and Roy walk To help people around US.

Were you pleased with the assistance you received?

Yes Somewhat (No)

Please Elaborate

The assistance was bad it needs work on. I Think The Water co. and Freedom need To pay US For Water and late of work do to The Crisis.

Please offer any additional comments.

we lase Two of are dogs and Bad Health do to The water crisis And To This Day I will not drink The water. We Think The Water co. sould work This out The The nine county in The Water crisis with a payment of buying water in store's,