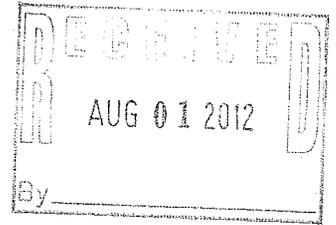


Adrian Public Service District
PO Box 87
French Creek WV 26218-0087



304 924-6107 (O) 304 613-8414 (C) ninam.watergirl@gmail.com

7/26/2012

Becky Neal, Director
Intergovernmental Affairs
Office of Governor Earl Ray Tomblin
1900 Kanawha Blvd East
Charleston WV 25305

Re: After Action Review Questionnaire

Dear Ms. Neal:

Please find enclosed our response to the questionnaire which came to us via West Virginia Rural Water Association.

Thank you for giving us this opportunity to input our observations and experiences. We certainly hope we do not have to deal with such widespread disaster again, but we will be better prepared in any event.

Sincerely,

A handwritten signature in cursive script that reads "Nina Monroe".

Nina Monroe, Office Manager
Adrian Public Service District

Enclosure

cc w/enc: Upshur County Office of Emergency Management
Jim Farry, Director

AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: Adrian PSD

Project/Event: Emergency response to storm-related state of emergency

Date of Review: July 26, 2012

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
Nina Monroe	Office Manager	Coordinator
Eric Brunn	Chief Operator	Check tank levels – placement of generators – fueling generators
Ed Tenney	Meter Reader	Assist operator
Miranda Simmons	Part time - Temporary	Assist Operator

When the storm occurred on June 29th we lost power to all of our eight (8) pumping stations. We lost power and phone service at our office in French Creek. A cell phone tower in Rock Cave went down and put extreme limits on cell phone service in our service area.

With no electricity and phone service being so limited, we did not realize the awful extent and impact the storm had reached until late in the day on the 30th. At that time we started looking for a generator. We borrowed a generator from the City of Buckhannon and the 'certified' electrician who wired it in to our pump station almost burned up a pump. Before we could find a 'qualified' electrician the City needed the generator back. On July 2nd we obtained a generator from a local businessman. The power was restored to our first pump station minutes before we got there with the generator so we moved it on to the next pump station. The first tank was down to two (2) ft. of water when power was restored. On the evening of July 3rd the National Guard arrived with three (3) generators which we placed at the next three pumping stations. As power was restored to each station we moved the generators further out in our system. We kept them going until power was restored to the final bit of our system on July 8th.

Only a few customers in higher elevations were without water and then only for a very brief time.

Working from my home in Buckhannon and using my home phone and cell phone, I was able to access our voice mail and return calls to concerned customers, Senator Manchin's office, Senator Rockefeller's office, the WV Public Service Commission and work with our local Emergency Management Office to coordinate the delivery of generators.

Our Chief Operator had officially started vacation at noon the day of the storm. He went back on duty as soon as the storm had passed. We called in two extra part time employees. We had over \$4,000 in extra payroll expenses.

We are West Virginia – We will not sit idly by screaming for help and waiting for a government agency to save us. We help ourselves and we help our neighbors. We dig in and dig deep and we cope and we survive. We learn to be more prepared and we learn what we can do better next time. That is not to say that we are not extremely grateful for the assistance that arrived via the National Guard bearing generators.

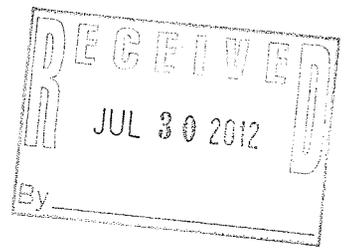
(What were the successful steps taken towards achieving your objective?)

SUCSESSES	HOW TO ENSURE SUCCESS IN THE FUTURE
Everyone working together kept most customers happy	Maintain good employees and good relationships
Very few customers were without water and those for a very brief time	Implement plan to upgrade pump stations and purchase a generator

What can be improved and how?

(What could have been done better? What can your agency/commission 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
Response time	Assume the worst and work from that assumption until we have assessed the situation and know the extent.
Public notification	We need to have a procedure in place to notify the public. There was a plethora of misinformation. REVERSE 911?
Wiring pump stations to be able to plug in a generator without need of an electrician on site during the emergency.	Implement the plan which is already in place to have pump stations wired and purchase a generator.



AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: BERKELEY COUNTY PUBLIC SERVICE WATER DISTRICT

Project/Event: Emergency response to storm-related state of emergency

Date of Review: July 25, 2012

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

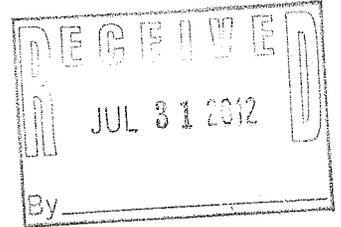
Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
DARYL MASON	WATER PRODUCTION SUPERINTENDENT	CO-ORDINATION OF WATER TREATMENT OPERATORS TO MAINTAIN WATER SUPPLY
BRIAN SHADE	DISTRIBUTION SUPERINTENDENT	PROVIDING SUPPORT FOR OPERATORS BY CO-ORDINATING TRAILER MOUNTED PORTABLE GENERATOR OPERATIONS

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

I. CHANGING SOURCE OF WATER SUPPLY FROM NORMAL OPERATIONS TO AREAS THAT STILL HAD ELECTRICITY. ONE EXAMPLE WAS A PRESSURE ZONE THAT WAS SUPPLIED BY A WELL FIELD THAT LOST POWER; OPERATORS SWITCHED TO A BOOSTER PUMP STATION THAT HAD ELECTRICITY & COULD PUMP WATER FROM A DIFFERENT PRESSURE ZONE.

II. UTILIZED A 125KW TRAILER MOUNTED GENERATOR BY RELOCATING IT & KEEPING IT FUELED DURING THE EMERGENCY. THIS ALLOWED US TO OPERATE A WELL FIELD SERVING ALMOST 500 CUSTOMER ACCOUNTS THAT WOULD HAVE BEEN WITHOUT WATER FOR A PERIOD OF 1 TO 72 HRS



AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: Branchland Midkiff PSD

Project/Event: Emergency response to storm-related state of emergency

Date of Review: July 26-2012

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

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
Richard L. Smith	Chief Operator	Coordination of Repairs and Emergency Response of our Water System
Farm Nelson Jr	OIT	Labor & Contact for our Contractor
Mechelle Beatty	Secretary office manager	answer phone and contact for customers
Savannah Vance	secretary	answer phone Create work orders

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

Kept water To all Customers In our System and People who couldn't get water Due to Power outage

What went well and why?

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

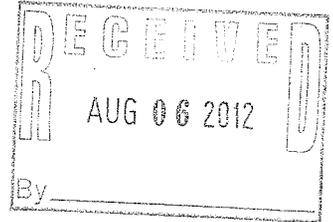
SUCCESES	HOW TO ENSURE SUCCESS IN THE FUTURE
Emergency Power to Pump Stations	Need to make sure that all Electrical Connections for Emergency Power is Operational and that all Pump Stations are upgraded to accept Emergency Generator Power

What can be improved and how?

(What could have been done better? What can your agency/commission 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
all water utility and Emergency Responce are on Same Page when Emergency Happen	all Emergency Power Generator In County are Compatable In Regards To Hookup and Power Output. So all can be used County wide "all For I and I For all"

AFTER ACTION REVIEW QUESTIONNAIRE



Agency/Commission: Coons Run PSA

Project/Event: Emergency response to storm-related state of emergency

Date of Review: 7-24-12

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

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
Lorrie Kesting	Field Manager	Stayed in system to activate pumps and monitor tank levels
Donna Gronau	Board Chairperson	Called field manager out On call basis or
Robert Orsburn	Board Member	Contact person

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

The Board Chairperson called Field Manager out to monitor system. I kept in touch with both Board members. Other water boards were called that supply us water to see if their supply was sufficient. Down lines were reported to power company. Also reported to Fire Department water levels were too low to use for emergency use, structure fire etc. could only be used in life or death situation.

What went well and why?

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

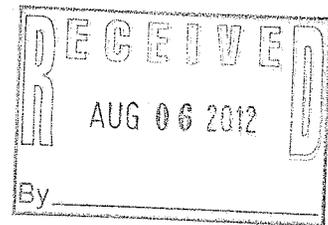
SUCSESSES	HOW TO ENSURE SUCCESS IN THE FUTURE
Notified BPH	
Notified OEHHS	
Notified PSC	
Checked tank levels	
Reported information quickly	
Stayed on call until system was returned to power.	

What can be improved and how?

(What could have been done better? What can your agency/commission 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
Purchase a generator	
More communication between systems	

AFTER ACTION REVIEW QUESTIONNAIRE



Agency/Commission: CLAYWOOD PARK P.S.D

Project/Event: Emergency response to storm-related state of emergency

Date of Review: 7-30-12

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

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
SHAYNE BRABHAM	ASST MANAGER	DIRECT EFFORTS OF WORKERS
DOUG DUVALI	FIELD OPERATIONS	PERFORM DUTIES AS RELATED TO POWER OUTAGE
CHAD CANFIELD	FIELD OPERATIONS	"
BRANDON FIGCK	FIELD OPERATIONS	"
JOHN SAMMS	WASTE WATER CHIEF OP	"

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

OPERATE & MAINTAIN EMERGENCY POWER EQUIPMENT FOR WATER & WASTE WATER SYSTEM.

AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: Crum Public Service District

Project/Event: Emergency response to storm-related state of emergency

Date of Review: 7/31/12

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

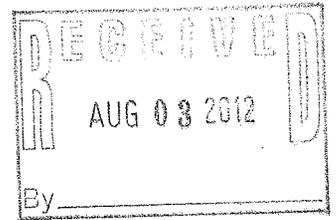
Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
Jesse Allen Jr.	Field Supervisor	Directed Maintenance Personnel
Yvonne Nichols	Office Manager	Directed Office Personnel

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

We worked 24 hours a day to secure potable water to all our serving area. We stayed in constant contact with the West Virginia State Health Department. They called at anytime, cell phones and office numbers. We were in contact with the electric company and all vendors that maybe needed.

It was the same for the office. We had drinking water brought to the district and a water buffalo on standby. We worked without electricity in order to take care of our customers.



ATER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: Elkins Road PSD
Project/Event: Emergency response to storm-related state of emergency
Date of Review: 27-Jul-12

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

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
Alan Westfall	System Operator	Controlled/Coordinated
Carey Wagner	Board of Director, Chair/Treasurer	Assisted with phone calls. Tracking of Coordination. Delivered some water. Checked on Customers in a low pressure area multiple times.
Office Staff	Office Manager Billing Clerk	Opened office with out electric on a limited bases to be an "open door" if customers had questions, concerns, problems.

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

As the area's Public Service District Water Utility the role we had in responding to this emergency was trying to continue to provide safe potable drinking water to our customers until other services could be repaired. This task required clearing access roads, attaining generators to run our pumps, keeping a close eye on tank footages by manually taking pressure readings, updating various agencies on system status, and sampling when time allowed.

What went well and why?

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

SUCSESSES	HOW TO ENSURE SUCCESS IN THE FUTURE
Our tanks never went empty.	Making sure we have a plan and plenty of numbers to call.
We were ready for generators when they were available.	Be a first responder. Clearing access roads the first night had us ready for help when it arrived.
Our affiliated people worked well together to get things done.	We need to always take pride in our system. A structured plan of help needs wrote-up.
Gaining more trust of our customers.	Continue to work hard to provide the best service we can no matter under any condition.
Staff was dedicated.	Have locked fuel caps; chains and lock to lock down portable generators
	Better communication to our customers to help prevent false rumors.

What can be improved and how?

(What could have been done better? What can your agency/commission 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
Having a Plan B and a Plan C in place.	Developing an emergency response plan using the lessons we learned.
Having things thought out to know what others can do to help.	Emergency Response Plan
Knowing exactly which entities need updates on status reports.	Emergency Response Plan
Keeping water to the Stanleys.	We know what we need and have cable to wire up a generator now.
Knowing the level on Waugaman Tank that some customers closest to tank will lose water.	Survey customers; calculation checks.
Communication to our customers	Develop a plan with the County to make calls or reverse 911.
Teach/Provide information to customers regarding what to do in an emergency.	Mailing; Teach a class at local elementary schools to students.

AFTER ACTION REVIEW QUESTIONNAIRE

RECEIVED
JUL 26 2012
By _____

Agency/Commission: Friendly PSD

Project/Event: Emergency response to storm-related state of emergency

Date of Review: 7/24/12

RECEIVED
JUL 27 2012
GENERAL COUNCIL

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

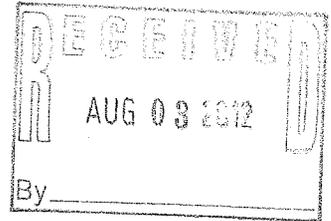
Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
R. Patterson	Manager	manage Facility

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

Worked with Emergency Management Services to obtain generators in order keep supplies of water to our customers. Also sewage service was provided during power outage.

AFTER ACTION REVIEW QUESTIONNAIRE



Agency/Commission: Gauley River Public Service District

Project/Event: Emergency response to storm-related state of emergency

Date of Review: 7/24/12

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

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
Juanita Phillips	Office Manager	Point of Contact

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

With all the power out, tried to keep water in tanks. Contacted Fayette County OES for help in obtaining generators for all pump stations and getting bottled water for customers when the tanks were empty. Worked with FEMA and National Guard for locations and installation of generators.

What went well and why?

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

SUCCESES	HOW TO ENSURE SUCCESS IN THE FUTURE
Generators were delivered and installed by the WV National Guards and FEMA.	Make sure everyone understands their roll in what needs to be done and everyone understands your needs and how your system works.

What can be improved and how?

(What could have been done better? What can your agency/commission 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
Contact OES as soon as problem arrises. Make everyone aware of how your system works and what your needs are.	Fayette County OES implement automated calling system. Even though water, ice and food was available, most residents were not aware of the fact. LISTEN to what people are telling you.

AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: Gauley River Public Service District

Project/Event: Emergency response to storm-related state of emergency

Date of Review: 7/30/12

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

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
James McGraw	Field Manager	Keep pumps running

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

Keep pumps running, check tank levels, help FEMA & National Guard with generators.

AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: Gilmer Co. PSD.

Project/Event: Emergency response to storm-related state of emergency

Date of Review: 7-26-12

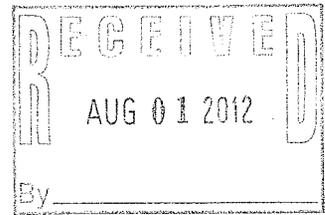
In responding to the following questions, please use additional sheets as necessary.

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
Martin Hess	Chief Operator	operations/supervisory
Chad Drennon	Field Tec.	Operations
John Moore	Field Tec.	Operations
Brenda Lawson	General Manager	IN Charge
Matt Lamp	WV Rural Water	Find a generator for us to use

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

The Gilmer Co. PSD worked to keep the water systems up and running without power with Back up generator. Worked with Matt Lamp with WV Rural water to find the generator to keep the systems up and running. All water companies should be a member of the WV Rural water they are a big help when things go bad



AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: Green Valley-Glenwood PSD

Project/Event: Emergency response to storm-related state of emergency

Date of Review: 7-25-2012

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

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
Marty Mariotti	GENERAL MANAGER	MANAGE District Operations

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

The Green Valley-Glenwood PSD provides water/sewer service to an estimated 4,000 customers. We continued to monitor remote boosters & tank sites throughout the crisis to provide service as long as possible.

What went well and why?

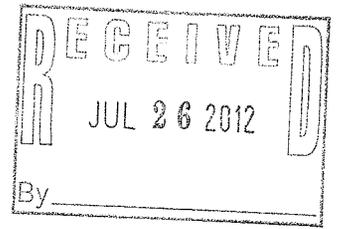
(What were the successful steps taken towards achieving your objective?)

SUCCESSSES	HOW TO ENSURE SUCCESS IN THE FUTURE
was able to Route water from other locations when needed	work to require adequate back up power for each location. permanent or portable power can be used.

What can be improved and how?

(What could have been done better? What can your agency/commission 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
Obtain Power as quick as possible for plants? Remote sites	Seek funding to obtain supplemental power

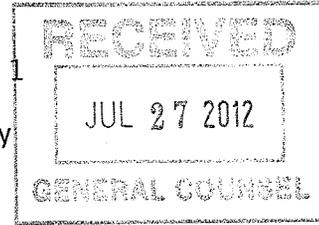


AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: Greenbrier Public Service District No. 1

Project/Event: Emergency response to storm-related state of emergency

Date of Review: 7/24/12



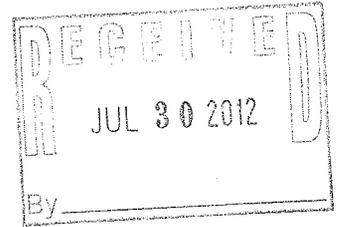
In responding to the following questions, please use additional sheets as necessary.

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
Lisa D. Bennett	General Manager	

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

Ensured the District's 25 sewage pump stations stayed on-line and no over flows occurred.



AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: Hammond Public Service Dist.

Project/Event: Emergency response to storm-related state of emergency

Date of Review: 7/5 to 7/6 - 2012

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

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
Bob Saolee	Crew. MGR	Helped to LAY 600' of Fire Hose
CURT OSSMAN	Operator	to connect with wellsburg water
FRANK ANICOUGH	MAINTANCE	
Sam MAZZONE	Operator	

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

All employees had to lay 600' of Fire hose to Wellsburg Water to provide water to Hammond P.S.D. Customers

What went well and why?

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

SUCCESES	HOW TO ENSURE SUCCESS IN THE FUTURE
WAS ABLE TO PROVIDE WATER TO IT CUSTOMERS	MAKE A PHYSICAL Tie-End TO EACH WATER CO. -

What can be improved and how?

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

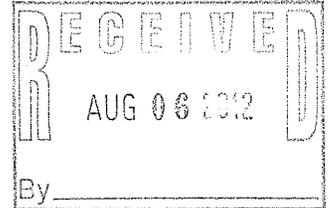
WHAT CAN BE IMPROVED	RECOMMENDATIONS
Back-up water	Help support the 3 system Emergency tie-End that we are trying to fund.
HAVE THE UTILITY CO. BE FIRST priority on Restoring power to their plants	PASS A LAW REQUIRING WATER AND SEWER PLANTS HAVE FIRST priority when Restoring Power when there are outages

Putnam Public Service District

Post Office Box 860 • Scott Depot, West Virginia 25560-0860
Phone: (304) 757-6551 • Fax: (304) 757-6558



August 3, 2012



Mr. Peter Markham
General Counsel
Office of Governor Earl Ray Tomblin
1900 Kanawha Boulevard, East
Charleston, WV 25305

Re: After Action Review Questionnaire

Dear Mr. Markham:

I would like to extend my gratitude to Governor Tomblin, Becky Neal, and yourself for taking the time to hold stakeholders meetings with those of us who were hit so hard by the derecho.

In addition to filling out the questionnaire, I took the liberty to add some of my own thoughts on how West Virginia State Government can improve as well.

Again, thank you for the opportunity to participate and please feel free to contact me should you require any additional information.

Sincerely,

A handwritten signature in cursive script that reads "Michael W. McNulty".

Michael W. McNulty
General Manager

/mm
Enclosure

AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: Putnam Public Service District

Project/Event: Emergency response to storm-related state of emergency

Date of Review: 7/25/2012

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

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
Mike McNulty	General Manager	Coordinator/Response Activity Spokesperson
Donnie Turner	Superintendent	Damage Assessment & Response Activity
Tom Forth	Foreman	Damage Assessment & Response Activity
Chad Bowles	Foreman	Damage Assessment & Response Activity
David Mercer	Superintendent	Support Role
John Inghram	Superintendent	Damage Assessment & Support Role

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

Putnam PSD objective was ensuring that our water treatment / distribution system and sewer treatment / collection system remained in operation. PPSD customer base includes (1) hospital, several nursing homes, AEP's John Amos power plant, schools, businesses, and residential customers. PPSD has approximately 12,000 water and/or sewer connections. We did not lose water service and we were able to maintain sewer service to the vast majority of our customers. Some of our customers are provided sewer service with an individual grinder pump. Therefore, we were unable to go to all of the individual homes and connect a generator to energize the pump.

What went well and why?

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

SUCSESSES	HOW TO ENSURE SUCCESS IN THE FUTURE
Damage assessment and recovery efforts started after storm passed.	Continue to educate staff on comprehending and abiding to emergency response plans.
Stationary generators came on line and operated as planned.	Continue to expend the dollars necessary to keep generators running at peak performance.
Well trained, conscientious, and dedicated staff.	Continue to employ a well educated staff.

What can be improved and how?

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

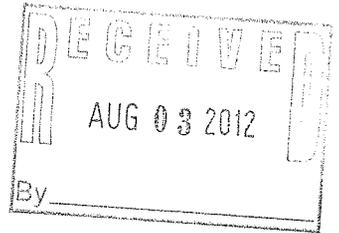
WHAT CAN BE IMPROVED	RECOMMENDATIONS
Fuel distribution	Purchase additional stationary fuel tank and an additional mobile fuel tank.
Communication equipment. Lost 2-way radio communication and land lines.	???

What can be improved and how?

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

- The West Virginia Department of Health and Human Resources, Bureau for Public Health has a wealth of information for the implementation of connecting generators to water treatment plants and pumping stations. Expand on this program to include sewage treatment plants and lift stations.
- The WV Infrastructure and Jobs Development Council created a GIS mapping system for all of the water and sewer utilities in the State of WV. Utilize this mapping system and add the generator data from DHHR for the creation of a state wide emergency response map. This mapping system can and should be used for determining how water systems can be interconnected to supply water service to one another in times of an emergency. Sewer system generator data can be added as well.
- The regulatory and financing functions for West Virginia's water and sewer utilities are housed in several different state agencies which include the WV DHHR; Bureau for Public Health, WV Department of Environmental Protection, Public Service Commission of WV, WV Infrastructure and Jobs Development Council and the WV Water Development Authority. I would like to suggest that a study be undertaken for the feasibility of consolidating these various functions under one or two agencies and eliminate redundancy and maximize efficiency.
- Require all water and sewer utilities to evaluate the cost of installing stationary generators at their water and sewer treatment facilities. Additionally, evaluate the installation of generators or auxiliary powered pumps at water booster stations and sewage lift stations. Require the above mentioned agencies to work with each utility to determine how the purchase and installation of generators can be financed and paid for if loans are necessary. How can we cut through the "red tape" and expedite this program to avoid problems in the future?
- Ensure that water and sewer utilities have access to gasoline and diesel fuel. Must be recognized as being a priority in order to keep potable water service and sewer service in operation.

AFTER ACTION REVIEW QUESTIONNAIRE



Agency/Commission: RALPH COUNTY PSD P.O. Box 1286
 224 E MAIN ST.
 SOPHIA WV 25921

Project/Event: Emergency response to storm-related state of emergency

Date of Review: 8/11/12

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

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
Barry Clyburn	Gen Mgr	
George Dolinger	Field Super	

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

Our role was to ensure water customers continued to have service even without power to operate water pumping stations. Some customers continued to have service because they were not supplied through a pumping station. Others lost service at different times because they were supplied through a pumping station. We operate nine different water systems all over the county.

What went well and why?

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

SUCCESSSES	HOW TO ENSURE SUCCESS IN THE FUTURE
Generators were obtained from the National Guard and we borrowed one from another PSD in county	Since the storm, a quote to purchase enough generators (3) to operate our systems was obtained. The quote was from from Kawatana Elec. and was for \$195,389. It is a GSA price. Unless funding can be obtained, generators will have to be obtained from the National Guard.

What can be improved and how?

(What could have been done better? What can your agency/commission 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
1) We did not respond quickly enough. Our water supply in many areas failed because of no power and our storage capacity in some systems is not large enough.	We will develop a disaster response plan for quicker response with a detailed plan of action.

AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: Northern Jackson Co PSD

Project/Event: Emergency response to storm-related state of emergency

Date of Review: July 24, 2012

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

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
Randal Angus	Class I Operator (water)	Field Contact
Deb Smith	Admin. Asst (Acting Mgr)	Office Contact

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

In order to provide water service and wastewater service to our customers, we monitored water tanks and lift stations manually due to the lack of power and phone service. Our various tank, boosters and lift stations were reported to the power/phone companies and we repeatedly tried to contact a live person (especially Power Co.) to explain our situation, but failed. We were contacting septic tank contractors for lift station pumping to remove wastewater. We tried to explain to power company field personnel that service line to main pumping booster was broken by a fallen tree and that power was on to area surrounding pump station. Later, when we were aware the Office of Emergency Services could be contacted for help, we requested they help with contacting the power companies for help with priority status and to obtain a generator for pumping to our water tanks. Eventually the power was restored to our main pump station and to the wastewater lift stations but our outlying water tanks were getting to a critical low and the local fire departments were notified that they could not hook to our hydrants. On July 3, we received a generator from the WV Army National Guard but it would not run and possibly damaged some equipment in our booster. On July 4 we received a second generator from the WVANG, and with the help of an electrician, were able to temporarily repair the booster to be able to pump water to two water tanks. Then a third tank was pumped to. The generator was pulled to the various boosters and pumped

What went well and why?

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

SUCSESSES	HOW TO ENSURE SUCCESS IN THE FUTURE
Power restored to main pumping station	Utilities be given priority and the ability to contact a live person.
Office of Emergency located a generator	PSD purchase own generator
Phone/telemetry partially restored	?

What can be improved and how?

(What could have been done better? What can your agency/commission 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
All personnel have knowledge of contact information	Local OES offices supply info.
Power and Phone companies give number of live monitored contact	PSC issue
PSD's share equipment when at a critically low stage if possible.	Board of Director's and County Commissioners issue.