

October 8, 2012

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

**Re: After Action Review  
June 29-30, 2012 Dorecho**

Dear Ms Neal:

We received (on July 23, 2012) a message from the WV Rural Water Association requesting submission of the subject After Action Review (AAR).

We appreciate the opportunity to provide this information, and we apologize for our late response, which is entirely our own responsibility. The WV Rural Water Association even reminded us shortly after their initial delivery of this request, and we simply did not take the time to reply until now.

The WV Rural Water Association provides many great services to the water and sewer utilities of our state, and we are pleased that you have appropriately chosen them as a conduit for this AAR exercise.

We hope that our comments will be helpful to both you and to the WV Rural Water Association.

Respectfully,

**MORGANTOWN UTILITY BOARD**



Timothy L. Ball, P.E.  
General Manager

cc: Debbie Britt, Executive Director - WVRWA

## Tim Ball

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**From:** Debbie Britt [debbiebritt@wvrrwa.org]  
**Sent:** Monday, July 23, 2012 4:49 PM  
**To:** 'Alan Haught'; 'Bonnie Serrett'; 'Curtis Keller'; 'Doug Schafer'; 'Dreama Hammonds'; 'George Sparks'; 'James Kelsh'; 'Jane Lew PSD'; 'Janie Witt'; 'Janna Lowery'; 'Jefferson County PSD'; 'Jim Anderson'; 'Jim Johnson'; 'Jody Derrickson (Greater Harrison)'; 'Joe Crickenberger'; 'Keyser'; 'Kingwood Water'; 'Lamar Godbey'; 'Lavalette PSD'; 'Leadsville PSD'; 'Lechliter'; 'Lew Baker'; 'Lewisburg, City of'; 'Logan County PSD'; 'Logan, City of'; 'Lubeck PSD'; 'Malden PSD'; 'Mannington, City of'; 'Marlinton, Town of'; 'Mary Hutson'; 'Mason Co. PSD'; 'Mason, Town of'; 'Matt Lamp'; 'McDowell County PSD'; 'McMechen Water'; 'Middlebourne, Town of'; 'Midland PSD'; 'Mike Dill'; 'Mike Hersman'; 'Milton Municipal Utilities Commission'; 'Moorefield, Town of'; 'Tim Ball'; 'Doug Smith'; 'Moundsville Water'; 'Moundsville Water 2'; 'Mount Hope, City of'; 'Mt. Hope Water Assn.'; 'Mt. Top PSD'; 'Mt. Zion'; 'Nancy Taylor'; 'Nettie Leivasy PSD'; 'New Creek PSD'; 'New Cumberland, City of'; 'New Martinsville, City of'; 'North Beckley PSD'; 'Northern Jackson Co. PSD'; 'Northfork Municipal'; 'Norton Harding Jimtown PSD'; 'Nutterfort, Town of'; 'Oakland PSD'; 'Oceana Municipal Water/Sewer Board'; 'Page Kincaid PSD'; 'Parsons, City of'; 'Pendleton Co. PSD'; 'Petersburg Water Plant'; 'Philippi Water Works'; 'Philippi, City of'; 'Pineville Municipal Water'; 'Pleasant Valley PSD'; 'Poca sanitary'; 'Poca Sanitary Board'; 'Pocahontas County PSD'; 'Point Pleasant, City of'; 'Pratt'; 'Preston County PSD #4'; 'Putnam PSD'; 'Queen Shoals PSD'; 'Raleigh Co. PSD'; 'Ranson, City of'; 'Ravenscliff-McGraw'; 'Red Sulphur PSD'; 'Reedy, Town of'; 'Richwood Water'; 'Ridgeley Water'; 'Ripley Water Works'; 'Robert Kimble'; 'Robert Pingley (Elkins)'; 'Romney, City of'; 'Ronceverte Water'; 'Rt. #16 Water Corporation'; 'Rupert Water Dept.'; 'Salem, City of'; 'Scotts Run PSD'; 'Shepherdstown'; 'Shinnston, City of'; 'Sistersville, City of'; 'Spencer, City of'; 'St. Marys, City of'; 'Star City, Town of'; 'Steve Collins'; 'Steve Sanders'; 'Stonewood, City of'; 'Sugar Creek PSD'; 'Summit Park PSD'; 'Sun Valley PSD'; 'Teresa Miller'; 'Thomas, City of'; 'Tom Brown'; 'Tomlinson PSD'; 'Town of Winfield'; 'Triadelphia Water & Sewer'; 'Tri-County Water Assoc.'; 'Tunnelton Municipal'; 'USDA'; 'Valley Grove Water'; 'Village of Beech Bottom'; 'Village of Bethlehem'; 'Virginia McDonald'; 'Wardensville Water'; 'Warm Springs PSD'; 'Wayne Oates'; 'Weirton Sanitary Board'; 'Welch, City of'; 'Wellsburg, City of'; 'West Milford Water'; 'Weston Sanitary Bd.'; 'Weston WWTP'; 'Westover, City of'; 'Wetzel County PSD #1'; 'White Sulphur Springs'; 'Wilderness PSD'; 'Williamstown, Town of'; 'Woods Homeowners Assoc.'

**Subject:** After Action Review Questionnaire  
**Attachments:** After Action Review Questionnaire.pdf

## WVRWA E-Brief Message July 23, 2012

Please respond to the attached request no later than August 3, 2012.

On July 11, 2012, Governor Tomblin requested an After Action Review ("Review") of West Virginia's emergency response to the recent severe storms that left an estimated 688,000 homes and businesses without power. The Review will highlight the many ways in which our state agencies, county and local emergency management offices, utility companies, volunteer organizations, the West Virginia National Guard, and other entities responded to the statewide state of emergency. The Review will also assess how we can improve our emergency response systems.

Please fill out the attached questionnaire and return it to:

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

**Debbie Britt**  
**WVWRA Executive Director**  
**800-339-4513 office**  
**304-553-5069 cell**  
**304-201-1694 fax**

**AFTER ACTION REVIEW QUESTIONNAIRE**

Agency/Commission: MORGANTOWN UTILITY BOARD

Project/Event: Emergency response to storm-related state of emergency JUNE 29-30, 2012

Date of Review: SUBMITTED OCT 8, 2012

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

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
TIMOTHY L. BALL	GENERAL MANAGER	EXECUTIVE OVERSIGHT

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

MUB WAS FORTUNATELY UNAFFECTED BY THE STORM. OUR STAFF REMAINED IN STAND BY MODE, BUT WAS NOT ACTIVATED.

WE WERE NEGATIVELY IMPACTED BY THE STATEWIDE BOIL WATER ADVISORY ISSUED BY OUR STATE GOVERNMENT. THE ADVISORY CAUSED AUDIABLE CONFUSION AND CONCERN AMONG OUR CUSTOMERS, AND THUS HAD THE POTENTIAL NEGATIVE EFFECT OF ERODING CUSTOMER CONFIDENCE WHEN HIGH CONFIDENCE WAS DESERVED.

WE URGE THE STATE TO BE MORE JUDICIOUS WITH ITS MESSAGING, AND TO TARGET IT MORE PRECISELY AND MORE APPROPRIATELY.



AFTER ACTION REVIEW QUESTIONNAIRE

Agency/Commission: PEIA

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

Prepared by: TEO CHETHAM Date of Review: 7/23/12

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

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.

WE KEPT SKELETON CREW TO ASSIST PEOPLE WITH ACQUIRING MEDICATIONS, ETC.

