

Water Systems - Emergency Response Plans – FAQ

Q: What is an Emergency Response Plan (ERP)?

A: An ERP is a plan that provides a set of actions to address emergencies within a water system. ERPs are intended to lessen the impact of emergencies which could affect the delivery of water within specific water system or water service areas.

Q: What is the purpose of an ERP?

A: The purpose of an ERP is to outline the procedures required to address an emergency involving the source, transmission, treatment, storage, or distribution components of a specific water system.

Q: What do ERPs contain?

A: ERPs contain:

- Details of all of the water systems and critical components within those systems
- A list of all of the hazards and associated risks to the water systems
- Emergency contacts and phone numbers
- Alternative water supply options for each water system
- Emergency response procedures for specific emergencies
- Media and public notification procedures

Q: What are the specific emergencies that ERPs address?

A: ERPs address:

- Contamination of a water source
- Contamination of water storage reservoirs
- Structural collapse of a tank/reservoir
- Spill containment
- Power failure
- Equipment failure
- Watermain rupture
- Flood conditions
- Backflow and back siphon
- Loss of access to critical water system components

Q: How are ERPs used?

A: ERPs are used in the event of an emergency within a water system and the ERP document is readily available to trained water system operators.

ERPs provide the operator with the necessary actions to be taken during specific emergencies and following an emergency.

One of the most critical actions involves notification to the Drinking Water Officer at the Vancouver Coastal Health Authority.

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Q: How are emergencies within a water system addressed?

A: In the event of an emergency, trained SCRD water operators will take all necessary steps to ensuring that the infrastructure required to maintain water quality and quantity objectives are impacted as minimally as possible.

An action to address an emergency can be as simple as temporarily decommissioning a specific component of a water system without affecting water servicing or can be as severe as taking an entire system off line until the issues have been resolved.

In the event that water customers experience a sudden change to their water servicing (e.g. your water stops running), notifications to area residents will be made through the appropriate communication channels as identified in the ERPs.

List of all SCRD water systems

Regional Water Systems

- Granthams Landing
- Langdale
- Soames
- Chapman Creek
- Eastbourne

Pender Harbour Water Systems

- South Pender Harbour (Madeira Park)
- North Pender Harbour (Garden Bay)
- Katherine Lake
- Egmont
- Cove Cay