



Hadleigh Woods Community Water System EPA # 2542160

Emergency Plan Guide

January 2017

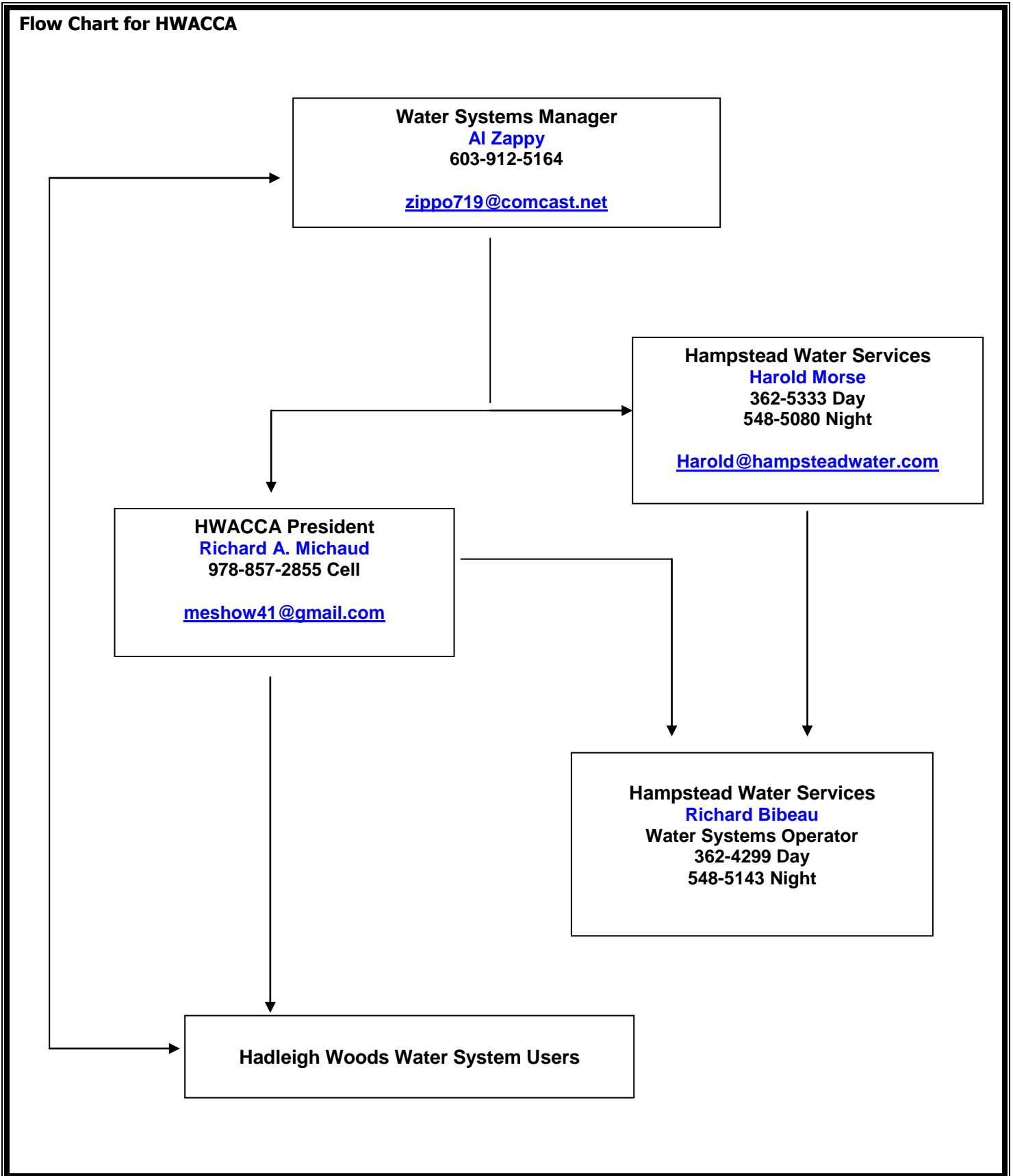
**Hadleigh Woods Adult Community Condominium Association
19B Hadleigh Road
Windham, New Hampshire 03087-1351**

Section 1. System Identification

System EPA Number	2542160	
System Name	Hadleigh Woods (HWACCA)	
System Address	19B Hadleigh Road	
Town	Windham, NH 03087-1351	
Source ID/Type/Description/Well Yield	001/BRW/475' SW of pump house	20 gpm
Source ID/Type/Description/Well Yield	002/BRW/460' SW of pump house	20 gpm
Source ID/Type/Description/Well Yield	003/BRW/NE of pump house adjacent to 27 Flat Rock Road	20 gpm
Population Served/# Service Connections	124 # of people	62 # of connections
System Owner	Richard A. Michaud HWACCA President	meshow41@gmail.com 978-857-2855
Name, Title, E-mail and Phone Number of person responsible for maintaining this emergency plan.	Al Zappy HWACCA Water Systems Manager	Zippo719@comcast.net 603-912-5164

Section 2. Chain-of-Command

Flow Chart for HWACCA



Chain-of-Command Responsibilities

HWACCA President

- 1. Overall responsibility for managing a water emergency at HWACCA.**
- 2. Immediately notify the Vice President, Maintenance Supervisor and Water System Operator of the existence of a water emergency.**
- 3. If necessary, immediately notify local and state emergency agencies, such as police, fire, ambulance, health, and DES Drinking Water and Groundwater Bureau.**
- 4. Be available as contact person for local and state emergency agencies.**
- 5. Instruct the Maintenance Supervisor to implement the service/repair notification procedures.**
- 6. If necessary, instruct the Vice President to implement system user notification procedures, boil order procedures, alternate water procedures, and/or water use restrictions.**
- 7. Update and maintain the HWACCA Emergency Plan.**

HWACCA Vice President

- 1. Implement and oversee system user notification procedure.**
- 2. Implement unique system user notification procedure.**
- 3. Implement notification of abutting public water system.**
- 4. If necessary, represent the system as spokesperson to all outside parties including the media.**
- 5. Be responsible for and maintain up-to-date notification lists and notification tree contacts.**
- 6. If necessary, oversee and implement boil order and alternate water procedures plus water use restrictions.**

Hampstead Water Services - Water System Operator

- 1. Be available as necessary to provide hands-on knowledge of system components.**
- 2. Be available as necessary to provide specialized repair of system components such as pumps, water treatment devices and valves. (Note: Not all small system operators have this expertise – check with your operator and if you need to, look into other specialists to contact in emergency situations)**
- 3. Be available as necessary to take water samples and to transport them to a certified laboratory for analyses.**
- 4. Oversee and coordinate the return to normal operation.**

HWACCA – Water Systems Manager

- 1. Make available and coordinate use of system equipment such as keys, maps, tools, spare parts, vehicles, and backhoe during an emergency.**
- 2. Oversee service/repair efforts.**
- 3. As necessary assist Water System Operator with return to normal operation procedures.**

HWACCA Water System Users

- 1. Immediately notify the HWACCA President of the presence of a water emergency.**

Section 3. Notification Procedures

Water System Users

The Hadleigh Woods President is responsible for implementing notification to the water system users. Hadleigh Woods has 62 service connections, or one connection per household. Notification will be accomplished through utilization of a "telephone" and "email" tree. According to prior arrangement, the Hadleigh Woods President will notify all households by e-mail and twelve specified households by phone. Those twelve households will in turn notify a pre-set list of other households using telephone until all 62 households have been notified. Each household will be responsible for notifying all other people who reside in that home. For households that cannot be reached by phone, a notice will be posted on their door no more than 2 hours after notification begins. The Hadleigh Woods main E-mail system and website will also be updated with pertinent information. Notices will also be posted in common areas of Hadleigh Woods including the pump house and mailboxes.

Service/Repair

Hampstead Water Services Inc. (HAWSCO) is responsible for implementing notification to service/repair contractors. A list of service/repair contractors and phone numbers is part of this emergency plan. The Hampstead Water System Operator will use this list to telephone appropriate contractors. If necessary, the Hampstead Water Systems Operator will assist. Hampstead Water Services Inc. is responsible for maintaining an up-to-date service/repair contractor list.

Local and State Agencies

Hadleigh Woods & Hampstead Water Services Inc. is responsible for implementing notification to local and state agencies. A list of local and state agencies is part of this emergency plan. Hadleigh Woods & Hampstead Water Services will use this list to telephone appropriate agencies. If necessary, the Hampstead Water Services Operator will assist. The Hadleigh Woods & Hampstead Water Services Inc. is responsible for maintaining an up-to-date local and state notification list.

Abutting Public Water Systems

There are no nearby water systems that should be contacted in case of an emergency.

Local Notification List

FIRE (day) 911 434-4907	FIRE (night) 911 434-4907
POLICE (day) 911 434-5577	POLICE (night) 911 434-5577
Ambulance service (day) 911	Ambulance service (night) 911
Local Emergency Management Office (day) 911 437-6718	Local Emergency Management Office (night) 911 437-6718
Local Health Officer (day)	Local Health Officer (night)
Local Newspaper (day)	Local Newspaper (night)
City/Town Officials (day)	City/Town Officials (night)
Local Radio Station (day)	Local Radio Station (night)
Power Company (day) Nationalgrid 800-322-3223	Power Company (night) Nationalgrid 800-322-3223
Neighboring Water System (day)	Neighboring Water System (night)
Other Lewis Companies 603-886-4985 R.E. Prescott 800-479-4320	Other Lewis Companies 603-886-4985 R.E. Prescott 800-479-4320

State Notification List

State Police	1-800-852-3411
Drinking Water and Groundwater Bureau	271-2513 or 271-3503
Bureau of Emergency Management	271-2231 or 1-800-852-3792
Health and Human Services	271-4496

Service/Repair Notification List*

Electrician (day) Hampstead Water – Richard Bibeau 603-548-5143	Electrician (night) Hampstead Water – Richard Bibeau 603-548-5143
Plumber (day) Hampstead Water – Richard Bibeau 603-362-4299	Plumber (night) Hampstead Water – Richard Bibeau 603-548-5143
Pump Specialist (day) R.E. Prescott Company 800-479-4320	Pump Specialist (night) R.E. Prescott Company 800-479-4320
Soil Excavator (day) Tate Bros. Paving 603-882-0527	Soil Excavator (night) Tate Bros. Paving 603-882-0527
Hydrogeologic Consultant (day)	Hydrogeologic Consultant (night)
Emergency Response Consultant (day)	Emergency Response Consultant (night)
Equipment Rental (day) Southworth Milton 603-746-4671	Equipment Rental (night) Southworth Milton 603-746-4671
Laboratory (day)	Laboratory (night)
Water transport Fortin Pool Water 603-622-6566	Water transport Fortin Pool Water 603-622-6566
Water transport Wendell's Pool Water 603-432-7150	Water transport Wendell's Pool Water 603-432-7150

Section 3B. Critical Users

At the present time the Hadleigh Woods CWS does not have a water system user who requires potable water for medical reasons. In the case that a unique water user situation arises, there is a 24-hour telephone number that can be called. 1-800-553-5191. A 24-hour duty person from Hampstead Water Services Inc. (HAWSCO) will be dispatched.

Section 4. System Components

System Equipment

1. **Bedrock well #001 – 475 feet southwest of pump house – 28,800 gallons per day maximum 24-hour production.**
2. **Bedrock well #002 – 460 feet southwest of pump house – 28,800 gallons per day maximum 24-hour production.**
3. **Bedrock well #003 -**
4. **Single well control Pump house and storage facility on the east side of Hadleigh Road.**
5. **One – 25,000-gallon concrete atmospheric storage tank equipped with a capped and fill pipe connection inside the pump house.**
6. **Two 7.5 hp VFD controlled pumps (80 gpm at 180' TDH) operate continuously to maintain system pressure.**
7. **Water Treatment Unit (Cationic) for removal of Hardness and Manganese.**
8. **One - backup generator in the pump house to maintain the system during any power failure.**
9. **One spare 7.5 hp VFD control pump.**

System Plan

System Plan

The Hadleigh Woods CWS distribution system starts at the pump house and extends to dead ends on Hadleigh Road and Flat Rock Road. There are 4 – 1-inch flushing points located at the intersection of Hadleigh Road and Flat Rock Road and near the ends of the distribution main. The attached plans show the primary distribution lines and the shutoff valves that can isolate each leg. The pump house also contains manual and electronic controls for shutting off the well.

System Design

What is the total production capacity of this system?	57,600	gallons per day
What is the total storage capacity of this system?	25,000	gallons
What is the average daily demand of this system?	18,600	gallons per day
What is the maximum daily demand of this system?	37,000 (est.)	gallons per day
Divide total storage capacity by average daily demand.	1.3	days

Section 5. Alternate Water Source

Hadleigh Woods CWS will utilize bulk truck water delivery to provide drinking water during a prolonged emergency. Fortin Pool Water and Wendell's Pool Water indicated that they would deliver bulk water to us in approximately 6 - 8 hours under normal driving conditions. Deliveries will be in 6,000-gallon increments with a maximum of 2 trucks delivering in tandem. The phone numbers of the water haulers are in the service/repair notification list. If necessary, Hadleigh Woods CWS will provide bottled water to any system customer with special needs on a priority basis.

Section 5B. Interconnections with Adjacent Water Systems

There are no water systems located adjacent to the Hadleigh Woods CWS.

Section 5C. New Source / Reactivation

Hadleigh Woods CWS presently has three wells.

Section 6. Alternate Power Supply

The Hadleigh Woods CWS has one standby generator with ATS (LPG) 45 KW/200A located inside the pump house. The generator can run the pumps and treatment system for both wells for an unlimited amount of time. The generator is maintained and tested periodically.

Section 7. Water Use Restrictions

Hadleigh Woods CWS will implement the following water conservation measures as necessary in the event of a water system emergency:

- 1. Watering gardens, lawns and other landscaped areas will be restricted at a minimum or banned entirely.**
- 2. Washing cars, trucks, boats, RVs, etc., will be restricted at a minimum or banned entirely.**
- 3. Using water from a hose to rinse or clean sidewalks, driveways, decks, etc. will be restricted at a minimum or banned entirely.**
- 4. Residents will be required to follow indoor water use restrictions adopted from DES Fact Sheet WD-DWEB-26-2 that lists water efficiency practices for indoor domestic water use.**
- 5. In a prolonged or dire emergency requiring reliance on bulk water, rationing will be implemented.**

If an emergency necessitates shutting down one of our wells, the excess capacity in the remaining well will be used to supply our system. Similarly, with both wells operational our excess capacity allows us to meet average daily demand while absorbing significant reduction in pumping volumes. Despite our excess capacity, Hadleigh Woods CWS will implement at its discretion water conservation measures during an emergency. If an emergency necessitates shutting down both production wells, bulk water haulers will be used to supply the system. The HWACCA President and Hampstead Water Services (HAWSCO) will decide whether measures 1 through 3 will be restrictions or bans. System demand at Hadleigh Woods CWS is greatest in the summer months. Consequently, we estimate that if an emergency occurs in the summer, by implementing measures 1 through 3 as bans, average daily summer demand would immediately be reduced. Additional demand reductions would be achieved by implementing step 4. Water conservation options are more limited during a winter emergency although this is balanced by the lower overall daily demand. In the event of a severe emergency necessitating the use of bulk truck delivery of water, measures 1 through 4 will be instituted as bans, and measure 5 will be put into effect. If that happens, measure 5 will supersede measure 4. Rationing per household will be computed to reduce our daily demand to less than 6,000 gallons (average truckload of water). Rationing per household will be computed to reduce daily demand to less than 12,000 gallons (2 loads of hauled per day). At that rate, when full our storage capacity would provide for over nearly 2 days of consumption. The Hadleigh Woods CWS encourages the use of water conservation practices at all times.

The Hadleigh Woods Association President under instruction by the Hampstead Water Services will implement water conservation notification at Hadleigh Woods CWS. If necessary, the CWS Water System Manager will assist the HWACCA President. HWACCA President will use the same telephone/email tree and notice posting system described in Section 3 to implement and cancel water conservation measures.

Section 8. Return to Normal Operation

The decision when to return to normal system operation will be made by the HWACCA President and Hampstead Water Services. The President will make this decision with input from the DES if contamination is the cause of the emergency event. Hampstead Water Services will have the responsibility of overseeing the return to normal operation of the system components. Hampstead Water Services will do any additional water sampling that may be necessary to assess system conditions before returning to normal operation. All water system users will be notified using the same telephone/email tree and notice posting system described in Section 3 when the system has been returned to normal operation.

Section 10. Plan Readiness and Training

Include a list of people that have a copy of the plan, plan locations, a schedule for rehearsals and a plan for discarding outdated plans. You should also include any special certifications/training that system staff has such as National Incident Management System (NIMS) or Incident Command System (ICS) training.

Plan readiness ensures that the plan is always functional and available for use on very short notice. At a minimum, all key people must know where to quickly find the plan and be familiar with their roles. Each key person should have a copy of each updated plan. Other pertinent places to store up-to-date plans include system offices and pumphouses. An important issue for systems is to make sure that each successive governing board be briefed on all aspects of the plan. Emergency plans are required for all community water systems, so it is simply good common sense that the people responsible for using and maintaining the plan be aware of it, understand it, and know the requirements they need to meet. A system should designate a person responsible for updating the plan.

Hadleigh Woods CWS has taken the following steps to ensure plan readiness:

1. Each person listed on our chain-of-command will keep an updated copy of the plan in their residence.
2. The HWACCCA President will update the plan as necessary but at a minimum annually.
3. A copy of our most recent plan will be kept in the Hadleigh Woods pump house.
4. A copy of our most recent plan will be kept at Hampstead Water Systems Inc. office in Atkinson, NH.
5. A copy of our most recent plan will be published on our website at www.hadleighwoods.com.
6. The cover of our plan is brightly colored to make it easy to find.
7. An article about our plan will be placed in our newsletter so all our customers know it exists.
8. In all cases, earlier plans will be discarded after receipt of a newer plan.
9. Hadleigh Woods CWS and Hampstead Water Services will rehearse the plan once every 2 years.

Section 11. Signatures

The owner and operator of the system must sign and date below.

Other system representatives who assisted in the completion of this plan are recommended to sign and date below. The signatures attest that all information provided is true and accurate and that both the owner and primary operator have read and understand this plan.

<i>Richard A. Michaud</i> HWACCA President System representative signature/title	Date 1/1/2019
<i>Al Zappu</i> HWACCA Water System Manager System representative signature/title	Date 1/1/2019