



**UTILITY SERVICES
DEPARTMENT**

Integrated Emergency & Drought Response Plan 2012



Town of Queen Creek Drinking Water System

PWS #AZ0407033

**TOWN OF QUEEN CREEK WATER
INTEGRATED EMERGENCY AND
DROUGHT RESPONSE PLAN
JANUARY 2012**

TOWN OF QUEEN CREEK WATER
Emergency and Drought Response Plan
RECORD OF UPDATES

Change Number	Date of Change	Change Made By
All Updated	02/28/2007	Greg Homol
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**TOWN OF QUEEN CREEK WATER
EMERGENCY AND DROUGHT
RESPONSE PLAN**

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Town of Queen Creek Water
Emergency and Drought
Response Plan

1.0 INTRODUCTION

The Emergency and Drought Response Plan (EDRP) serves as a guide to direct, control, coordinate, and manage response to both emergency and drought situations. The primary objectives of the EDRP are to:

- Ensure that the adverse effects of security-related and natural disasters are minimized.
- Maintain continuity of water service to customers.

The EDRP will serve as a reference manual, and provides:

- Identification of roles and responsibilities of the utility staff in responding to catastrophic emergencies.
- Directory of agencies, personnel and emergency resources.
- Guidelines on response actions to be taken for specific disasters,

The operation of Town of Queen Creek Water will be subject to a variety of natural and man-made disasters. Town of Queen Creek Water Department (TOQCWD) has primary responsibility for emergency actions related to its services, and will commit all available resources to minimize adverse impacts of the disaster and to maintain continuity of the water service to customers.

Security-related emergencies may occur at any time with little warning. In most cases, outside assistance would likely be available in large-scale disasters. In some instances, however, outside help may not be immediate. It is essential for TOQCWD to plan and carry out emergency response and short-term recovery operations on an independent basis.

In the event of an attack by Weapons of Mass Destruction (nuclear, chemical or biological), response from TOQCWD may be delayed and assistance from outside agencies may not be available during the immediate post-attack period. Residents in TOQCWD's service area need to be self-sufficient for the first 72 hours of such a disaster.

For the EDRP to be effective, the plan should be regularly updated, and TOQCWD staff members should be trained on a periodic basis.

2.0 DESCRIPTION OF WATER SYSTEM

TOQCWD is a publicly owned water utility responsible for water services in the community of Queen Creek, Arizona. TOQCWD is regulated by federal, state and county agencies. The Utility Services Director is responsible for the overall management of the water system. The Field Operations Superintendents report to the Utility Services Director, and are responsible for the day-to-day operation of the water system.

3.0 EMERGENCY CATEGORIES

Emergencies will be classified into the following four categories:

Normal Operations/Minor Emergencies:

- Applies to a situation in which the emergency is minor or routine, and the required responses do not extend beyond the resources of TOQCWD.
- Examples: minor main break resulting from construction work on the street, SCADA alarm from faulty instrument, etc.

Level 1:

- Applies to a situation where (i) a major emergency may be forthcoming, requiring the assembly of key TOQCWD decision makers and operational personnel to assess and monitor the situation, or (ii) a minor or moderate incident where TOQCWD resources are adequate and available to handle the situation. The Town's EOC Emergency Operations Section will be activated. The full Emergency Operations Center (EOC) will not be formally activated.

Examples: Storm warning that can cause power loss and/ or flash flood, temporary loss of a water source, initial stage of a potential/suspected water quality concern, etc.

Level 2:

- Applies to a moderate to severe incident where full resources of TOQCWD, augmented by external resources (e.g., fire, police, public health, County and State agencies, etc.), are required for appropriate response.
- A "Local Emergency" will be declared. The Town's Coordination Group (Operations, Planning, Logistics, and Finance/ Administrative Sections) will be activated on a partial or full activation basis. In addition, the Joint Information Center (JIC) will also be established to interact with the media and better communicate instructions to the public.

Examples: Contamination is imminent or has occurred, loss of water supply to a significant portion of service area due to failure of critical assets, etc.

Level 3:

- Applies to the most serious situation, especially involving the community at large and extensive state and/or federal resources are required. The broadest resources available (County/State and Federal) will be applied to the problem.
- The Town will issue an Emergency declaration as outlined in the Town's Emergency Operation Plan (EOP). The Town EOC will be fully activated.

Examples: Water contamination that has serious health consequences, or has caused illness, failure/loss of multiple facilities resulting in prolonged disruption of water supply to significant portion of service area, etc.

Declaring an emergency will require the following authority:

Normal Operations/Minor Emergencies:

- No declaration required

Level 1:

- The decision to issue a Level 1 emergency condition should be made by TOQCWD Utility Services Director. In the absence of the Utility Services Director, the decision should be made in the order of Field Operations Superintendent and Water Repair and Inspection Supervisor.

Level 2:

- The TOQCWD Utility Services Director will decide if the emergency qualifies as Level 2. If so, he will contact the Town Emergency Manager to request the activation of the Town EOC. In the absence of the Utility Services Director, the decision should be made in the order of Field Operations Superintendent and Water Repair and Inspection Supervisor.

Level 3:

- The State Governor will declare a state of emergency, based on requests from the Town Emergency Services.

The following coordination will be undertaken during emergency operations:

Normal Operations/Minor Emergencies:

- None

Levels 1, 2, and 3 Emergency Conditions:

- Depending on the real or anticipated seriousness of the emergency, the Utility Services Director (or designee) may assemble the following key personnel to monitor the situation:
 - TOQCWD staff
 - Key staff from Town and County agencies (Fire, Police, Public Works, Public Health, etc.)
- Utility Services Director will decide if the situation warrants notifying the following entities:
 - Media
 - Customers
 - FBI
 - Maricopa County Environmental Services Department
 - Arizona Department of Environmental Quality (ADEQ)
 - USEPA-Region 9
 - Neighboring utilities
 - Others

The Town's Emergency Management Overhead Team will assemble at the Town's Emergency Operations Center (EOC), which is located at the Municipal Services Building (22358 South Ellsworth Road, Queen Creek).

4.0 ACTIVATION, NOTIFICATION, AND MOBILIZATION

When the Utility Services Director, or designee, perceives that an emergency of at least Alert Level exists (see Section 3.0 for definition), he may commence an emergency activation procedure. The activation procedure can be used to accomplish one or more of the following objectives:

- Confirm existence of an emergency
- Determine level of emergency
- Provide for immediate response
- Manage the crisis
- Provide for recovery

The Utility Services Director, or designee, may seek assistance from one or more of the following key personnel/organizational units:

- TOQCWD staff (Fire, Police, Public Works, Public Information Officer (PIO))
- Town/ County/ State agencies

- Federal agencies
- Neighboring communities

The Utility Services Director, or designee, along with the Town Manager is responsible for making decisions on both internal and external notifications (who and when). This includes:

- News media
- Citizens/customers
- Customer protection (Boil Water Alert, etc.)
- Water Use Guidelines (Conservation Notices)

Dispatching appropriate personnel and resources into the field to perform response activities is a critical element. The anticipated required resources will be "mobilized" by either placing them on alert, or moving them to a location of anticipated needs, in this case, the resources may be "staged" in a location near their anticipated needs.

Appendix A includes emergency contact information that will be useful to TOQCWD in responding to emergencies.

TOQCWD will periodically inventory and inspect all parts on hand to insure that the parts required by TOQCWD are still being stocked locally. Should any essential part no longer be available within 8 hours, the part will be ordered and stored at the Town Corporation Yard, except when it is unreasonable to do so (places an undue financial burden on TOQCWD or storage facilities are inadequate for proper care and protection).

5.0 INCIDENT MANAGEMENT - A GENERAL RESPONSE PLAN

Incident management facilitates actions that reduce the impact of incidents and potential incidents. It describes how the TOQCWD will respond and provides a process and guideline for effective, rapid communications amongst the chain-of-command and principal managers charged with managing, controlling and minimizing the impact(s) of an emergency event.

Steps to be taken under incident management includes:

- Assessing the situation
- Operational decisions
- Resource management
- Damage assessment
- Recovery/restoration
- Deactivation
- Post-incident review

These steps are described below.

Step 1: Assessing the Situation:

The first step in incident management is a comprehensive assessment of the situation by management and technical experts. This assessment will drive the subsequent actions that are required to respond effectively. The Assessment Team will consist of staff from TOQCWD and will consider the following elements of the emergency:

- Reported description of the incident.
- Preliminary damage estimation, if available.
- Worst probable outcome of the incident.
- Sensitivity of the operations at the site.
- Historical events or issues that might be related to the incident or site.
- Anticipated or actual media involvement.
- Potential impact on the community and customers.
- Potential impact on environmental/public health.
- Potential exposure and/or injury to community.
- Potential to disrupt public activity,
- Anticipated need for outside assistance.

Step 2: Operational Decisions:

- Make a decision on status of water system or the impacted facility - remain open or partial/full shut down.
- Arrange for alternative water supplies if contamination is involved:
 - Confirm agent(s) or material(s) used.
 - Estimate on plume arrival and concentration.
 - Evaluate impact on the system.
- Identify service area(s) impacted,
- Select appropriate response.
- Notify customers and other public constituents.
- Obtain mutual and/or regional support.

Appendix B provides the Emergency Operations Plan for responding to specific emergencies.

Step 3: Resource Management:

Staff members may be assigned to the Coordination Group's Planning and/ or Logistics Sections to manage the Town's resources in support of restoring the Town's water supply. This person may also be responsible for tracking costs and making available the finance required to provide response to an emergency event. A designated person assigned to the Finance/Administrative Section will coordinate insurance issues during emergency operations.

Step 4: Damage Assessment:

This step involves identifying, quantifying and estimating damage to the water utility infrastructure as a result of a security disaster.

Step 5: Recovery/Restoration:

Once the incident is under control, the incident management team should consider water system recovery and restoration activities. Depending on the nature and extent of the damage, the team will evaluate recovery and restoration options using both internal and external resources. External resources may include state HAZMAT teams, state health laboratories and vendors (chemical suppliers, laboratories, debris management contractors, etc). The team will evaluate the need for internal and external agency approvals before the affected system components can be brought back on-line. These may include County Health Department, ADEQ and/or USEPA.

Step 6: Deactivation:

The Town's Emergency Management team will generally deactivate only after completion of the following milestones:

- Decisions and guidelines have been developed for all issues identified within the respective response teams.
- Long-term consequences have been addressed and a plan for mitigating the consequences has been developed.
- A final briefing has been received and the team members concur on the decision to deactivate.

Step 7: Post-Incident Review:

The designated person will conduct an initial evaluation of the emergency condition and TOQCWD's response to it, within 30 days of deactivating the Town's EOC. The evaluation will be reviewed by management staff and those involved in emergency response. Discussions will be aimed at identifying methods that will ensure greater preparedness and more efficient response action if another event should occur. An After-Action Report will be prepared which will summarize the discussions and may have mitigation recommendations for better response in the future.

6.0 PLAN MAINTENANCE AND TRAINING

The Utility Services Director, or designee, is responsible for the annual update of the EDRP. The EDRP should be updated sooner than once a year if one or more of the following events occur:

- Changes in staff roster, notification list, emergency resources, etc.
- Following vulnerability assessments (which should be conducted when there are substantial changes to the water system and/or known risks).
- Post-incident, incorporating the recommendations of the After-Action Report.
- Post-exercise, incorporating recommendations identified through tabletop and/or full-scale emergency exercise.

TOQCWD will hold a training refresher course every year for the people that will be involved in implementing this plan.

**APPENDIX A
TOWN OF QUEEN CREEK WATER
EMERGENCY RESPONSE PLAN**

CONTACT LIST

WATER DIVISION

TOQCWD Emergency Line:		(480) 303-1172
Utility Services Director:	Paul T. Gardner	(480) 797-3892
Certified Operator/ Field Operations Superintendent:	Greg Homol	(480) 797-2991
Field Operations Superintendent:	Mike Johnson	(480) 797-3894
Utility Services Coordinator:	Rey Miranda	(480) 797-3893
Repair Crew & Inspection Supervisor:	Kenny Secrist	(480) 226-1414
Irrigation Coordinator:	Ronnie Mejia	(602) 721-6693
TOQCWD Office:		(480) 358-3450

UTILITIES

SRP		(602) 236-8811
Southwest Gas		1 (800) 722 4277
Century Link/ Qwest		(480) 964-7282 or
Century Link/ Qwest		(602) 216-2554
Arizona BlueStake		(602) 263-1100
TOQCWD Internal Bluestaking	Derrick Kirkpatrick	(480) 442-0099
TOQCWD Internal Bluestaking	Raul Miranda	(480) 226-1413

TESTING

Test America	Kylie Emily	(602) 659-7622
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WELL PUMP REPAIR

Weber Pump	Fred Tregaskes	(480) 961-1141
Navajo Pump	Dion Waddell	(602) 725-0501
Navajo Pump	Office	(623) 979-2324

ELECTRICAL CONTRACTOR

Horine Electric	Dave Horine cell	(602) 757-7002
Horine Electric	Dave Horine office	(602) 855-5771

LINE AND MISC. PARTS

HD Supply Waterworks	Robert/Mesa Office	(602) 502-9642
Dana Kepner	Matt Roeder	(602) 255-0234
Fullerform	George Ivill	(623) 680-9990

EQUIPMENT RENTAL

Empire Equipment		(480) 633-4900
Sunstate Equipment	Office	(602) 275-0601
Sunstate Equipment	Emergency	(602) 390-3473
RSC	Office	(602) 892-0033
RSC	Emergency	(602) 540-3122

WATER HAULERS

Rio Verde		(602) 228-5547
Jim's Water Hauling		(480) 969-1882

MISCELLANEOUS

AZ Department of Environment Quality	John Calkins	(602) 771-7626
Maricopa County Environmental Svcs. Dept.	Korissa Entringer	(602) 506-6935
Chandler Heights Citrus Irrigation District		(480) 988-2731
H2O Water Inc.		(480) 491-6971
Johnson Utilities		(480) 987-9870
Sunrise Engineering		(480) 768-8600

LIST OF CRITICAL/ NON-CRITICAL CUSTOMERS

The Utility Services Department will utilize the Auto-dialer system to call all affected customers, both critical (consists of schools, hospitals, etc.) as well as non-critical (consists of businesses and residents) from our iNhance billing and work order software.

MEDIA CONTACTS

Arizona Republic	(602) 444-8000
East Valley Tribune	(480) 898-6500
Channel 3 KTVK	(602) 207-3333
Channel 5 KPHO	(602) 264-1000
Channel 8 KAET	(602) 496-8888
Channel 10 KUTP	(602) 257-1234
Channel 12 KPNX	(602) 257-1212
Channel 15 KNXV	(602) 273-1500

APPENDIX B
TOWN OF QUEEN CREEK WATER
EMERGENCY OPERATIONS PLAN

1.0 Loss of A Source of Water Supply

- In the event that the two largest EPDS' #1 and #5 go off-line, TOQCWD will immediately contact the contractor and supplier listed to implement repair procedures within 24 hours.
- If the TOQCWD determines that the alternate well supply and storage availability cannot adequately supply that season's average daily usage for 48 hours, TOQCWD will restrict all commercial/ agricultural customers to water needed for the safe minimal maintenance of their facilities until repairs have been completed ("emergency conservation methods").

2.0 Loss of Supply Due to Major Component Failure

- Upon identification of a component failure, TOQCWD will immediately contact its suppliers and implement repairs/ replacement. In the event the component cannot be repaired/ replaced within 24 hours, emergency conservation measures will be implemented and water transported from another unaffected part of the water system to supply customers if necessary.
- Should any specific area of the system be without water for more than 8 hours, residential users may be supplied water for use under strict conservation by one or both of the commercial hauling companies listed in Appendix A, or bottled water may be supplied.
- TOQCWD has drawings and maps in the office and at their engineering firm indicating all pipes and their size, valve locations, blow-off assemblies, and fire hydrants.
- TOQCWD has trained all field personnel on system features. Updates or the addition of new features to the system are recorded in the iWater computer mapping program to assist personnel in the operation of the system.

3.0 Damage to Power Supply Equipment and Power Loss

- In the event TOQCWD power supply equipment is damaged or fails, immediate repairs will be implemented and completed within 24 hours.
- In the event of power failure, TOQCWD will notify Salt River Project.
- TOQCWD has established an 8 hour supply of water at gravity flow and will implement emergency conservation methods if necessary. TOQCWD has determined that standby generator is not necessary at this time due to storage and flow capacity.

In the event power cannot be re-established within 48 hours, the TOQCWD will:

- Contact Salt River Project to arrange for service. Each EPDS is fed by a separate circuit in the Queen Creek area.
- Make arrangements for the lease of a backup generator, to be installed by the TOQCWD's field personnel or by the TOQCWD's electrical contractor.

4.0 Contamination of Distribution System Due to Backflow

- TOQCWD has implemented a backflow protection program in accordance with RI 8-4-232.
- In the event that contamination is identified, the contaminated area will be isolated, the customers notified by telephone or written notice with the location of a temporary water source, and the TOQCWD will proceed with pressure chlorination of that area. After disinfection and flushing, operator to show that the contamination is cleared.
- If a faulty backflow prevention device is found, customer will be notified by telephone or written notice and given 24 hours to implement repairs and provide written test results to the TOQCWD. If this is not done, service will be disconnected.
- If at any time a situation is identified which may pose an immediate danger to the safety of the public water supply, the service at that point in the system will be shut down until level of danger is identified and repairs completed to the TOQCWD's satisfaction.

5.0 Breaks in Transmission or Distribution Lines

- Any water line breaks will be identified, isolated, and repaired by the TOQCWD within 24 hours. TOQCWD will keep a minimal amount of pipe and repair parts in stock, and will contact suppliers immediately if additional parts are necessary. If, due to equipment failure or other reasons, TOQCWD is unable to make repairs, a contractor will be contacted to make repairs within 24 hours. Once repairs are completed, the isolated section of line will be chlorinated, flushed, and test samples taken by the TOQCWD's operator.
- TOQCWD shall regularly inspect, clean, and test all valves in the system, at a minimum of once every three years for each valve. All valve maintenance operation parameters will be logged in the iWater computer mapping program for the water system.

6.0 Chemical or Microbiological Contamination of Water Supply

- TOQCWD has on staff four Grade Four, four Grade Two, and three Grade One certified water operators for Water Distribution.
- In the event contamination of the water supply is identified, the contamination shall be isolated, chlorinated by TOQCWD's operator, flushed and tested. Additional random tests will be completed at various locations in the system to determine the extent of the contamination. After disinfection, chlorination residuals will meet with the specifications of the Arizona Department of Environmental Quality.
- TOQCWD has taken reasonable security measures at each tank and well site to deter accidental or deliberate contamination within the site. Should any indications of tampering or vandalism be discovered at any TOQCWD facility, the Maricopa County Sheriff's Office will be contacted immediately. Should a tank or well site be the source of contamination, the site will be shut down, the Maricopa County Sheriff's Office will immediately be contacted to begin investigations, and the Arizona Department of Environmental Quality will be notified. Contamination cleanup will be conducted by the TOQCWD's operator upon release by the Sheriff's Office. Tests will be randomly conducted throughout the system to insure water quality.

APPENDIX C
TOWN OF QUEEN CREEK WATER
DROUGHT RESPONSE PLAN

1.0 Stage 1 Exists When:

TOQCWD is able to maintain water storage and production capacity for that season to meet average peak daily water demands in the system at 100 percent and there are no known problems with its well production or water storage in the system.

- Restrictions: Under Stage 1, TOQCWD is deemed to be operating normally and no restrictions/ curtailment is necessary.
- Notice Requirements: Under Stage 1, no notice is necessary.

2.0 Stage 2 Exists When:

- TOQCWD's water storage and well production has been less than 80 percent of capacity for that season to meet average peak daily water demands for at least 48 consecutive hours, and
- TOQCWD has identified issues such as steadily declining water table, increased draw down threatening pump operations, or poor water production, creating a reasonable belief that TOQCWD will be unable to meet anticipated water demand on a sustained basis.
- Restrictions: Under Stage 2, TOQCWD may request the customers to voluntarily employ water conservation measures to reduce water consumption by approximately 50 percent. Outside watering should be limited to essential water, dividing outside watering on some uniform basis (such as even and odd days) and eliminating outside watering on weekends and holidays.
- Notice Requirements: Under Stage 2, TOQCWD is required to notify customers by Auto-dialer calling system, by delivering written notice door to door at each service address, or by United States first class mail to the billing address or, at TOQCWD's option, all three. Such notice shall notify the customers of the general nature of the problem and the need to conserve water.

3.0 Stage 3 Exists When:

- TOQCWD's total water storage and well production has been less than 50 percent of capacity for that season to meet average peak daily water demands for at least 24 consecutive hours, and
- TOQCWD has identified issues such as steadily declining water table, increased draw down threatening pump operations, or poor water production, creating a reasonable belief that TOQCWD will be unable to meet anticipated water demand on a sustained basis.
- Restrictions: Under Stage 3, TOQCWD shall request the customers to voluntarily employ water conservation measures to reduce daily water consumption by approximately 50 percent. ALL outside watering should be eliminated, except livestock, and indoor water conservation techniques should be employed whenever possible.

- Notice Requirements:

1. Under Stage 3, TOQCWD is required to notify customers by Auto-dialer calling system, by delivering written notice door to door at each service address, or by United States first class mail to the billing address or, at TOQCWD's option, all three. Such notice shall notify the customers of the general nature of the problem and the need to conserve water.
2. Beginning with Stage 3, TOQCWD shall post at least 20 signs showing the curtailment stage. Signs shall be posted at noticeable locations, such as the well sites and at entrances to major subdivisions served by TOQCWD.
3. TOQCWD shall notify Maricopa County Environmental Services Department (MCESD) and the Arizona Department of Environmental Quality (ADEQ) at least 12 hours prior to entering Stage 3.

Once Stage 3 has been reached, TOQCWD must begin to augment the supply of water by either hauling or through an emergency interconnect with an approved water supply in an attempt to maintain the curtailment at a level no higher than Stage 3 until a permanent solution has been implemented.

4.0 Stage 4 Exists When:

- A. TOQCWD's total water storage and well production has been less than 25 percent of capacity for that season to meet average peak daily water demands for at least 12 consecutive hours, and
 - B. TOQCWD has identified issues such as steadily declining water table, increased draw down threatening pump operations, or poor water production, creating a reasonable belief that TOQCWD will be unable to meet anticipated water demand on a sustained basis.
- Restrictions: Under Stage 4, TOQCWD shall inform the customers of a **mandatory** restriction to employ water conservation measures to reduce daily water consumption. Failure to comply will result in customer disconnection. The following uses of water shall be prohibited:
 - Irrigation of outdoor lawns, trees, shrubs, or any plant life is prohibited
 - Washing of any vehicle is prohibited
 - The use of water for dust control or any outdoor cleaning uses are prohibited
 - The use of drip or misting systems of any kind are prohibited
 - The filling of any swimming pool, spa, fountain, or ornamental pool is prohibited
 - Restaurant patrons shall be served water only upon request
 - Any other water intensive activity is prohibited

- Notice Requirements:

1. Under Stage 4, TOQCWD is required to notify customers by Auto-dialer calling system, by delivering written notice door to door at each service address, or by United States first class mail to the billing address or, at TOQCWD's option, all three. Such notice shall notify the customers of the general nature of the problem and the need to conserve water.
2. TOQCWD shall post at least 20 signs showing the curtailment stage. Signs shall be posted at noticeable locations, such as the well sites and at entrances to major subdivisions served by TOQCWD.
3. TOQCWD shall notify Maricopa County Environmental Services Department (MCESD) and the Arizona Department of Environmental Quality (ADEQ) at least 12 hours prior to entering Stage 4.

Customers who fail to comply with the above restrictions will be given a written notice to end all outdoor water use. Failure to comply within two (2) working days of receipt of the notice will result in temporary loss of service until an agreement can be made to end unauthorized use of outdoor water. To restore service, the customer shall be required to pay all authorized reconnection fees. If a customer believes he/ she has been disconnected in error, the customer may contact the Maricopa County Environmental Services Department (MCESD).

Once Stage 4 has been reached, TOQCWD must augment the supply of water by hauling or through an emergency interconnect with an approved water supply or must otherwise provide emergency drinking water for its customers until a permanent solution has been implemented.