



Robin Hood

Water Users' Association

EMERGENCY

RESPONSE

PLAN

**ROBIN HOOD WATER USERS' ASSOCIATION
Robin Hood Park & Estates Water System**

EMERGENCY RESPONSE PLAN

Section 1 – System Information		
System Identification Number	NM3534619	
System Name and Address	Robin Hood Water Users' Association Physical Address 10 Friar Tuck, Mayhill, NM 88339 Mailing Address P.O. Box 812, Cloudcroft, NM 88317-0812	
Directions to the System	From Cloudcroft go east on Hwy 82 to mile marker 25. Turn right into Robin Hood Park & Estates on Robin Hood Road. Go over bridge and turn right onto Friar Tuck. Go west to 10 Friar Tuck. Garbage dumpsters, overflow pond, backhoe garage, well pump house, black water tanks, and equipment/ parts buildings will be on your left.	
Basic Description of System and Facilities	RHWUA is considered a small community water system. The system's primary source of water is Hyatt Spring located on Lincoln National Forest property about 1/2 mile south of Robin Hood Park & Estates subdivision. The system's secondary source is a 439 foot well located within the subdivision at 10 Friar Tuck. The facilities consist of a well pump building, a water treatment/disinfecting station, about 5-6 miles of supply and distribution lines, eight 10,500 gallon water holding tanks, two 5,000 gallon tanks for fire department use, an overflow pond, a Kubota backhoe/loader with garage, and two equipment/parts buildings including two generators for emergency use.	
Location/Towns	About 9 miles east of Cloudcroft New Mexico and 10 miles west of Mayhill, New Mexico on US Hwy 82	
Population Served and Service Connections from NM Environment Department, Drinking Water Bureau, Drinking Water Watch Records.	Population Served 407	Service Connections 158
System Owner	Robin Hood Water Users' Association	
Name, Title, and Phone Number of Persons Responsible for Maintaining and Implementing the Emergency Plan	Steven Brito – Water Master & Operator Cell: 575-921-6095 Parker Cheney – Asst. Water Master Cell: 402-630-5702 Richard Crain – Director Cell: 832-314-5800 Gloria Villaverde – President, Board of Directors Cell: 575-551-1416	

Section 2 – Key Personnel		
Name and Title	Responsibilities During an Emergency	Contact Numbers
<p>Gloria Villaverde President Board of Directors</p> <p>Steven Brito Water System Operator</p>	<p>Responsible for overall management and decision making for the water system through the actions of the Board of Directors. The President is the lead for providing information to the public. All communications to external parties are to be approved by the President.</p> <p>In charge of operating the water system, performing inspections, maintenance and sampling and relaying critical information to regulatory agencies, assessing facilities, and providing guidance and recommendations to the Water Master and Assistant Water Master. The Water System Operator and the Water Master are the leads for managing the emergency.</p>	<p>Cell phone: 575-687-4134</p> <p>Cell phone: 575-921-6095</p>
<p>Steven Brito Water Master</p> <p>Parker Cheney Assistant Water Master</p>	<p>The Water Master and the Water System Operator are the leads for managing the emergency. The Water Master is in charge of monitoring and operating the water treatment and well pump stations, performing system, maintenance, assessing facilities, relaying critical information, and providing recommendations to the Water System Operator.</p> <p>The Assistant Water Master is responsible for providing any assistance the Water Master needs to fulfill his duties during the emergency.</p>	<p>Cell phone: 575-921-6095</p> <p>Cell phone: 402-630-5702</p>
<p>Gloria Villaverde President, Board of Directors</p> <p>Richard Crain Board of Directors</p> <p>Marshall Paul Board of Directors</p> <p>Steph Snedden Vice President, Board of Directors</p>	<p>Primarily responsible for ensuring the Water Master and Assistant Water Master are provided with the appropriate equipment, parts, and supplies necessary for them to perform their duties during the emergency.</p> <p>Conduct inspections and assessments and make recommendations regarding actions that need to be taken during the emergency.</p> <p>Provide assistance to any of the above personnel, and take the lead in notifying RHWUA members regarding the emergency.</p> <p>Provide assistance to any of the above personnel, and assist in notifying RHWUA members regarding the emergency.</p>	<p>Cell phone: 575-551-1416</p> <p>Cell phone: 832-314-5800</p> <p>Cell phone: 806-787-5691</p> <p>Cell phone: 575-921-4235</p>

Potential Events Requiring Emergency Action

Water Supply

- Hyatt Spring
 - No water output
 - Sudden drop in output
- Well System
 - No water, dry
 - Sudden drop in output
 - Well pump or other components failure

Water Quality

- No chlorine residual anywhere in system
- Chlorine residual throughout system is not in desired range of 0.2-0.6
- Chlorine chemical feed pump failure
- On site certified samplers are not available to take and submit required water samples.
- Laboratory results of water samples are out of compliance range
- Hyatt Spring water contamination
- Well water contamination

Water Storage

- Sudden major drop in holding tanks' water level
- Leak in holding tank(s)

Water Distribution

- Major break in water main or secondary water line
- Members have low water pressure or no water

Equipment/Parts/Supplies

- Kubota backhoe/loader breakdown
- Treatment Building or Well System Generator failure
- Suppliers are not able to provide parts or supplies.

Power Outage

- System wide outage
- Well system outage
- Treatment building outage

Fire

- Forest fire threat to Robin Hood Park & Estates
 - Mandatory evacuation of subdivision
- Forest fire in Hyatt Spring area
 - Contamination of water
- Structure fire in water system buildings

Wind

- Tree falls damaging holding tanks and surrounding fence
- Tree falls damaging fence around Hyatt Spring
- Tree falls damaging buildings, carport, Kubota backhoe

Earthquake

- Earthquake causes damage to water system infrastructure

Temperature

- Heavy snow storm preventing access to treatment building, well building, or holding tanks.
- Extreme cold or heat damage
 - Main or secondary water lines frozen.

Vandalism

- Theft or vandalism of RHWUA property or equipment.

Emergency Contacts

Name/Address	Emergency	Non-Emergency
James Canyon Volunteer Fire Department 2346 U.S. Hwy 82 Cloudcroft, New Mexico, 88317	911	575-687-3960
Ambulance Service-James Canyon VFD 2346 U.S. Hwy 82 Cloudcroft, New Mexico, 88317	911	575-687-3960
Otero County Sheriff 3208 North White Sands Boulevard Alamogordo, New Mexico, 88310	911	575-437-2210
Cloudcroft Police Department 201 Burro Avenue Cloudcroft, New Mexico, 88317	911	575-682-2411
New Mexico Game Warden Ben Byrd, Roswell District		575-624-6135
New Mexico Environment Department-Drinking Water Bureau		
Las Cruces 2301 Entrada Del Sol Las Cruces, NM 88001		575-288-2050
Compliance Officer:	Rocio Galvan	505-469-5222
Sampler:	Scott Miller	505-819-7687

Services and Suppliers Contact List

Diagnostic & Technology Center, Inc.
NMED Lab # NM0301
2420-B N. White Sands Blvd., Alamogordo, NM 88310
575-434-4944
Monthly RTCR Sample

Hall Environmental Analysis Laboratory
4901 Hawkins NE Suite D
Albuquerque, NM 87109
Tel. 505-345-397 Fax. 505-345-4107
Website: www.hallenvironmental.com
Annual DBP Stage 2 Samples
Annual Nitrate/Nitrite
Every 3 years: Organics, Fluoride, Metals, Herbicides, Chlorinated Pesticides, Cyanide
Every 3 years: Lead & Copper

Scientific Laboratory Division
1101 Camino de Salud N.E.
Albuquerque, NM 87102
505-383-9000
Well, Spring samples
Gross Alpha, Gross Beta, Ra226, Ra228, Uranium

Otero County Electric Co-op, Inc.
P.O. Box 227
Cloudcroft, NM 88317-0227
Tel. 575-682-2521
Outages: 800-548-4660

CHEMetrics
4295 Catlett Road
Midland, VA 22728
Tel. 540-788-9026 Fax. 540-788-4856

Locke Well & Pump Company
3685 Old Winter Garden Rd.
Orlando, FL 32805
(407) 299 8888 855-796-4552

New Village Hardware
61 Curlew Place
P.O. Box 1966
Cloudcroft, NM 88317
575-682-2849

Services and Suppliers Contact List

Choice Waste Collection, Inc.
P.O. box 621
Alamogordo, NM 88311
choice.waste@gmail.com

Cloudcroft Truck & Auto Parts
P.O. Box 166
Cloudcroft, NM 88317
575-682-6002

Kent Kwik # 581
3500 N Whitesands
Alamogordo, NM

Allsup's #143
10 Curlew Place
Cloudcroft, NM

Batte Enterprises
117 Batte Way
La Luz, NM 88337
575-682-2006 or 575-434-3177

New Mexico One Call, Inc., DBA NM811
1021 Eubank Blvd. NE
Albuquerque, NM 87112
505-260-1165

Remote Wells Solutions, LLC
Mike Lisk
11 Grace Way
Cloudcroft, NM 88317
575-687-2092
mlisk@pvtnetworks.net

New Mexico Rural Water Association
8336 Washington PL. NE
Albuquerque, NM 87113
Tel. 505-884-1031 or 800-819-9893
Fax, 505-884-1032

Staples # 0988
801 White Sands Blvd.
Alamogordo, NM 88310
575-443-8890

The Hartford Company
Workers Compensation claims 800-327-3636

Power Outage—Response Actions

Assessment	The Robin Hood Water Users’ Association is vulnerable to power outages. Past outages have lasted from a few minutes to several days. The Water Master and/or System Operator should assess the situation and decide whether further action is necessary. The RHWUA water system has two generators on standby that are ready for use when there is a power outage. The Otero County Electric Coop. can be contacted to get their estimate of how long the outage will last.
Immediate Actions	If the Water Master and/or System Operator decide additional action needs to be taken, the emergency generators need to be connected and put into operation. The larger generator will be connected at the well housing to provide power to run the well pump. The smaller generator will be connected at the treatment building to provide power to run the chemical feed pump.
Notifications	As soon as possible after the outage is experienced, the Otero County Electric Coop should be notified that the RHWUA water system has no power. No other notifications are necessary. Board members should be prepared to answer questions from patrons regarding what is being done to ensure that an adequate supply of safe drinking water will continue to be provided.
Follow-Up Actions	Treatment Building, Well House, and generator operations should be monitored closely until power is restored. After power is restored, the generators should be turned off and disconnected. Spring output, treatment, storage, and distribution facilities should be checked to make sure operations have returned to normal.

Distribution Line Break—Response Actions

Assessment	The Water Master and System Operator should assess the situation and decide what further action is necessary. In addition to an on-site inspection of the leak resulting from the break, water storage tank levels and well pump operations should be checked to determine the severity of the situation.
Immediate Actions	If the Water Master and System Operator decide additional action needs to be taken immediately that will involve digging, NM 811 (Call Before You Dig) must be notified and an emergency Locate Ticket should be requested. The Water Master will assemble a work crew, and direct the crew to a successful repair of the line break.
Notifications	NM 811 (Call Before You Dig) should be called before repair work has begun, and an appropriate Locate Ticket should be requested. Residents who will be affected by the line break repairs should be notified regarding how long water service to their properties may be interrupted.
Follow-Up Actions	Flushing, disinfection and sampling of water line should be conducted before placing the line back into service. All aspects of water system operations should be checked to make sure operations have returned to normal. Residents may be notified that normal water service to their properties has been restored.

Microbial (coliform, *E. coli*) contamination —Response Actions

Assessment	The System Operator will assess the emergency situation and will determine what additional action needs to be taken to satisfy the requirements of the New Mexico Environment Department-Drinking Water Bureau.
Immediate Actions	The System Operator will conduct required repeat sampling. Disinfect system through storage tanks and flushing system through hydrants as needed. Measure for chlorine residual and re-sample for bacteria.
Notifications	Public notification as required by the New Mexico Environment Department-Drinking Water Bureau and in accordance with the Safe Drinking Water Act.
Follow-Up Actions	As required, notify the New Mexico Environment Department Drinking Water Bureau in accordance with the Safe Drinking Water Act.

Chlorine Treatment Equipment Failure—Response Actions

Assessment	The Water Master and System Operator should assess the situation and decide what further action is necessary. In addition to an on-site inspection of the treatment building and the equipment that failed, a chlorine residual measurement should be taken at the treated water inflow line at the storage tanks to determine the severity of the situation.
Immediate Actions	Wear adequate personal protective equipment. Following appropriate safety protocol, ventilate and clean the treatment building before proceeding with repairs or replacement of equipment. Isolate equipment that failed and repair or replace. Test for chlorine residual at normal sampling points, and at water storage. As indicated by tests, dose water in storage with chlorine, flush system, or both.
Notifications	No notifications required for routine maintenance, repairs, and replacements.
Follow-Up Actions	Resume normal RTCR sampling schedule.

Heavy Snow and Extreme Cold Temperatures—Response Actions

Assessment	During winter months, heavy snow and extremely cold temperatures can make it difficult to access the treatment building, well building, and other system facilities. The Water Master and System Operator should assess the situation to determine what actions need to be taken to restore access to these important facilities.
Immediate Actions	The Water Master, System Operator, some Board members, and other RHWUA members have ATVs, tractors, and other 4WD vehicles that have snow plowing capabilities. Working together, these individuals can plow roads to provide open access to the facilities necessary to maintain a near-normal level of operations.
Notifications	Contact the individuals who are willing to help with the snow removal.
Follow-Up Actions	Continue snow removal activities until they are no longer necessary.

Significant Increase or Decrease in Output from Spring– Response Actions

Assessment	The Robin Hood Water Users’ Association’s primary source of water is Hyatt Spring. The output from the spring is monitored and logged on a daily basis by the Water Master or System Operator. Unusual, significant variations in the output should be investigated and assessed by the Water Master and System Operator. Their assessment should indicate the severity of the situation and whether or not emergency actions are necessary.
Immediate Actions	An initial physical inspection of the spring facilities should be conducted to identify any obvious irregularities. Flow meter measurements should be taken at the spring outflow line, the treatment building, and the inflow line at the water storage tanks. If there is a significant difference between the outflow from the spring and the inflow to the storage tanks, there is some blockage or obstruction in the line between the spring and the storage tanks. An action plan should be developed to clean and clear any obstructions from the spring collection box, valve box, and outflow line. As soon as it is feasible, the action plan should be implemented. Chlorine residual tests should be conducted at the inflow to the storage tanks. As indicated by these tests, the chemical feed pump setting in the treatment building may need to be adjusted to compensate for the increased or decreased water flow produced by the spring.
Notifications	If the change in outflow from the spring is a significant decrease from previous periods, resident members of the RHWUA should be notified and asked to reduce their water consumption.
Follow-Up Actions	The outflow from the spring should be monitored daily. Chlorine residuals should be checked regularly to ensure that the chemical feed pump setting in the treatment building will keep the residuals in the desired range throughout the water system. RHWUA’s secondary source of water, the system’s well, should be prepared for increased use if the subdivision’s demand exceeds the amount of water produced by the spring. RHWUA’s Water Master and System Operator should try to locate an outside individual or company that is experienced in dealing with spring issues.

Significant Increase or Decrease in Output from Well System– Response Actions

Assessment	The Robin Hood Water Users’ Association’s secondary source of water is a well located at 10 Friar Tuck. The output from the well is monitored and logged on a daily basis by the Water Master or System Operator. Unusual, significant variations in the output or operation should be investigated and assessed by the Water Master and System Operator. Their assessment should indicate the severity of the situation and whether or not emergency actions are necessary.
Immediate Actions	An initial physical inspection of the well facilities should be conducted to identify any obvious irregularities. The well pump and motor should produce 16-18 gpm under normal operating conditions. Turn the well off, reset the circuit breakers, and turn the well back on. Check the pressure gage. It should be running with 112 psi. Check the flow meter. It should be producing 16-18 gpm. If there are signs or sounds of pump/motor stress or failure, turn the system off. Contact Mike Lisk at Remote Well Solutions, 575-687-2092, 11 Grace Way, Cloudcroft, NM 88317.

Continuation -Well System– Response Actions

Notifications	If the well is going to be out of service for an extended period of time and the out-flow from Hyatt Spring is not enough to cover the subdivision’s demand, resident members of the RHWUA should be notified and asked to reduce their water consumption until normal operations are restored or additional sources of water are obtained..
Follow-Up Actions	<p>If it is determined the well pump and motor are in good operating condition, but there are problems with the well itself, contact Statewide Drilling, 575-437-8984, Old Mill Rd., Alamogordo, NM 88310. This company has worked on the well in the past</p> <p>When the well system has been restored to normal operations, notify resident members of the RHWUA.</p>

Other Emergencies – General Response Actions

Assessment	The Robin Hood Water Users’ Association’s Water Master and/or System Operator will generally be responsible for assessing the situation and determining what response actions will be required. Other experts or experienced individuals may assist them in completing their assessment.
Immediate Actions	An action plan will be formalized and implemented. The assessment of the severity of the situation will be the basis for determining the specific detailed actions that will be necessary to move from an emergency status back to normal operations. Materials and supplies will be acquired and a work crew will be assembled to perform the specified actions as soon as it is feasible to begin working.
Notifications	Any residents, other individuals, or organizations who may be affected by the emergency should be notified as soon as possible regarding the nature of the emergency, how and how long they may be affected, and when they can expect operations will be restored to normal. Notifications must also be delivered to any local, state, or federal agency in accordance with regulations issued by such agencies relative to the type of emergency encountered.
Follow-Up Actions	Required inspections, monitoring, testing, and sampling should be conducted to ensure all local, state, and federal water quality standards are met and RHWUA has been notified that it is in compliance with these standards. All affected parties can then be notified that water system operations have been restored to normal.