
CITY OF ANAHEIM PUBLIC UTILITIES DEPARTMENT ORDER

513 – EMERGENCY RESPONSE PLAN

I. BACKGROUND

Department Order (DO) 513 establishes the Anaheim Public Utilities Department's (Department) policy related to the development and implementation of the Department Emergency Response Plan (ERP). The ERP provides Department staff vital information and guidance on actions to be taken before, during and after major emergencies and it supplements Citywide efforts to prepare for, and respond to both planned and unplanned events.

II. APPLICABLE LEGAL, REGULATORY AND MUNICIPAL REQUIREMENTS

DO 513 complies with applicable Federal, State, and City laws, regulations and policies regarding emergency response planning, as well as Department Orders and System Orders which include but are not limited to:

- North American Electric Reliability Corporation (NERC) Reliability Standards
- City of Anaheim Municipal Code - Chapter 6.04
- City of Anaheim Emergency Operations Plan
- Utilities Department Order 191 - Media Relations Policy
- Department System Order 238 - Employee Orientation and Employee Exit Procedures
- Department System Order 1511 - Procedures for Disinfection of Potable Water Trailers and Compliance with Water Hauler Regulations
- Department System Order 1514 - Sabotage Recognition and Reporting Procedures
- Department System Order 2519 - Disturbance Reporting Procedures
- Department System Order 3505 - Response Procedures Following a Seismic Event
- Department System Order 7514 - Electric Load Drop Procedure

III. MAJOR ELEMENTS OF THE EMERGENCY RESPONSE PLAN (ERP)

A. Activation

1. The ERP shall be activated by Department staff based on the nature, scope and anticipated duration of an incident. Response to minor incidents or outages which result in service interruptions that are short in duration, fairly concentrated geographically and do not require significant mobilization of resources shall be initiated and coordinated by the on-duty operations and field staff and are not covered under the ERP.
2. Major incidents, including those that may require resources beyond what is immediately available in Anaheim, will result in a higher level of activation as determined by the appropriate Assistant General Manager, or his/her designee. City-wide or regional incidents, including those which may result in the activation of the City Emergency Operations Center will result the activation of the ERP

B. Response and Restoration Priorities

In cooperation with local fire, rescue and law enforcement activities, and to ensure the safe and effective provision of water and electric service to public and private facilities, the ERP establishes priorities for the protection of life and property, service to critical facilities and the continuation of business systems. Further information on restoration priorities is included in the Division level ERPs.

C. Coordination of Resources and Documentation

The level of coordination and documentation needed to support response and recovery activities will be based on the magnitude and scope of an incident. Department staff will monitor the status of critical systems and identify the need for, and coordinate, the response by both internal and external resources including the use of contractors or mutual aid when needed. Information regarding the quantity and type of resources used in response and recovery efforts, including personnel, equipment and materials shall be documented. Where practical, notes and/or photographs shall be taken to describe the damage and repairs.

D. Notifications and Communications

Notifications to the Department chain-of-command shall be based on the nature and severity of the incident and shall follow requirements in the ERP as well as division-level procedures. Notifications with outside regulatory and coordinating agencies shall follow the process and timetables established by those agencies and coordinated closely with Department and City management staff. A listing of critical contacts shall be maintained in the ERP and reviewed annually. Communications with media shall follow Department Order 191 - Media Relations Policy.

E. Training

Emergency preparedness training shall be provided to Department employees based on their assigned duties and responsibilities. Supervisors and managers at all levels of the Department shall ensure that employees in their work unit have the direction and guidance needed to perform critical functions before, during and after major incidents. The ERP shall provide information regarding Department emergency preparedness training programs including the frequency and type of training, required participants and documentation.

1. Annual Department Training Exercise - This training shall address key elements of emergency planning, response and recovery at the Department level and the coordination of effort between divisions.
2. Citywide Emergency Preparedness Training – This training shall help to ensure that members of the Department develop the skills needed to fulfill critical roles defined in the City Emergency Operations Plan.

IV. RESPONSIBILITIES

Department employees have a general responsibility to support the development, maintenance and implementation of the ERP. Individuals assigned to the following positions play a vital role in ensuring that the ERP provides the guidance and information required to manage a major incident. The ERP shall identify other roles and responsibilities assigned to Department staff. Responsibilities set forth in this DO and the ERP may be delegated to others, but the assigned manager/supervisor shall retain responsibility for ensuring compliance.

A. General Manager (or designee)

1. Set strategic goals for the development of the ERP.
2. Review and approve updates to the ERP.
3. Ensure that staff is in compliance with the ERP and participates in annual training.

B. Assistant General Managers (or designee)

1. Coordinate annual review and revision of the ERP with Division’s managers, and approve, as appropriate.
2. Review and approve their Division’s ERP.
3. Designate a Neighborhood Utility Center Coordinator (AGMs Water and Electric Services)
4. Ensure that assigned staff is in compliance with the ERP and participates in required training.

C. Chief Risk Officer (or designee)

1. Ensure that the Department ERP is reviewed annually and updated, as appropriate.
2. Ensure annual training is conducted, as appropriate.
3. Review and approve the Division ERP.
4. Ensure that staff is in compliance with the ERP and participates in required training.

D. NERC Compliance and Emergency Planning Manager (or designee)

1. Coordinate the annual review of the ERP to ensure that it addresses the comprehensive response needs of the Department and supports the City's emergency planning objectives.
2. Ensure that the updated ERP is distributed to the appropriate staff.
3. Ensure that staff is in compliance with the ERP and participates in required training.
4. Maintain the DO to ensure effectiveness and submit revisions for review and approval, as needed.

V. DEPARTMENT ORDER ADMINISTRATION

- A. Administrative Control (Posting and notification) – Administrative Services Manager
- B. Coordination of Updates and Revisions - NERC Compliance and Emergency Planning Manager

VI. REVISION HISTORY

Version	Change	By	Date
0	Original posted version		8.17.2005
1	Major revisions to reflect changes in the organization and staff responsibilities, use of terms, the DO approval process and the creation of Division-level ERPs.	Dennis Schmidt	10.12.2016

Submitted:



Dukku Lee
Public Utilities General Manager

11/7/16

Date

Approved by the Public Utilities Board on

10/26/16

Date