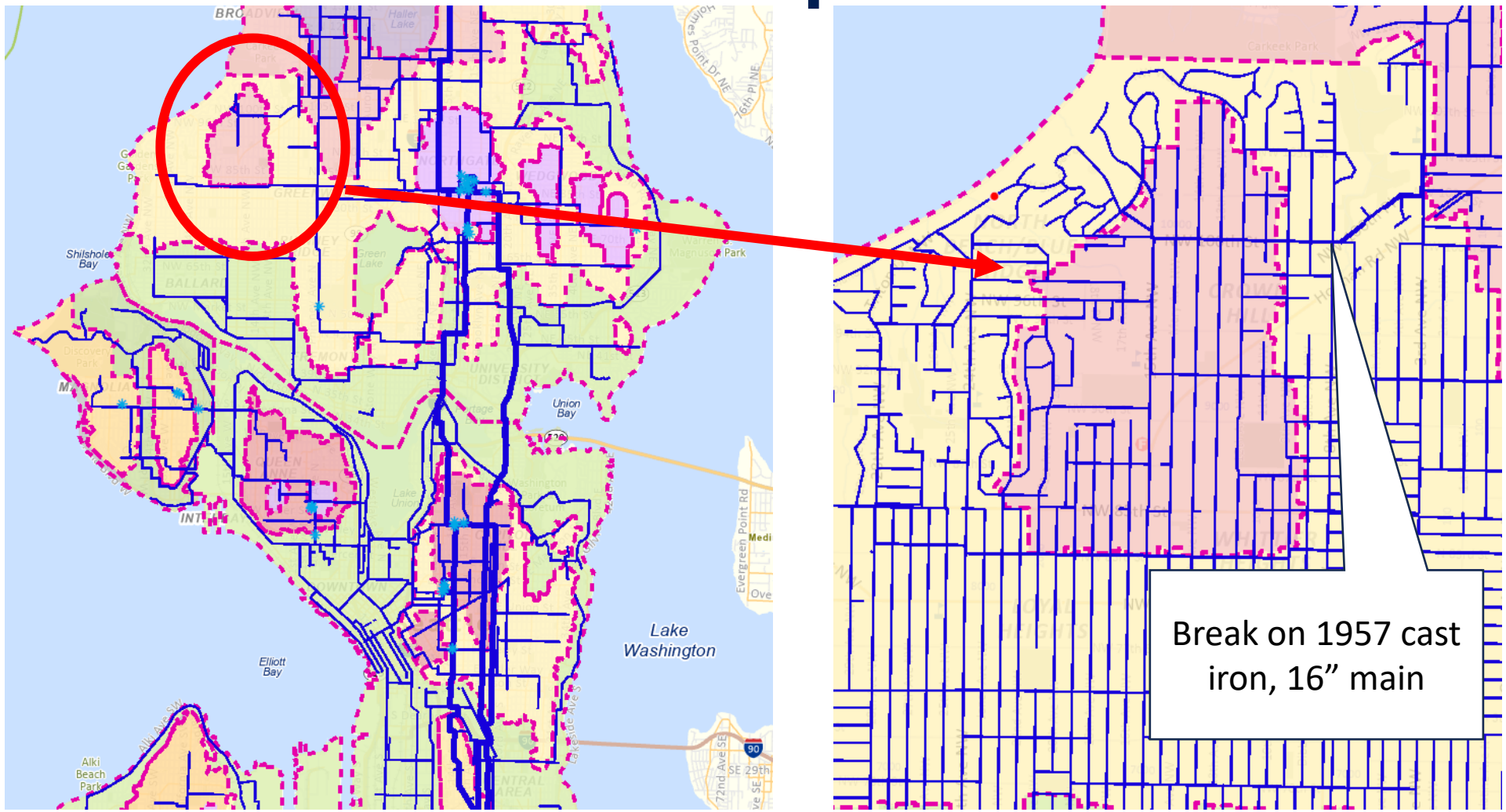
Crown Hill Water Boil Notice: SPU Response to a Large Main Break and Precautionary Boil Notice

PNWS-AWWA

Location–Crown Hill portion of 509 PZ





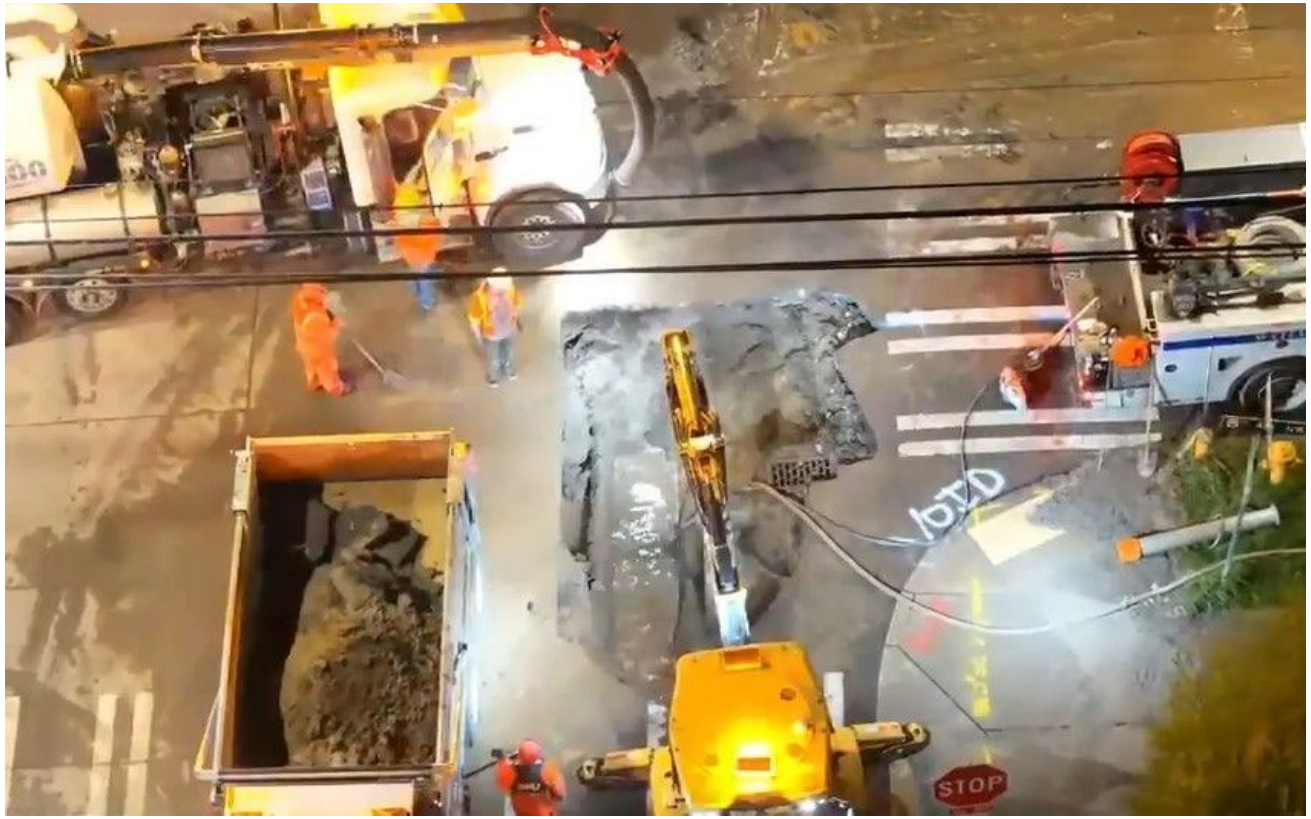
Approximate Timeline

- Wed 4/2
  - 10:30pm leak reported
  - FRC onsite
- Thurs 4/3
  - 12am, standby crew onsite
  - Control center call out pressure loss
  - 2am, locates performed
  - 3am, ICS initiated
  - 6am, ICS meeting
  - 8:30 am, Press Release, SPU Blog, Alert Seattle Boil Notice
  - 9am, ICS meeting
- Thurs 4/3 (continued)
  - 11:30am pipe repaired, begin refill
  - 2pm, ICS meeting. Sample and flushing plan.
  - 4:30pm, zone repressurized
  - 4:30 -7:00pm, 12 locations flushed and sampled
- Friday 4/4
  - 8am ICS meeting
  - 10am MO briefed
  - 3:30pm ICS meeting, 1st round samples negative
- Saturday 4/5
  - 4:45am ICS meeting, 2nd round samples negative
  - 5:00am Boil notice lifted

ICS structure

Incident Commander & Key Personnel

- Incident Commander: Wylie Harper
- Public Information Officer (PIO): Rebekah (relieving Brad Wong)
- Emergency Management Liaison: Chad Beechler
- Control Center Representative: Zach Jones
- Water Quality Lead: Barbara Szczachor
- Operations: Josh Werner & Oscar Del Pozo
- Inspection Lead: Bob Hubbart
- Logistics: Walter Vining



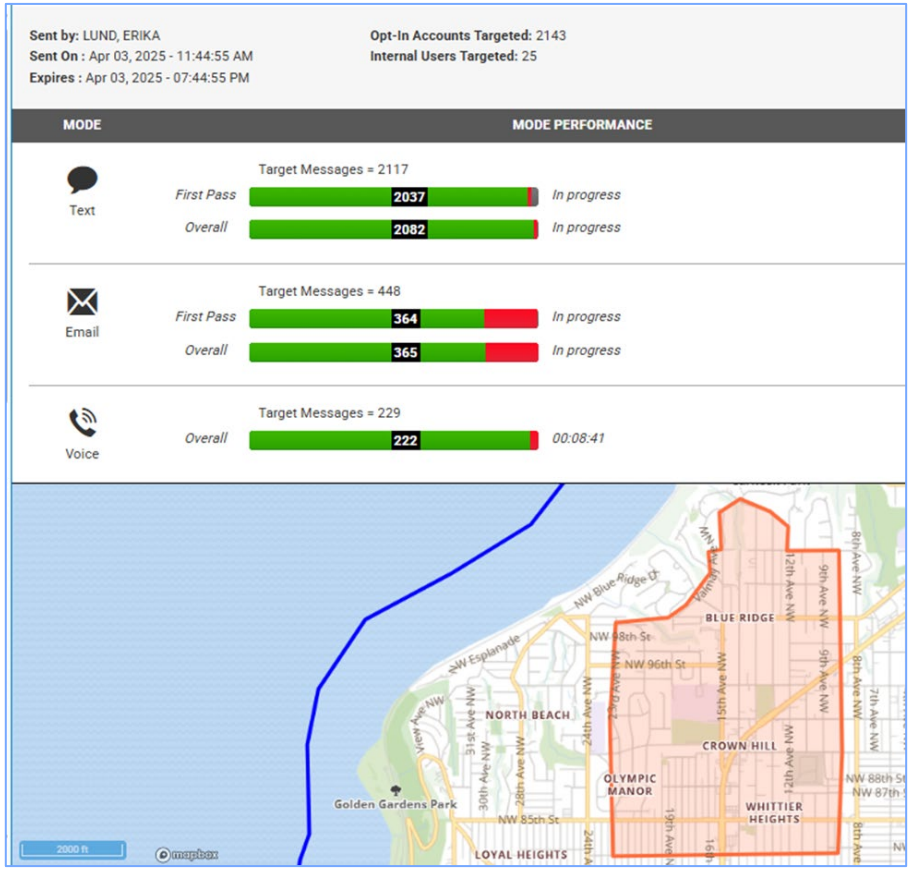
Team Involved



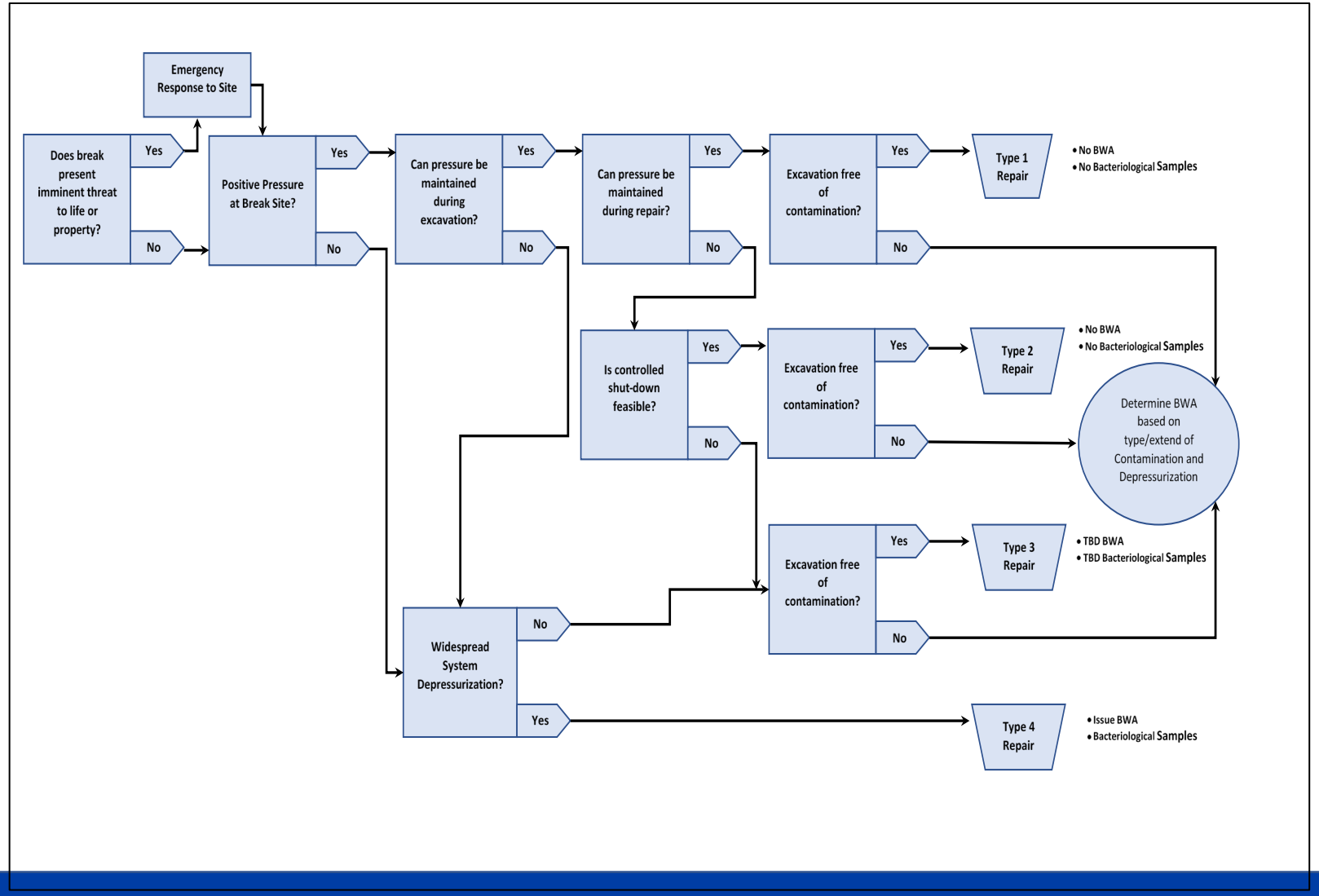
- Control Center
- ORC
- WTDM Division – FRC, Standby, and Leaks Crews
- WQ – Inspectors, Engineers, Laboratory Staff
- Call Center
- Community Affairs
- Logistics
- Claims
- Corporate Policy
- Emergency Management

Messaging and Outreach

- External
  - ORC and Call Center
  - Press release
  - SPU Blog – at your service
  - Social Media – FB, Next-door, X
  - Alert Seattle – text, phone, text to voice
- Internal
  - Teams for ICS coordination
  - Utili-talk
  - Deputy Dir. Broadcast emails
- Direct contact with other stakeholders
  - MO, Council, WDOH, PHSKC



Boil Notice–Precautionary vs. Regulatory



Guidance Documents

- SPU Main Break Depressurization – Team Roles and Responsibilities
- SPU Guide For Main Break with Depressurization
- ORC SOP: Water LOB Water Quality Emergency Reporting Procedures



Response to Drinking Water Quality Main Break/Depressurization Event

Team Member Roles and Responsibilities

Objective: The purpose of this document is to define the roles and responsibilities of team members involved in a significant depressurization event.

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After Action



- ICS After Action with EM facilitation
- Kudos
- Lessons learned, areas for improvement

Thanks. Questions?

