



Water Emergency Response

It is important to note that that EWEB's water emergency preparedness efforts do not eliminate the need for other water system reliability expenditures, including alternative water sources. In fact, the utility's commitment to emergency planning highlights the need to diversify our community's water supply portfolio.

Preparing for water outages

In the event of a natural disaster or distribution system failure, EWEB water customers may experience a prolonged disruption of water service.

The Federal Emergency Management Agency recommends that each household store a three-day supply of water (one gallon of water per person, per day) for drinking and sanitation.

Emergency water distribution

Once the integrity of the water system is secure, EWEB may deploy its water incident response trailer to help meet customers' minimum water needs during an extended outage. This mobile drinking water distribution trailer can provide approximately 900 gallons of water per hour, depending on water availability.

Emergency water distribution sites will depend on the reason for the service disruption. If the disruption is due to a natural disaster, the site will be in a location that can reach as many EWEB customers as possible. If the disruption is due to a water main break, the site will be located near the break to serve affected customers.

EWEB will notify the media of the location of the distribution site(s); as well as publish the location on its website and Facebook and Twitter pages.

To serve the most customers possible, a household water allotment must be established. Depending on the situation, one to five gallons of water may be the household maximum available per day.

Emergency water storage

Bring your own disinfected water storage container when visiting an EWEB water distribution site. Follow these four steps to disinfect your storage container:

1. **Bleach** – Mix 1/4 teaspoon of unscented liquid chlorine bleach with one cup water.
2. **Cover** – Cover the container and shake well so the bleach mixture touches all inside surfaces of the container.
3. **Wait** – Wait at least 30 seconds and then pour the mixture out of the container.
4. **Air dry** – Let the empty disinfected container air dry. Re-cover and keep for future use.

*Never use a container to store drinking water if it previously stored milk, fruit juice or any toxic solid or liquid chemicals.

If water is not drinkable or has been stored for more than five days, follow these steps to properly disinfect water for drinking, cooking, making prepared drinks and/or brushing teeth:

1. **Boil** – Bring water to a rolling boil for at least one minute.

2. **Bleach** – If you can't boil the water, add 1/8 teaspoon of unscented liquid chlorine bleach for each gallon of water. Stir well and let stand for 30 minutes before use.
3. **Reserve** – Store disinfected water in disinfected containers with covers.

If the water is cloudy, filter it through a clean cloth or coffee filter, or allow it to settle before following the three previously listed steps.

Water incident response trailer

The trailer is intended to be deployed within 72 hours of an extended water outage. Deployment is at the sole discretion of EWEB's incident commander in consultation with other EWEB staff and officials from the State of Oregon Drinking Water Program.

The trailer is designed to connect to the closest reliable water supply, such as a hydrant or building hose bib. Some emergencies may require EWEB to transport water to a central location.

If there is no clean, safe water available, EWEB will distribute water with instructions about how to properly disinfect water. It is a good idea to keep a copy of these instructions in your household emergency supplies kit.

EWEB has identified the need for a total of seven trailers. The first trailer was first deployed for educational purposes in August 2013. The other six trailers are scheduled to be available by the end of 2018 with the goal of providing one gallon of water per person per day, with a household maximum of five gallons per day.

For more information: visit eweb.org/waterreliability/emergency or call 541-685-7000



When media messaging for emergency water distribution occurs, look for the EWEB Water Incident Response Trailer