

What Can Water Utilities Request in Response to a Disaster?

Request all resources your utility needs to restore service quickly. Do not restrict requests to what you can handle in-house under normal conditions; federal disaster agencies will assign the appropriate response partners to rapidly meet your needs.

General Support:

- Technical assistance with specialized water utility expertise
- Operational status reporting
- GIS mapping and publication
- Emergency design/build for temporary infrastructure
- Debris removal from critical infrastructure
- Emergency power supply
- Field staff training, including HAZWOPER, fall protection, cultural sensitivity, and specific mission needs
- Development of fact sheets, press releases, web pages, public meetings, and media engagement
- Force multiplier support*

Drinking Water:

- Damage assessment and reassessment of drinking water facilities
- Assistance in creating Sampling and Analysis Plans (SAPPs), Quality Assurance Project Plans (QAPPs), safety plans, and notices
- Sampling and laboratory analysis
- Water line isolation to prevent contaminant spread

Wastewater:

- Sewer line clearing and inspection
- Sewer line isolation
- Damage assessment and reassessment of wastewater facilities

*Force multiplier support involves deploying additional response team members to bolster your staff for critical operations. For example, if conducting mainline flushing and sampling, you can request additional teams to assist, allowing your staff to lead multiple groups. These teams can help perform tasks, document operations, manage samples, handle lab data, and conduct field data collection and reporting.

