

APPENDIX D – EMERGENCY OVERFLOW RESPONSE PLAN



CITY OF GRANTS PASS

OVERFLOW NOTIFICATION PLAN

June 10, 2016

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1.0 OVERVIEW

The City of Grants Pass operates the wastewater collection and treatment system for both the City and the Redwood Sanitary Sewer Service District. Under normal operating conditions, all wastewater is conveyed to the Water Restoration Plant (WRP) for treatment and discharge to the Rogue River. During periods of very high rainfall and saturated ground conditions, overflows from the collection and/or treatment system could occur due to high levels of infiltrations and inflow that exceed the capacity of facilities. Overflows are also possible as a result of pipe plugging or other types of system failures.

This Overflow Notification Plan has been developed as a guide for staff of the WRP and collection system personnel in responding to raw sewage overflows to the Rogue River and tributary urban streams. The plan identifies procedures for staff to follow during and after an overflow.

The objective of this plan is to assure that City staff is prepared to protect public health and safety in a timely manner. The plan is based on an evaluation of the potential health risks associated with an overflow event and is designed to provide a public notification and sampling plan that are protective of public health.

In addition to procedural guidance, the plan also provides documentation forms for reporting, notification, and record-keeping. These forms include an Incident Report Form, *Exhibit 1*, a Press Release Template, *Exhibit 2*, a Public Notification Form, *Exhibit 4*, and a Sampling Report Form *Exhibit 7*.

1.1 The City of Grants Pass NPDES Permit:

The City is the permit holder of NPDES Permit No. 101985. To maintain permit compliance, the City shall maintain this Overflow Notification Plan in an up-to-date condition and amend as appropriate. This Plan is written with the intention of meeting the conditions described in the City of Grants Pass NPDES permit.

2.0 PROCEDURES FOR RECEIVING COMPLAINTS

The sewer department at the City has a 24/7 phone line that can receive complaints from the public. In addition, all the pump stations are equipped with radio/SCADA signals that notify the City employees regarding any overflows. Upon receiving a complaint, the City employee gathers as much information as possible from the complainant. This information is also beneficial when notifying the public, reporting to DEQ, and following up with affected parties after the event is complete. The incoming calls are characterized based on the situation and maintenance emergency crews are dispatched to the site to investigate reported releases. The crew reports findings to complainant while on site and summarizes to the Supervisor. During emergencies that require immediate action, field crews report back to their Supervisor as soon as possible or immediately upon completion of mitigation and cleanup activities.

When an alarm from pump station within the City's collection system is initiated, the WRP operator on duty receives the alarm and checks to ensure that the alarm is accurate and the depth is close to the overflow level and in agreement with the alarm, then standard operating procedures will be followed. If the depth is not close to overflow and contradicts the alarm, then on-call personnel will be notified that there is a malfunction with the specific alarm.

3.0 PUBLIC HEALTH RISK EVALUATION

Raw sewage overflows from the collection and treatment system may cause high levels of bacterial contaminants in the Rogue River downstream of the location of the overflow. Tributary streams may also be affected depending on the flow path of the spill. Since contact with bacteria-contaminated water poses risks to public health, it is important to provide warning and restrict access to the river following an overflow event.

The primary areas of public health concern following an overflow are public access points to the Rogue River downstream of the point of introductions of contaminants. Public access points include parks, schools, boat landings, and fishing access points. If an overflow event occurs in a portion of the collection system where a tributary stream is in the flow path of the overflow, public access points to this stream would also be included in the area of concern. Since the health risks from bacterial contaminants may not significantly diminish as the overflow plume moves downstream, the area of concern extends to the last public access point before the river enters the Rogue National Wild and Scenic River roadless area. In addition to public access points, any place where water is privately withdrawn from the river for beneficial uses is also a public health concern.

Background bacteria concentration in the river and streams is also an important factor in evaluating the risk to public health. The Rogue River and the urban streams can have high background bacteria concentrations due to stormwater run-off, particularly during the wet weather season. Grants Pass is located in the middle of a reach the Rogue River included on the DEQ's 303 (d) list for bacteria (Grave Creek to Little Butte Creek or approximately River Mile 68 to River Mile 133). Since high rates of urban and rural run-off introduce bacteria into the river during storm events, bacteria levels may exceed the water quality standard even when there has not been a raw sewage overflow. It is important to recognize that this ongoing problem with background bacteria concentrations cannot be addressed by the City's overflow response and notification program. Public education efforts should stress that the signs relate only to overflow events and not to background bacteria conditions.

Another important factor in evaluating the risk to public health is the travel time required for a pollutant plume to pass through the areas of concern. Data from the US Geological Survey was reviewed to estimate the average travel time between Grants Pass and the downstream roadless area, a distance of approximately 32 miles. Based on average river water velocities measured at the Grants Pass Gauging Station, the calculated travel time ranges from less than 7 hours during the wet season to nearly 30 hours during late summer. However, certain hydraulic features such as eddies and pools increase travel time and effectively delay the transport of bacterial contamination down the river, especially during low flow conditions. Therefore, the public health risks should be considered significant for a 2-day period following a wet weather overflow and at least 3 days following a dry weather overflow.

The volume of the raw sewage overflow is also an influential factor in determining the risk to public health. In the event of a relatively small volume overflow when the river flows are high, the plume is rapidly diluted and risks to the public health are minimal. The break point volume between a relatively small, low risk overflow and a relatively large, significant risk overflow is dependent on the season and river flow condition. Through discussions with the Medford Department of Environmental Quality office, it was determined that any overflow during the dry weather season is significant due to high levels of public use of the Rogue River. During the wet weather season, only overflows greater than 25,000 gallons pose significant risks to public health.

In order to protect public health, the City will post warning signs at public access points within the region of concern whenever there is a significant risk of exposure to bacterial contamination derived from an overflow event. The public access points targeted for sign posting are summarized in *Exhibit 4*. As discussed above, the posting of signs will be triggered by the timing and volume of an overflow and signs will remain posted until the pollutant plume has passed. When large overflows occur, the City and DEQ may determine that additional public notification is warranted. In the event of a large overflow, the City will contact local media services, *Exhibit 5* and parties who withdraw water from the Rogue River downstream of the spill. A listing of these contacts is provided in *Exhibit 4*.

4.0 SAMPLING PROCEDURES

Whenever a significant overflow event occurs, the City will place warning signs at public access points to the affected reach of river and any affected tributary stream. Since experience shows that bacteria will be very high in the affected stream immediately following a spill, there is no need to verify the presence of bacteria through sampling immediately following the event. The warning signs indicate that bacteria are present and alert the public to the danger.

The objective of sampling activities following an overflow event is to confirm that water quality has returned to pre-overflow conditions. In general, this objective is accomplished by verifying the E. coli bacteria concentrations have returned to background concentrations or are less than the water quality standard of 126 organisms per mL.

In conducting sampling activities, it is important to note that high background bacteria levels from other sources are common in the Rogue River, particularly during the winter. As a result of the seasonal background bacteria issue, the City's sampling procedures must be dependent on the season in which the overflow occurs.

As discussed in Section 2.0, a stream will typically transport away detectable bacterial contamination caused by an overflow within 2 days during the wet weather season and 3 days during the dry weather season. After that time, bacteria concentrations in the stream will have returned to background levels. During the wet weather season, high stream flow rates and low levels of public uses provide adequate assurance that public health risks caused by the overflow will pass within a 2 day period. As a result, verification sampling following a wet weather overflow event is not necessary and warning signs can be removed safely 2 full days after the end of an event.

During the dry weather season, stream flow rates tend to be relatively low and public use of the streams is high, resulting in a significant public health risk. As a result, sampling following a dry weather overflow event is necessary to ensure that the risk to public health has passed. After 2 days of posted warnings, the City will sample the affected streams at pre-determined locations to verify that the stream meets water quality standards. If the measured E. coli concentrations exceed the standard at any site, sampling will be repeated within 2 days and background bacteria concentrations will be sampled as well. Warning signs will be removed only after sample tests indicate that water quality in the stream is within standards or matches background conditions.

The following sites are designated for sampling after a dry weather season overflow:

- Point of overflow discharge to the Rogue River or tributary stream
- (Site 2 – location just downstream of Grants Pass)
- (Site 3 – location significantly downstream of Grants Pass)

5.0 OVERFLOW NOTIFICATION PROCEDURES

In the event of a raw sewage overflow event, clear response and reporting procedures are important for minimizing the potential risks to public health and safety. Following is the sequence of actions to be carried out in the event of an overflow. *Figure 1, page 8* presents an overflow response flow chart that illustrates the decision making process and action plan during an overflow event.

Overflow Alarm Investigation and Confirmation. The designed emergency overflow sites are equipped with a detection system that will provide WRP staff with an alarm that an overflow event has occurred. Sanitary sewer overflows in the collection system tend to occur at unpredictable locations and collection system staffs rely on maintenance inspections or the public to identify overflow events. In the event of an alarm or overflow notifications, the WRP's on-duty supervisor will designate an overflow response team from on-duty WRP and collection system staff to investigate and confirm the occurrence of an overflow.

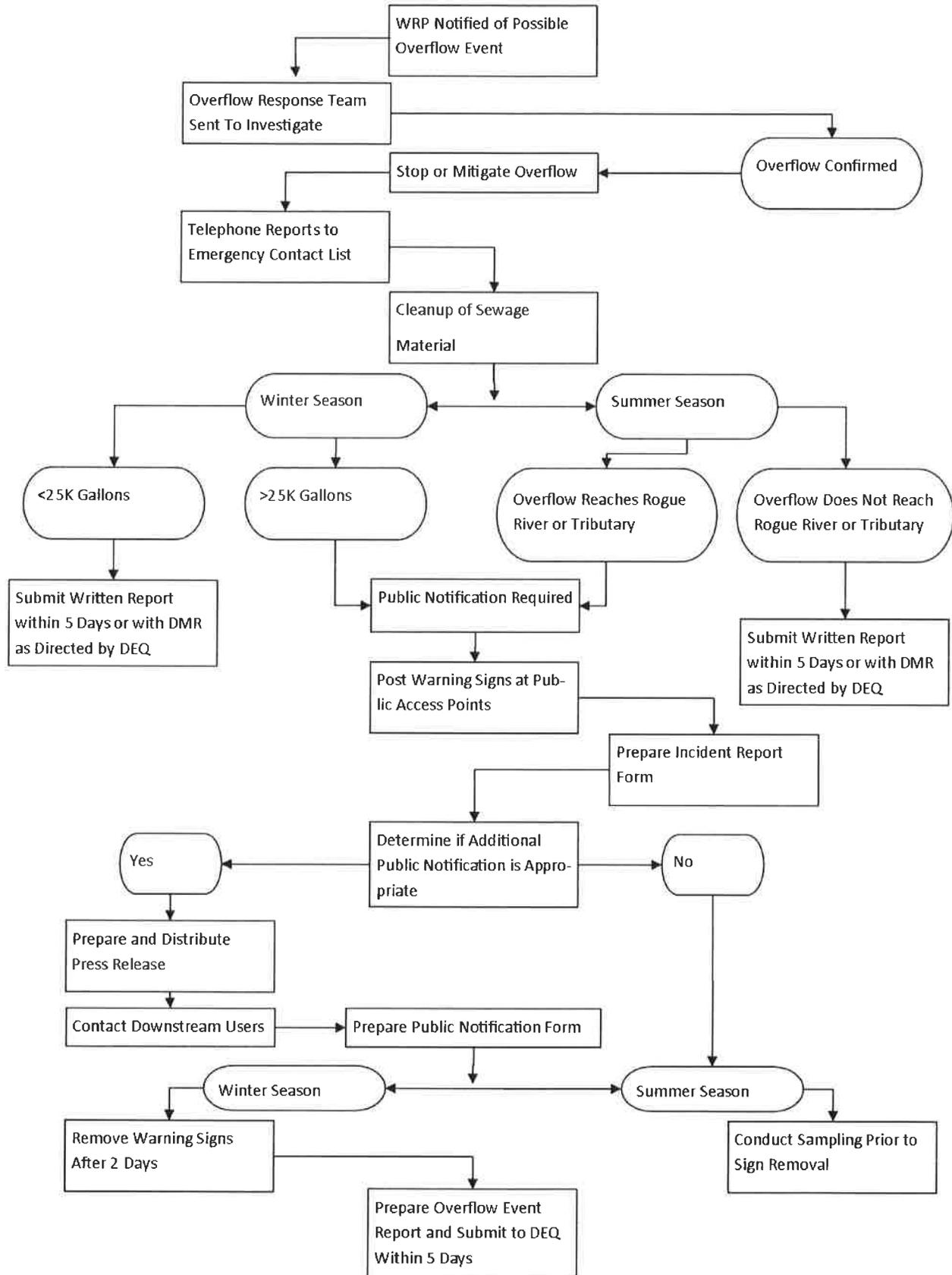
Upon confirmation of a spill, the overflow response team will take all feasible actions to stop the overflow and mitigate potential damage to private and public property. All overflow response team members will communicate with each other using the City's radio system.

Telephone Report of the Overflow. Upon confirmation of an overflow event, the overflow response team will notify the on-duty supervisor. The on-duty supervisor will place telephone calls to those parties on the Emergency Contact List, *Exhibit 8*. Any sewage overflow must be reported to the DEQ compliance inspector (or the Oregon Emergency Response System during non-working hours) and key City staff. The on-duty supervisor will record the Incident Number assigned to the event on the Incident Report Form, *Exhibit 1*.

Clean-up of Sewage Material. In the event that sewage material comes in contact with public or private property, City crews will remove as much material as possible and cover the area with hydrated lime or granular chlorine if appropriate.

Posting of Public Warning Signs. Signs will be posted whenever an incident occurs during the dry weather season, when the overflow volume is estimated at more than 25,000 gallons during the wet weather season, or when visible evidence of a spill is present. The on-duty supervisor will direct the overflow response team to place warning signs at the pre-determined public access points to the Rogue River or tributary stream depending on the location of the overflow. Warning signs will be made ahead of time and will contain language as described in *Exhibit 6*. These warning signs will remain posted for 2 days following a winter season overflow event or until sampling shows that bacteria concentrations have returned to pre-overflow levels following summer season overflow event.

**Figure 1
City of Grants Pass - Overflow Response and Notification
Flow Chart**



Preparation of Incident Report Form. The on-duty supervisor will prepare an Incident Report Form, *Exhibit 1* which summarizes all available details regarding the overflow event.

Determination Regarding Additional Public Notification. Based on the available information regarding the overflow event, the on-duty supervisor will confer with DEQ and City staff to determine if additional public notification measures are warranted. In the event of a small overflow, the DEQ compliance officer may only require posting of signs. For small events, the DEQ may also waive the requirement to prepare an overflow event report and only require documentation on the Discharge Monitoring Report. In the event of a significant overflow, additional public notification through the media will be necessary. The City will designate a representative, preferably the WRP supervisor, who will be responsible for all communication with local media services. Media contact information is included in Public Notification Form, *Exhibit 5*. Significant overflow events will also require the City to contact the list of downstream parties who withdraw water from the Rogue River as identified in *Exhibit 4*. Response team members will keep the City representative updated with all developments relating to the overflow event. Media contact with other City staff will be minimized to avoid confusion and misunderstanding of technical information.

Preparation and Distribution of the Press Release Form. For significant overflow events, the designated media contact will complete the Press Release template, *Exhibit 2*, for distribution to local media services. Other important public stakeholders, such as parties withdrawing water downstream, will also be directly notified at that time.

Preparation of the Public Notification Form. The on-duty supervisor will prepare a public notification form (*Exhibits 4 and 5*) which summarizes the details of the public notification process.

Sampling. Sampling for E. coli bacteria is required following a summer season overflow event. Samples will be collected from pre-determined locations 3 days following a summer overflow event and continue until the sample results are less than background E. coli concentrations or less than 126 organisms per mL. All sampling activities will be documented on the sampling chain-of-custody form, which documents the possession of samples from time of collection to laboratory analysis. The chain-of-custody form shall record the sample identification number, the date and location of collection, a list of analytical tests requested, and any visual observations describing field conditions during sampling.

Overflow Event Report. The City will organize the incident report form, public notification report form, and sampling forms within a report to the DEQ within 5 days of an overflow event see *Exhibit 3*. This report must summarize the circumstances of the overflow event, detail the actions taken by the City, and present a plan for preventing future occurrences. Upon completion of an extended overflow event, it may be necessary to provide an updated report to the DEQ. If the overflow event was caused by an upset

condition, the report should include evidence that the event was beyond the control of the WRP.

Overflow Documentation. In addition to the DEQ SSO Reporting Form, *Exhibit 3* which is the official report sent to the regulatory agencies and the local recipients, the City may compile monthly, quarterly, and annual POTW Sewage Overflow Reports. These reports assist in identifying trends and areas in need of enhanced inspections and maintenance.

6.0 OVERFLOW SITE INFORMATION – WARNING POSTING LOCATIONS

Raw sewage overflows can take place at both designed emergency overflow sites or at unplanned locations in the collection system. The following sections describe each overflow site and identify the proper locations for posting warning signs following an overflow event.

Designed Emergency Outfalls. The City currently has 2 designed emergency overflow outfalls to the Rogue River. One overflow location is at the Water Restoration Plant and the other is at the Redwood Pump Station. These emergency overflows may activate during storm events when the capacity of conveyance facilities is exceeded by the wastewater flow rate. Each site contains an alarm system so that the overflow is recorded and a flow metering device so that the overflow volume can be estimated.

1. Water Restoration Plant (WRP) – Outfall Number 003

The WRP is located at 1200 SW Greenwood. Flow is discharged to the Rogue River at River Mile 100.9. In the event of an overflow at this site, the appropriate locations for warning signs are all public access points along the Rogue River downstream from Tussing Park as identified on the Public Notification Form, *Exhibit 4*.

2. Redwood Pump Station – Outfall Number 004

The Redwood Pump Station is located at the former Redwood Wastewater Treatment Plant. Flow is discharged to the Rogue River at River Mile 97.7. In the event of an overflow at this site, the appropriate locations for warning signs are all public access points along the Rogue River downstream from Lathrop Landing as identified on the Public Notification Form, *Exhibit 4*.

Collection System. Raw sewage overflows at unplanned locations are typically caused by a blockage in a collection system sewer pipe or infiltration and inflow from storm events that increase wastewater flows above the capacity of sewer pipes. Depending on where the overflow event occurs in the collection system, posting of signs will be necessary at different locations. In addition to the Rogue River, sites along urban streams and canals may also require warning signs. The urban canal systems include the Tokay Canal, Demaray Canal, Main Canal, North Main Canal, South Main Canal and Highline Canal.

In the event of a collection system overflow, the overflow response team must investigate the precise flow path to determine which urban streams or canals and what portion of the Rogue River are affected. In some cases, the overflow may travel completely overland to the river or an urban stream. More often, the flow path will be determined by configuration of local storm sewers and their discharge point to either urban streams or the river. In either case, the overflow response team will track the flow path through a combination of visual inspection and storm sewer map review. Storm drain maps for the Grants Pass and Redwood Sewer collection system service areas are included in Appendix B.

Any overflow residue on public or private property should be cleaned up and the contaminated areas disinfected with either hydrated lime or granular chlorine. The clean-up crew must take care not to introduce disinfectant chemicals into the storm sewer system, urban streams, or river.

Table 1 identifies the potential direct receiving streams according to the collection system basin in which an overflow occurs. The different basins are identified by letters A through N, consistent with the collection system map contained in the 1999 Water Restoration Plant Facilities Plan. As discussed above, the actual identification of locations for posting of warning signs will require tracking of the flow path using the storm drain maps in Appendix B. Any public access points along the flow path and downstream of the discharge point to the Rogue River will require warning signs. *Exhibit 4* identifies public access points for each stream and the Rogue River. Depending on the exact location where the contaminant plume enters an urban stream and/or the river, some of the identified locations may or may not be relevant.

TABLE 1 – Potential Receiving Streams by Collection System Basin

Collection System Basin	Potential Receiving Streams
A	Rogue River
B	Rogue River
C	Gilbert Creek, Rogue River
D	Gilbert Creek, Rogue River
E	Gilbert Creek, Rogue River
F	Gilbert Creek, Tokay Canal
G	Gilbert Creek, Skunk Creek, Tokay Canal, Rogue River
H	Skunk Creek, Tokay Canal, Demaray Canal, Rogue River
I	Skunk Creek, Rogue River
J	Tokay Canal, Rogue River
K	Fruitdale Creek, Main Canal, Highline Canal, Rogue River
L	Main Canal, Highline Canal, Rogue River
M	Main Canal, South Main Canal, Rogue River
N	North Main Canal, Highline Canal, Allen Creek, Rogue River
Redwood	South Main Canal, Sand Creek, Rogue River

APPENDIX A -FORMS

Exhibit 1

**GRANTS PASS WATER RESTORATION PLANT
INCIDENT REPORT FORM**

DATE: _____ OERS FILE NO.: _____

INCIDENT LOCATION: _____

OVERFLOW START TIME: _____

INFLUENT FLOW AT WRP (mgd): _____

DATE AND TIME OVERFLOW ENDED: _____

OVERFLOW VOLUME (total): _____

STORM INDUCED OVERFLOW: YES _____ NO _____

DESCRIPTION OF EVENT: _____

SIGNS POSTED: YES _____ NO _____ DATE _____ TIME _____

SAMPLES TAKEN: YES _____ NO _____ DATE _____ TIME _____

NOTIFICATIONS:

The person responding to the event is responsible for notifying the appropriate City staff and the DEQ Medford Office. Weekends, holidays, and after regular business hours contact the Oregon Emergency Response System (OERS).

	<u>Date</u>	<u>Time</u>
WRP Supervisor	_____	_____
WRP Manager	_____	_____
Public Works Director	_____	_____
DEQ Medford Office	_____	_____
OERS	_____	_____

*Public Works Dept.
101 NW "A" Street • Grants Pass, OR 97526
(541) 450-6110 • fax: (541) 479-6765
www.grantspassoregon.gov
"Where the Rogue River Runs..."*

PRESS RELEASE

FOR IMMEDIATE RELEASE

Date: November 20, 2015
Contact: Aaron K. Cubic, City Manager
541-450-6000 or e-mail: acubic@grantspassoregon.gov



TITLE

Summarize

GRANTS PASS, ORE. – Enter your text here.



EXHIBIT 3

Oregon Department of Environmental Quality SSO Reporting Form



This information must be submitted within 5 days of becoming aware of the overflow.
Please complete online and print for signature. Be sure to fill out all fields.

FACILITY/CONTACT INFORMATION		
Name of Permittee:		
Contact Name:		
Phone:	Email:	County:
DEQ Permit # (see permit face page):		DEQ File #:
OERS Incident #:	Date Reported to OERS:	
Date Reported To DEQ:	Today's Date:	
Date SSO Started (if known):	Time Started (if known):	
Date SSO Stopped (if known):	Time Stopped (if known):	
SSO Location:		
SSO Nearest Address:		
City:	Zip Code:	
SSO Latitude (if known):	Longitude (if known):	
Estimate of Quantity Overflowed:	(Gallons) Link to estimation method	
Did the SSO discharge to surface water?		
Name of waterbody:		
PUBLIC NOTIFICATION		
Notified downstream drinking water sources (List Below)?		
Name of drinking water facility:		
Signs Posted?		
Media contacted?		
Who?		
List any other steps taken to notify the public or state/federal agencies:		
CAUSES		
Cause or suspected cause of the overflow: <i>If needed, attach additional sheets</i>		
Rainfall in the 24 hours prior to SSO (for storm-related overflows):		(inches)
Source of rainfall data: <i>If needed, attach additional sheets</i>		

1-in-5 year 24 hour rainfall for the sewerage system area (if known):

(in/24hr)

EMERGENCY RESPONSE AND MIGRATION

List actions taken to stop and mitigate the impact of the SSO.

For overland flow:

Taped off affected area?

Cleaned up affected area?

For SSO to surface water:

Bacteria samples taken to confirm impact?

Follow up bacteria samples taken to confirm end of impact?

Describe monitoring and results:

For SSOs that impact buildings:

Pumped out flooded buildings?

Disinfected?

Other measures taken (describe):

Steps taken or planned to reduce, eliminate, and prevent the reoccurrence of the overflow and schedule for those steps:

COMMENTS

I CERTIFY UNDER PENALTY OF LAW THAT THIS DOCUMENT AND ALL ATTACHMENTS WERE PREPARED UNDER MY DIRECTION OR SUPERVISION IN ACCORDANCE WITH A SYSTEM DESIGNED TO ASSURE THAT QUALIFIED PERSONNEL PROPERLY GATHER AND EVALUATE THE INFORMATION SUBMITTED. BASED ON MY INQUIRY OF THE PERSON OR PERSONS WHO MANAGE THE SYSTEM, OR THOSE PERSONS DIRECTLY RESPONSIBLE FOR GATHERING THE INFORMATION, THE INFORMATION SUBMITTED IS, TO THE BEST OF MY KNOWLEDGE AND BELIEF, TRUE, ACCURATE, AND COMPLETE. I AM AWARE THAT THERE ARE SIGNIFICANT PENALTIES FOR SUBMITTING FALSE INFORMATION, INCLUDING THE POSSIBILITY OF FINE AND IMPRISONMENT FOR KNOWING VIOLATIONS.

Authorized Signature

Date

Name (print)

Phone Number

*You may attach additional information to this report before sending to DEQ as needed to explain the circumstances of the overflow. This information may include but is not limited to: maintenance records and bacteria monitoring results.

Upon completion, print out this form and send to the appropriate DEQ Address:

Portland-Permit Coordinator 700 NE Multnomah St., Suite 600 Portland, OR 97232	Salem-Permit Coordinator 4026 Fairview Industrial Dr. SE Salem, OR 97302	Pendleton-Permit Coordinator 700 SE Emigrant, #330 Pendleton, OR 97801
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FOR DEQ PERSONNEL ONLY

Pre-Enforcement Notice

Warning Letter

No enforcement action was warranted because:

The SSO was caused by unpreventable vandalism or similar force majeure; or

The SSO is allowed as an exception to the permit as maintenance; or

The cause of the current SSO was beyond reasonable control AND we do not expect the permittee to prevent similar SSOs in the future; or

The SSO was 400 gallons or less, spilled to the ground and not reaching surface water; permittee properly reported, cleaned up, and took appropriate public notice measures; and the SSO was not part of a chronic problem.

COMMENTS

Exhibit 4

**PUBLIC NOTIFICATION FORM
SIGN LOCATIONS**

Location	Agency Contact	Date/Time Signs Posted	Date/Time Signs Removed
Rogue River Access Points			
Baker Park			
Riverside Park			
Tussing Park			
Schroeder Park/Boat Landing			
Lathrop Landing			
Whitehorse Park			
Matson Park			
Griffin Park			
Ferry Hole			
Robertson Bridge			
Indian Mary			
Hog Creek Landing			
Ennis Riffle			
Galice Boat Landing			
Rand Access			
Almeda Bar			
Grave Creek Landing			
Gilbert Creek Access Points			
Gilbert Creek Park			
Highland Elementary			
North Middle School			
Allen Creek Access Points			
Allen Dale School			
Josephine County Fairgrounds			
Tokay Canal Access Points			
Highland Elementary			
North Middle School			
Main Canal Access Points			
Josephine County Fairgrounds			
Highline Canal Access Points			
South Middle School			
Fruitdale Creek Access Points			
Fruitdale Elementary			

Exhibit 5

**PUBLIC NOTIFICATION FORM
PUBLIC CONTACT LIST**

Agency or Individual to Notify	Purpose of Notification	Date/Time Notified	Date/Time Notification of Conclusion of Incident
Media Contacts			
KAJO/KLDR Radio- 541-476-4018			
KTVL Television – 541-779-0451			
KDRV Television – 541-776-0659			
KOBI Television- 541-779-5018			
Grants Pass Daily Courier 541-474-3824			
Medford Mail Tribune 541-776-4376			
Agriculture and Livestock Withdrawals			

Note: Notifications to those withdrawing water for agricultural uses or livestock watering should be made as soon as possible or between 0800 and 0900.

Exhibit 6

DANGER!!

**CONTAMINATED
WATER!!**

AVOID ANY CONTACT!!

**Josephine County Health Department
541-474-5325**

1C - Emergency Contact Information			
Emergency Managers			
Contact	Work	Cell/Pager	Home
Public Works Director Jason Canady	541-450-6111	541-660-6795	
Streets Division Superintendent Steve Scrivner	541-450-6125	541-659-6369	541-474-3014
Streets Division Specialists After Hours On Call Cell Phone After Hours On Call Pager Craig Kight	541-450-6126	541-218-1297 541-471-5122 541-326-5356	
ODOT – Maintenance Road Emergency-Dispatch	541-474-3149 541-858-3103		
Water Treatment Plant Superintendent Craig Kuhnert	541-450-6119	541-659-3831	
Water Treatment Plant Specialists STAND BY PHONE Ole Ahlstrom Frank Morgan	541-450-6120 541-450-6120	541-660-5867 541-218-3409	541-472-9354 541-474-8358
Water Restoration Plant Superintendent Gary Brelinski	541-450-6122	541-761-7585	
Water Restoration Plant Specialists STAND BY PHONE Kevin Smith		541-659-7987 541-218-8650	
Distribution and Collection Superintendent Bob Hamblin	541-450-6115	541-660-1677	541-474-7756
Distribution and Collection Specialists After Hours On Call Cell Phone After Hours On Call Pager Lance Baker		541-218-5465 541-471-5123 541-660-9739	541-479-6749
Master Services Engineer Murray, Smith & Associates Montgomery, Watson, Harza	503-225-9010 503-226-7377		
Oregon One-Call Utility Locate	800-332-2344	8-1-1	
Emergency Dispatch	9 – 1 – 1		
DEQ			
Department of Environmental Quality (Medford) Sewer Emergency-Compliance Officer	541-776-6010	541-776-6242	
Josephine County After Hours Emergency			
Emergency Responder – Command Center JOCO-Emergency Management-Jenny Hall Jeff Wheaton, Operations Supervisor Dan Shipley, Operations Supervisor David Rubrecht, Public Works Superintendent	541-474-5477 541-474-5300 541-474-5460	541-659-9721 541-659-9724 541-659-9727	

1C - Emergency Contact Information¹			
Emergency Managers			
Contact	Work	Cell/Pager	Home
Utility Companies			
<i>Pacific Power and Light Company</i>			
Operations Manager – Tom Ide	541-955-7903	541-660-1659	
Operations Manager – Dave Schober	541-955-7900	541-274-1971	
Regional Community Manager, Jo. Co.) Christina Cruger	541-776-5844	541-613-3022	
Power Outages Hotline	877-548-3768		
General Customer Service	888-221-7070		
<i>Avista Gas (say "gas emergency")</i>	800-227-9187		
<i>CenturyLink</i> Dee Dee Adams	800-361-6373	541-499-3519	
Disaster Only Emergency Line	800-526-3557		
<i>GPID</i>	541-476-2582		
<i>Charter Communications</i> (press 0 multiple times)	888-438-2427		
Alternative Water Suppliers			
<i>Crystal Fresh Bottled Water</i>	541-226-3256		
<i>Absolute Water Filtration Systems Quinton No Tanker</i>	541-772-1081	541-535-7774	
<i>Mt. Shasta Spring Water (Medford) Bob Hershey</i>	800-922-6227	541-951-5975	
<i>Mountain Springs Bottled Water Co.</i> Jeff Campbell	541-476-7384	541-660-2532	
<i>Water Tank/Potable Water through Oregon Emergency Management (OEM)</i>	503-378-2911		
Support Services (Labs, Contractors, Suppliers, etc.)			
<i>On-Call Contractors</i>			
Copeland Paving Sand & Gravel, Bob Copeland	541-476-4441 541-660-1000		
Robco, Inc/Three Rivers Paving Eric Robertson	541-476-2132 541-660-8504		
Moser Paving & Excavation Jay Moser	541-479-2424 541-660-0516		
<i>Water Parts Suppliers</i>			
Budge McHugh Supply Tony Tacchini	541-779-6180	541-690-5732	
Ferguson Enterprises, Inc Kenny (Branch Manager)	541-618-7411	541-301-0180	
United Pipe & Supply Co.	541-779-6721		
<i>Analytical Laboratories</i>			
Grants Pass Water Lab Eric Schaafsma	541-476-0733	541-659-0700	
Neilson Research Corporation	541-770-5678		
<i>Generator Suppliers</i>			
Pacific Truck Centers	1-800-882-3860		
United Rentals	541-773-7323		

1C - Emergency Contact Information¹			
Emergency Managers			
Contact	Work	Cell/Pager	Home
Chemical Suppliers			
Olin	800-753-3669		
Hasa	360-578-9300		
Chem Trade	800-631-8050		
Diane	844-204-9672		
After Hours	647-531-9709		
Cascade Columbia Sales Contact Jeff Zochman	503-625-5293	971-253-9215	
Univar Luke Faircloth Branch Operations Manager	503-222-1721 503-222-6232		
Kemira (West Coast – Marsha)	785-842-7424		
Media Contacts			
Medford TV Stations			
KOBI (NBC)	541-779-5555		
KTVL (CBS)	541-773-7373		
KDRV (ABC)	541-773-1212		
KMVU (FOX)	541-772-2600		
Grants Pass Daily Courier	541-474-3700		
Grants Pass Radio Stations			
KLDR	541-474-7292		
KAJO	541-476-6608		
Other			
Oregon Emergency Response System (OERS)	1-800-452-0311		
Josephine County Health Department	541-474-5325		
City Police/Fire			
Public Safety Dispatch	541-450-6284		
RECORDS backline	541-450-6264		
City Manager's Office			
City Engineering Supervisor, Fred Saunders	541-450-6001 541-450-6090		
Oregon Health Authority - Drinking Water Program Scott Curry	541-618-7872	541-621-4994	541-582-1615
ODOT – Maintenance			
Road Emergency-Dispatch	541-474-3149 541-858-3103		
CHEMTREC	800-424-9300		
Murray, Smith & Associates, Inc.			
Brian Ginter	503-225-9010	503-467-1269	
Montgomery, Watson, Harza			
Peter Kreft	503-226-7377	503-701-3937	

¹ Update Emergency Contact Information on a semi-annual basis and provide a copy to Dispatch / 9 – 1 – 1.

² Quantity of water available from each supplier is unknown.