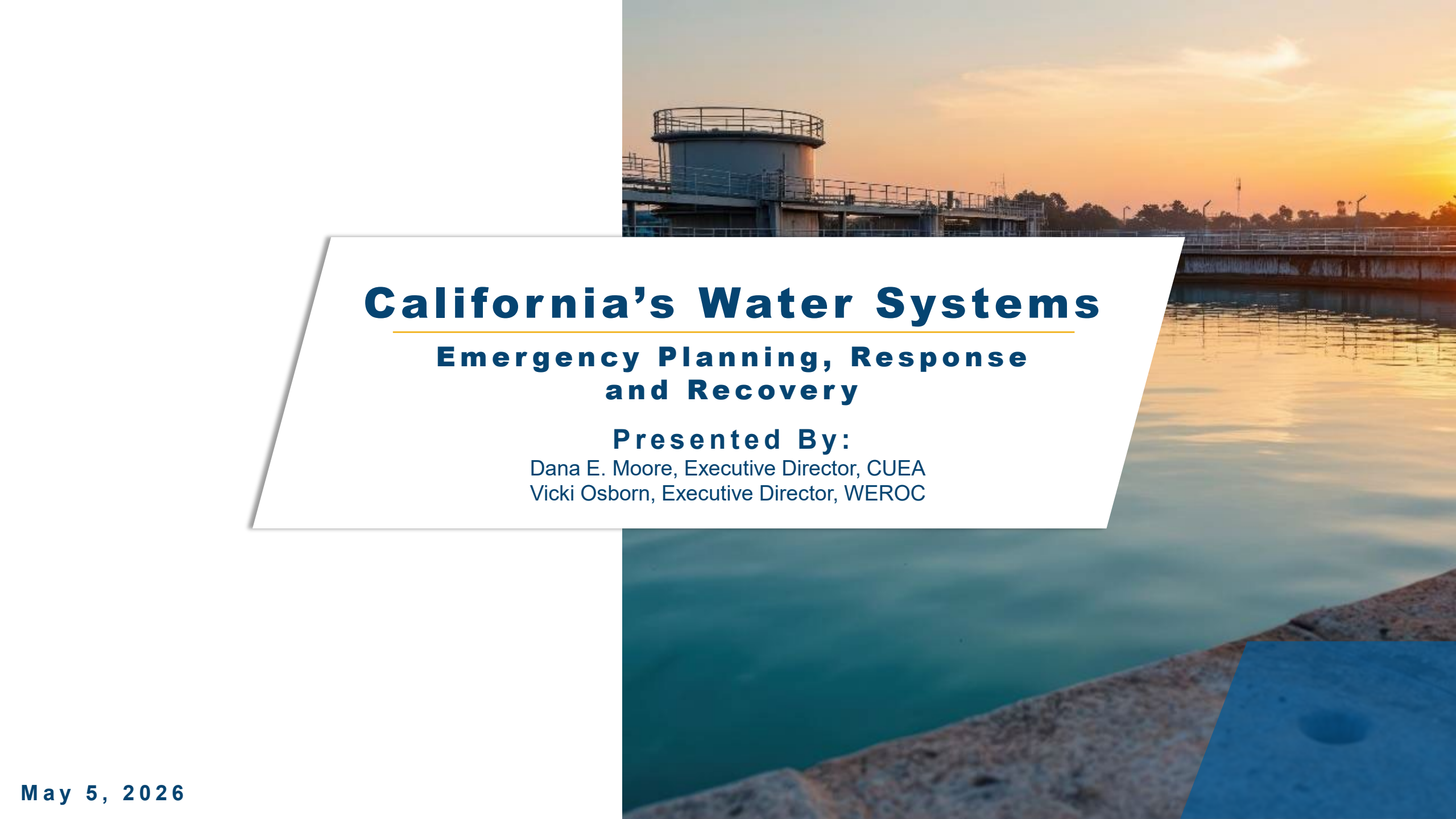


The background of the slide is a photograph of a water treatment facility. In the upper portion, a large cylindrical tank with a metal walkway and railings is visible against a bright, hazy sunset sky. Below the tank, there are various pipes and structural elements of the facility. The lower portion of the image shows a body of water, likely a reservoir or a large tank, with a concrete dam or embankment in the foreground. The water reflects the warm colors of the sunset. A white, angular graphic element serves as a backdrop for the text, positioned in the center-left of the slide.

California's Water Systems

Emergency Planning, Response and Recovery

Presented By:

Dana E. Moore, Executive Director, CUEA
Vicki Osborn, Executive Director, WEROC

May 5, 2026



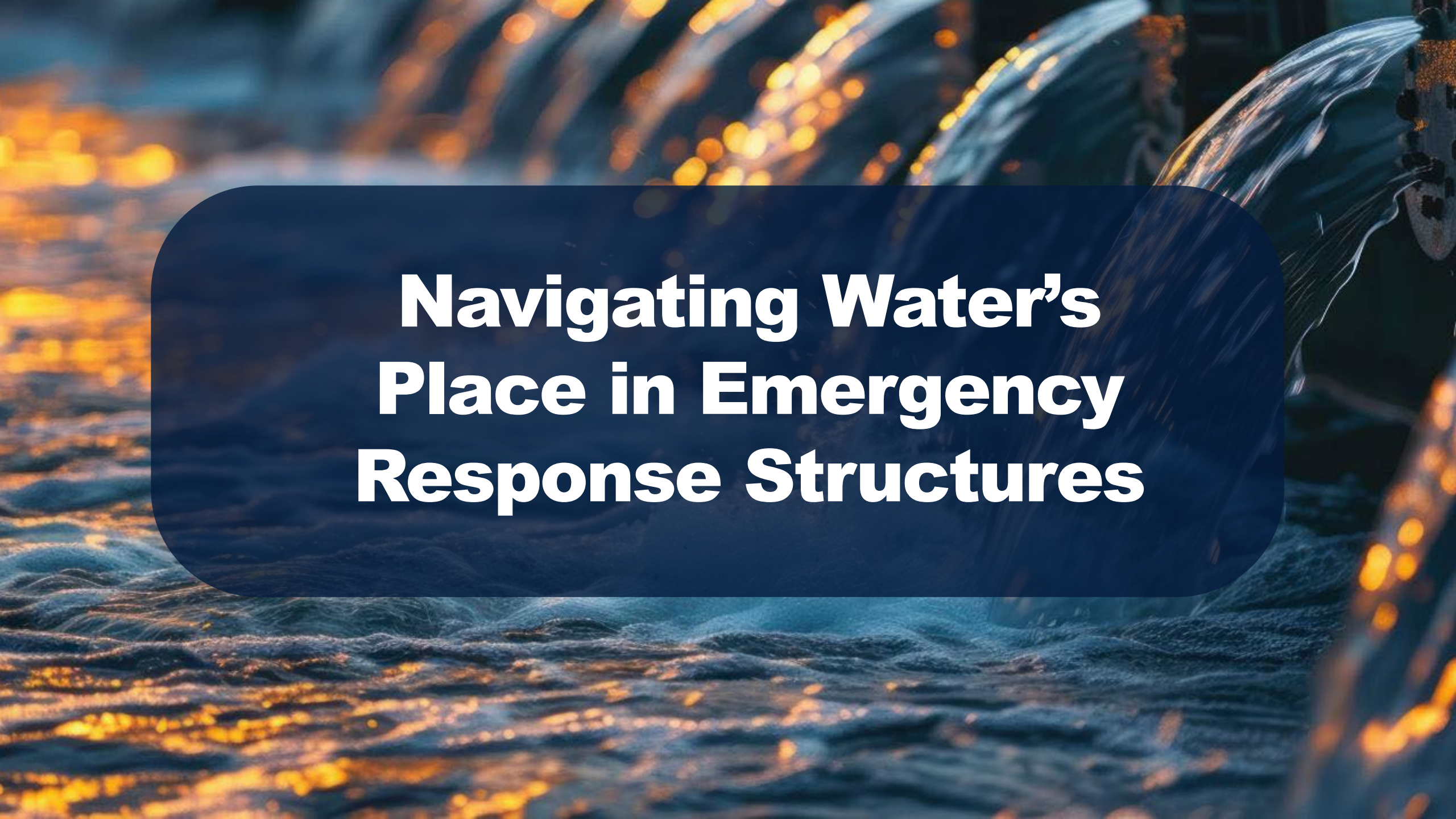
Agenda

Landscape of Issues Effecting Water:
01. Emergency Preparedness & Response

02. Mutual Aid and Mutual Assistance

03. Stakeholder Engagement

04. Thank you



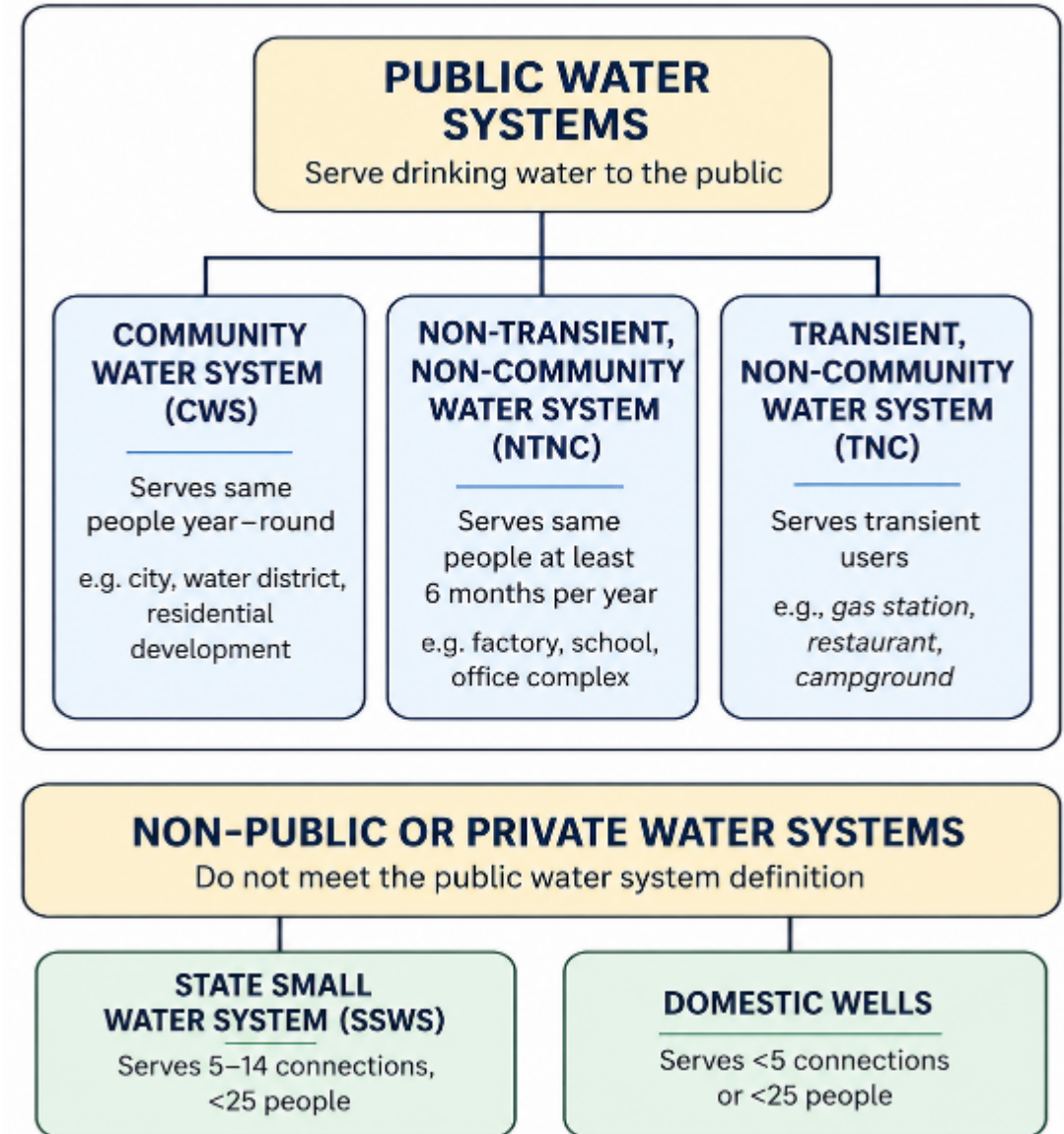
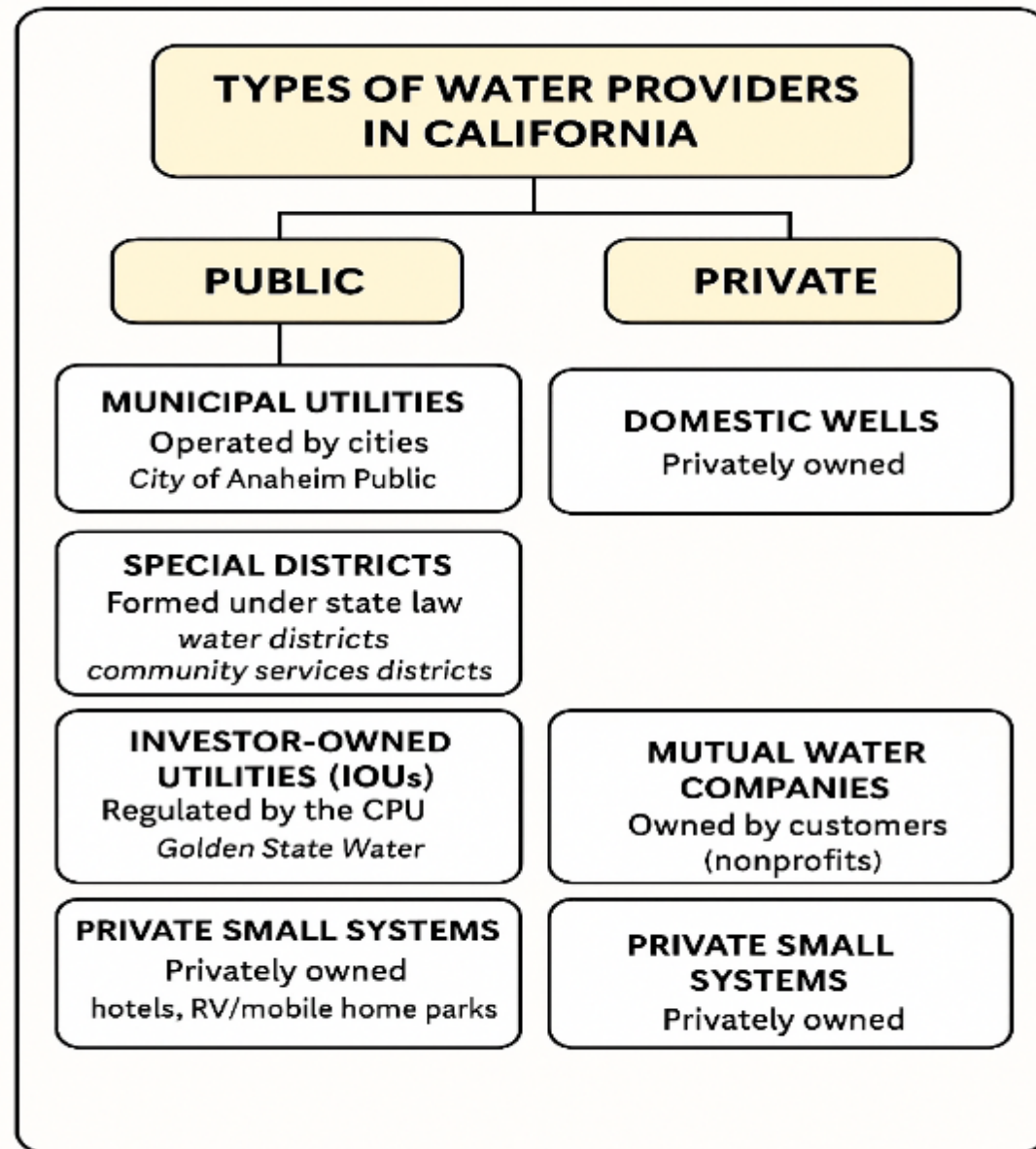
Navigating Water's Place in Emergency Response Structures

How Many Water/Wastewater Agencies vs. Population Served

Imperial	85+	181,724
Los Angeles	290+	9.7 Million
Orange	40+	3.2 Million
Riverside	70+	2.5 Million
San Bernadino	84+	2.2 Million
San Diego	86+	3.3 Million
San Luis Obispo	60+	280,000
Santa Barbara	53+	450,000
Ventura	150+	830,000



How Governance & Structure Impact Planning & Response



During an Emergency Water Agencies Primarily Need:



Power & fuel



**Staff support
& safety**



**Critical
equipment,
chemicals,
and supplies**



**Communication
& Coordination**



**Security and
access control**



**Regulatory
and financial
support**

The Challenge



Public Health Role



Protects People

Ensures safe drinking water and prevents disease



Focus on Health Outcomes

Water quality, contamination, and public health standards



Led by Public Health Agencies

Environmental Health, Public Health Preparedness and Response

Water Lives in Many Worlds



Infrastructure Role



Delivers Essential Service

Provides, treats, and distributes water to a community or region



Focus on Compliance and Oversight

IOU vs. POU, funding, infrastructure, operations, connections, and service territory



Providing for Ag. vs. Potable

Irrigation for agriculture, potable water, water for hydropower

Inconsistent County Structures Creates Confusion

Water is placed in different parts of county government – leading to inconsistent visibility, priorities and coordination.

County	Water Placement
Riverside	 Utilities Branch
Orange County	 Environmental Health
Santa Cruz	 Health Services
San Joaquin	 ESF-12 Utilities



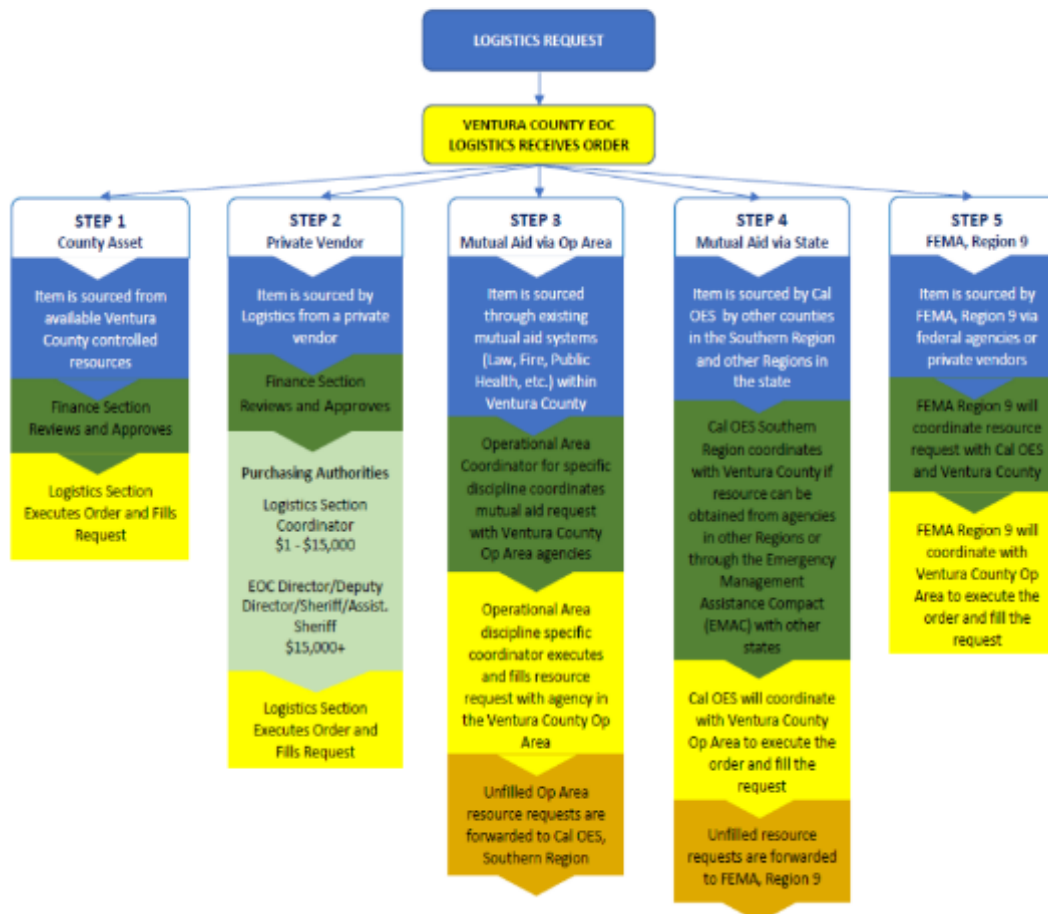
Why this Matters Operationally

- 1 All of these org structures:
 - Comply with SEMS
 - Comply with NIMS
- 2 When water sits under Environmental Health, agencies may be excluded from restoration decisions.
- 3 Impacts OA-EOC involvement, priority setting, and movement through secured zones.

Inconsistent County EOPs

VENTURA COUNTY OPERATIONAL AREA EMERGENCY OPERATIONS PLAN - 2021

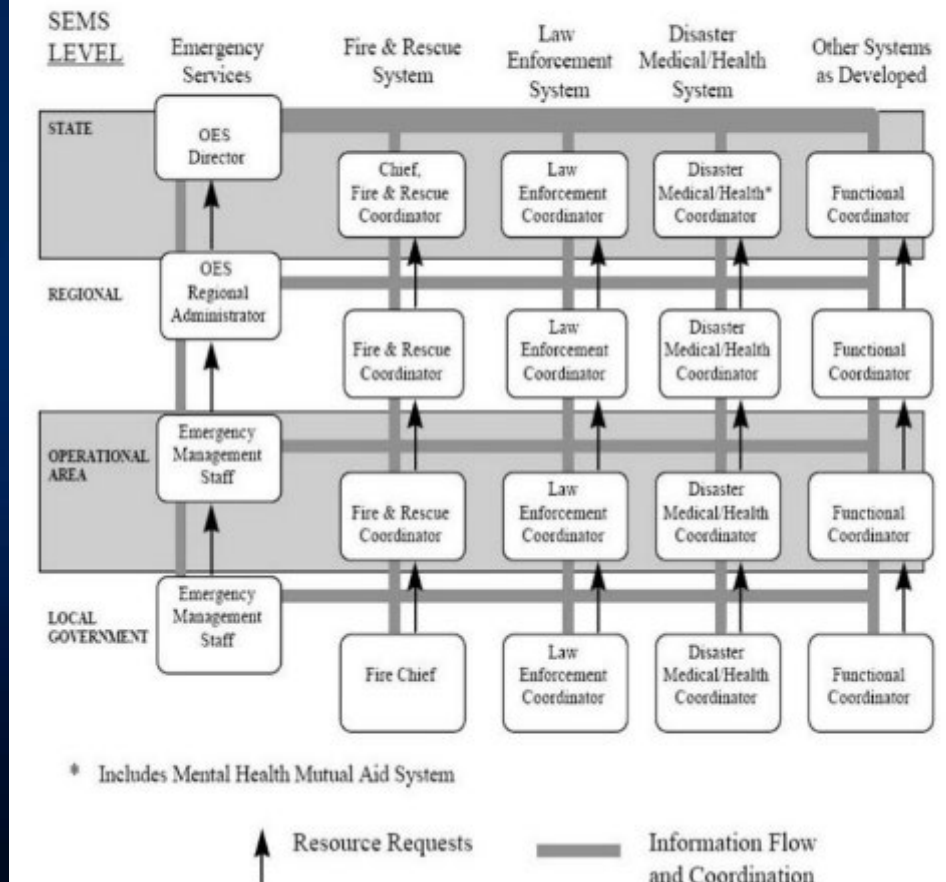
LOGISTICS REQUEST PROCESS



Santa Cruz County Operational Area

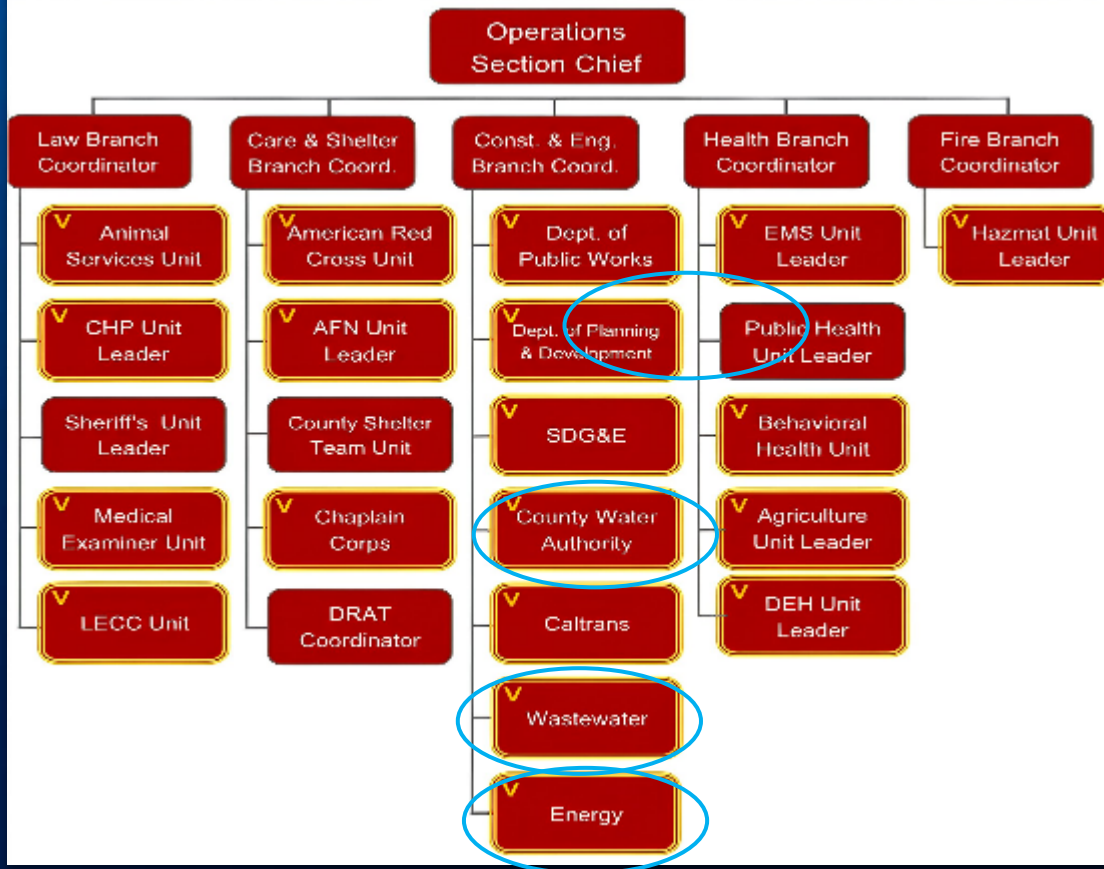
Emergency Operations Plan

A-3.4.1 Mutual Aid Diagrams and Maps



What Stands Out: San Diego

San Diego Operational Area EOC Organization



What Makes The Difference?



Formal Recognition

Water is visible at the Operations Section level –the focus of the response



Faster Access

Water agencies are included early in planning, prioritization, and resource allocation



Clear Communication

Involved at all levels of the response

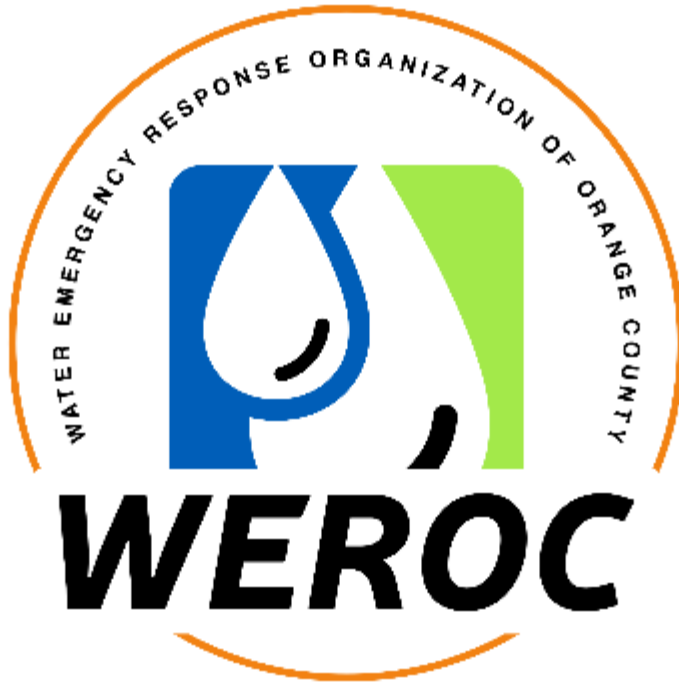


Better Coordination

Reduce handoffs and confusion



Mutual Assistance: Two Models



Orange County Model of Mutual Assistance

The WEROC Foundation



Representation

Local, Regional, State and Federal Meetings

WEROC became an integral member of the County's Operational Area



Preparedness

Training, Planning and Exercises
Day to Day Member Agency Support
WEROC EOC Preparedness
Required Planning and Plans



Emergency Response

Inter-Agency Cooperation
Information Collection/Intelligence Sharing
Communication Systems
Resource Needs



Recovery Support

FEMA Public Assistance Process
Post Event Secondary Impacts Planning



Example: WEROC Support - Fire

- ICP Agency Rep
- Situation Status
- Critical Information to Incident Command
- Field Requirements (Access Needs)
- Briefings to Impacted Agencies
- Mutual Aid/Resource Requests
- Public Information
- County EOC Liaison
- Initial Damage Estimates & Post Event Needs
- Relationships Matter
- (OCFA, HCA, County Health Officer, Sheriff, County EMD, MET, CUEA, DDW)



Request and Deployment

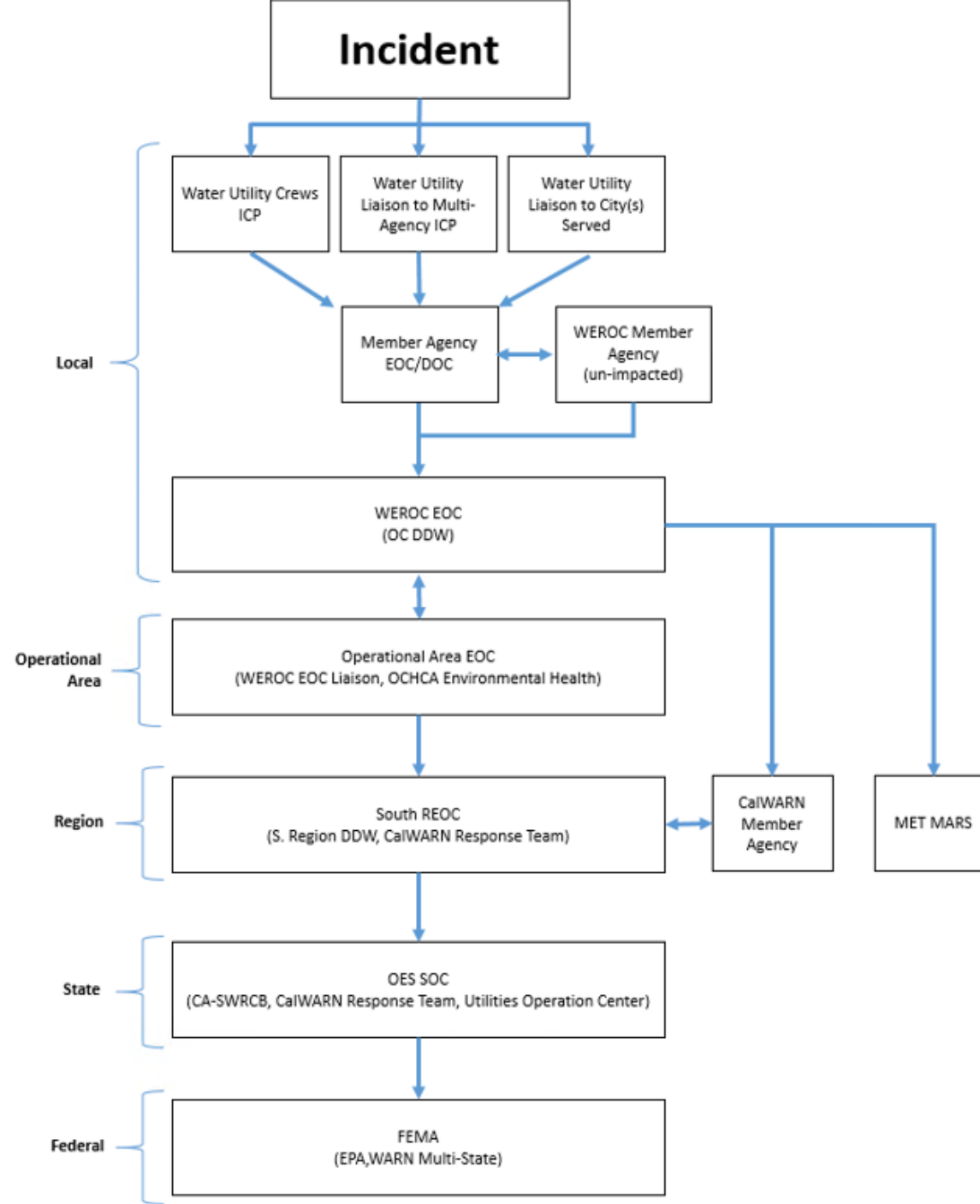
My Assignments My Requests View All

Originator	Last Updated By	Assigned To
WEROC	WER EOC Manager	WEROC





Day to Day Small Incidents Large Incidents



California WARN Water/Wastewater Agency Response Network

A Network of Utilities Helping Other Utilities

[Join CalIWARN](#)

Member Login

Username or E-mail



Password



Login



California Utilities Emergency Association

A recognized utility resource since 1952



CONNECT
Utilities across
California

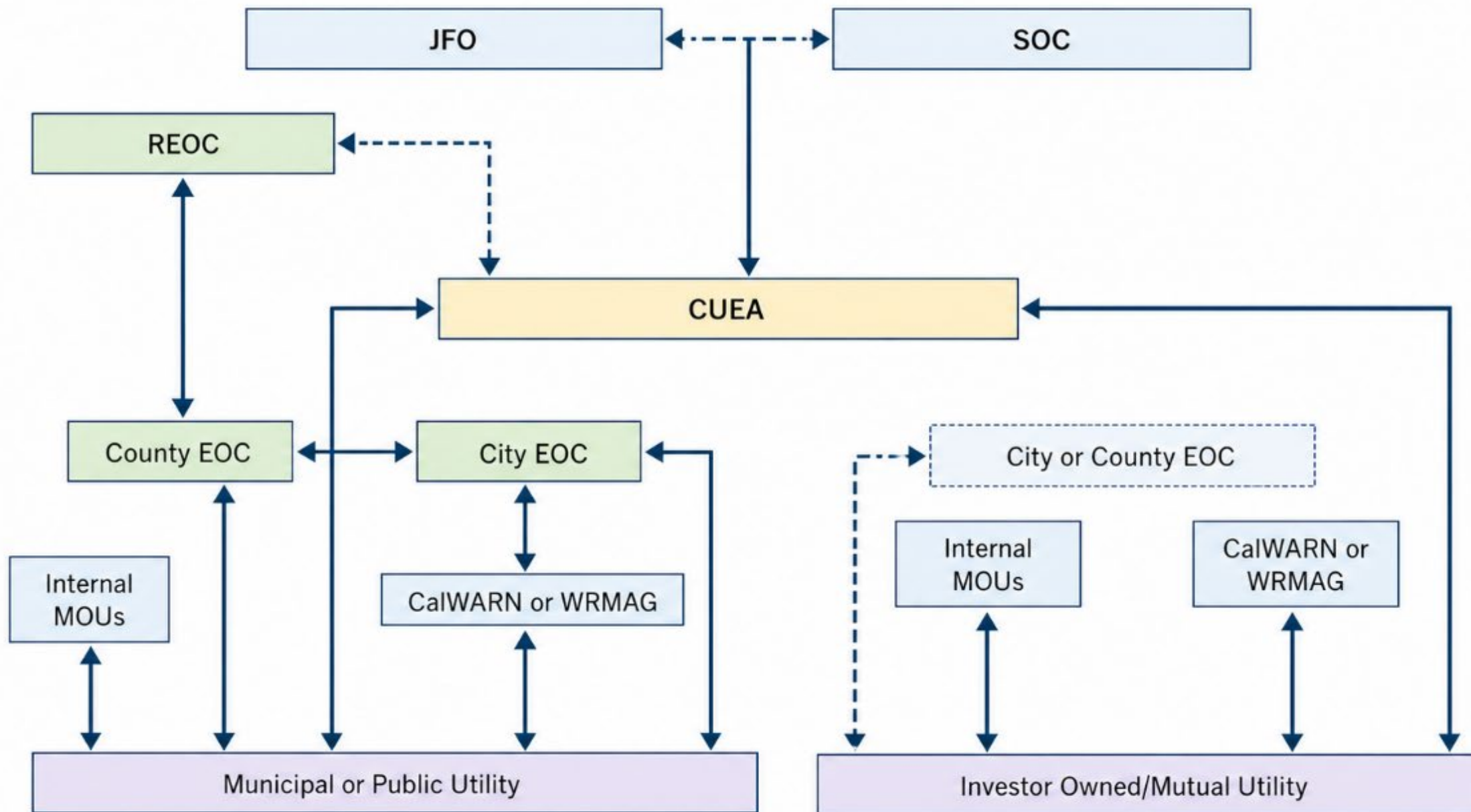


SUPPORT
Before, during and
after emergencies



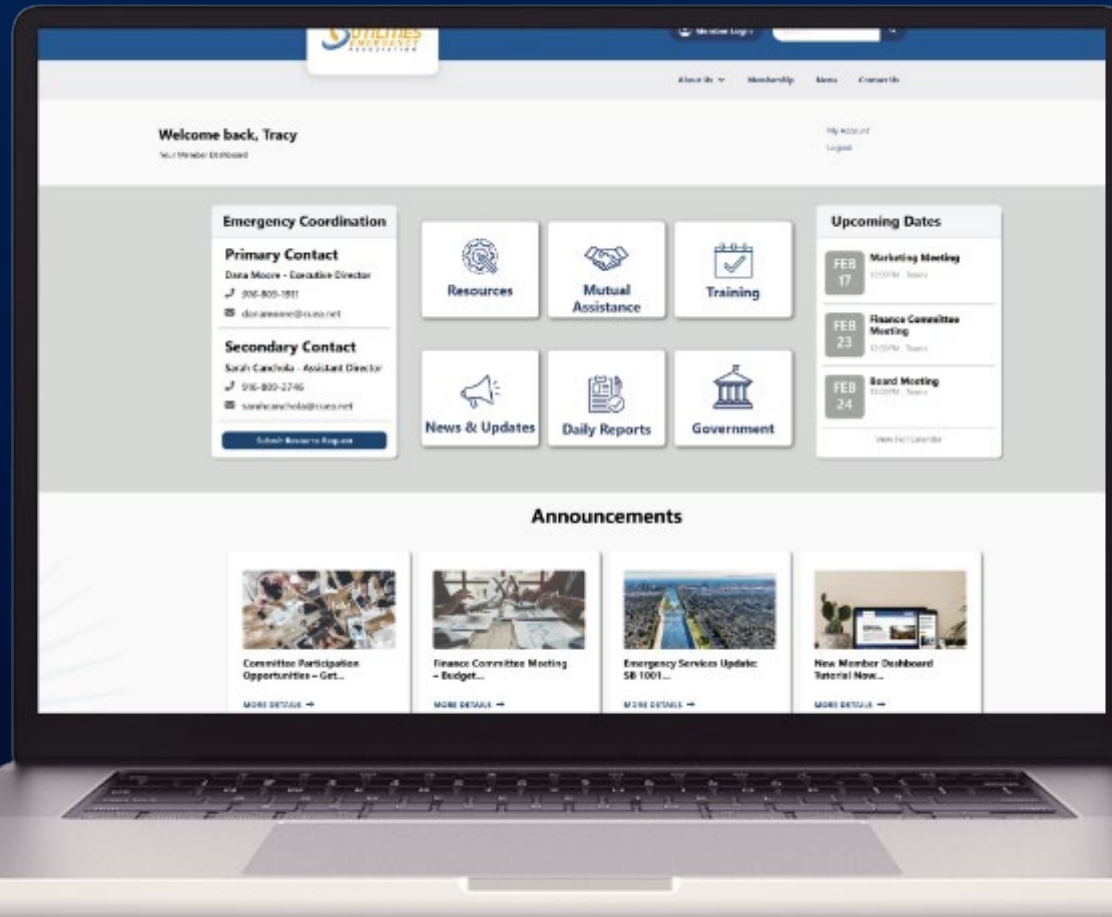
STRENGTHEN
Prepare, response
and recovery

Communications & Requests



Member Dashboard

The Member Dashboard brings everything into one place—resources, updates, emergency coordination, and mutual assistance. Designed for speed and clarity, it ensures members can quickly access critical information and take action when it matters most.



Emergency Contacts

Immediate access to key coordination contacts

Quick Access Tiles

Resources, training, and mutual assistance in one click

Upcoming Dates

Stay aligned on meetings, updates, and events

Account Access

See payment details, renewal dates and update contact information

CUEA: More Than Mutual Assistance

Critical Lifelines Workgroup

Regional workgroups focused on bringing all six critical lifeline utilities together to identify interdependencies.

CalOES Connection

CUEA trusted coordinating and planning partner for the state's utility sector: Catastrophic Incident Base Plan and State Emergency Plan list CUEA as the ESF-12 Lead and Critical Partner for ESF- 1, 2, and 10.

Meet Mandates

SB 552 and GO 166: Requires water utilities with 3000 or fewer connections and electric companies to maintain membership in a mutual assistance organization. SB 1153 Guidance*.

Technical Assistance Testimony

Serve as a non-partisan technical expert across utility sectors to provide testimony on utility related issues and legislation.

UMAC Guide

Leading the development of a utility specific Unified Multiagency Coordination (UMAC) Guide and Utility Emergency Management System.

Cross Sector Coordination

Only organization that represents all six critical infrastructure utilities across the spectrum of IOUs and POU's and plays a key multi-level response operations function.



Stakeholder Engagement

Local Connections

EOO Organizational Chart

The image below depicts the roles and responsibilities of the Emergency Operations Organization, Emergency Operations Board, and the EOB Working Group as numerous entities working toward a singular goal.

Emergency Operations Organization (EOO)

EOO Director

The Mayor acts as the EOO Director, and is authorized to enforce rules, orders, regulations and directives to protect life and property during local emergencies.

EOO Deputy Director

The Chief of Police (EOB chair) is the EOO Deputy Director and acts on behalf of the Director on all matters delegated to them.

EOO Coordinator

The EOO Coordinator coordinates the responsibilities of persons involved in an emergency event and facilitates the dissemination of emergency operations activities.

Emergency Operations Board (EOB)

The EOB consists of General Managers, Chiefs, and Superintendents of the following:

- Fire Department
- Chief Legislative Analyst
- Police
- Public Works Division
- Office of the City Administrative Officer
- Department of Water and Power
- Airport
- Emergency Management Department
- General Services Department
- Harbor Department
- Information Technology Agency
- Personnel Department
- Department of Recreation and Parks
- Department of Transportation
- Department of Building and Safety

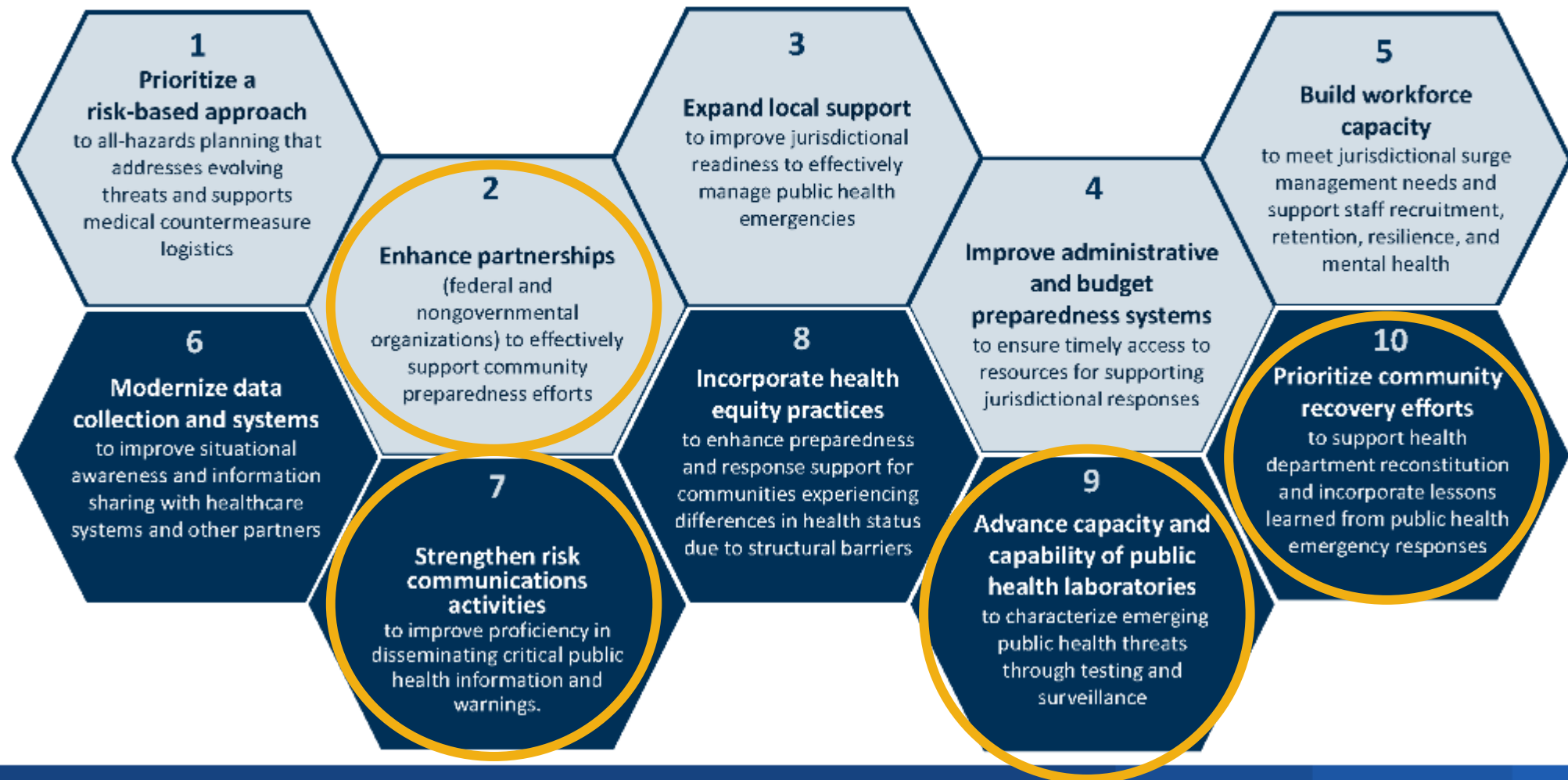
Emergency Operations Board Working Group

The EOB Working Group is composed of representatives from City departments and outside agencies. The following Emergency Management taskforces provide technical support to the EOB Working Group

- Budget & Grants
- Disabilities and Access & Functional Needs
- Community Preparedness & Engagement
- Operations/Training & Exercises
- Planning & Resilience
- Shelter & Welfare
- Emergency Public Information
- GIS
- Technology
- Human Resources

Public Health Response Readiness Framework

2024-2028 PHEP Program Priorities - Defines Excellence in Response Operations



Early Access: Recovery Impact



Restoring safe water within 5-7 days shortens recovery from years to months.



Delayed restoration creates major health, business and infrastructure disruption.



Early Water restoration stabilizes households, hospitals, and local economies faster.

Core Message

“ Treat safe drinking water as a critical lifeline, restored on the same emergency timeline as power, medical care, and transportation

Not special access- priority access for a life-safety function

A background image showing a person wearing a yellow high-visibility jacket, sitting and writing in a large, open notebook. The scene is dimly lit, with a warm, golden light source creating a soft glow. The person's hands and the notebook are in the foreground, while the rest of the person and the background are slightly out of focus.

Critical Needs
Trust. Transparency. Reality

Elected Official Preparedness

- ✓ City vs Special District (They Are Different)
- ✓ Emergency Decision Making (Empowerment)
- ✓ Coordination with Other Elected Officials
- ✓ Public Communications
- ✓ Feedback on Legislation (Cascading Impacts)
- ✓ G402 Training





Key Takeaways



Learn how your organization fits into local emergency response structures.



Meet with local OES/OEM, Public Health, and the other critical infrastructure utilities in your city/county/service area/region.



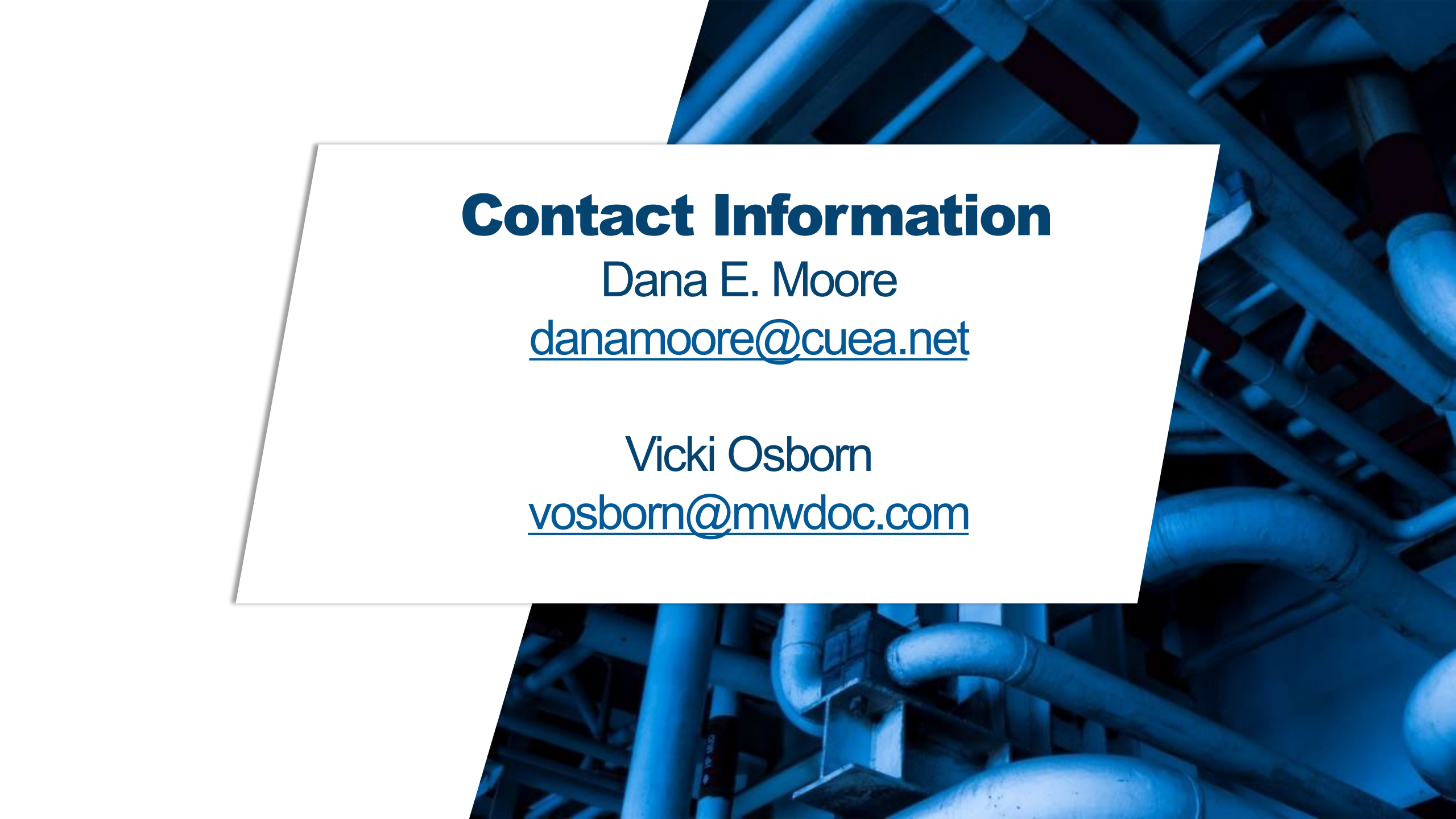
Have a specific water role in the Utilities Branch or other higher level for restoration, mutual aid and re-entry coordination.



Learn how mutual assistance mechanisms can be used before, during, and after incidents to speed restoration of services.

A woman with curly hair and glasses is smiling and clapping her hands. She is wearing a brown blazer over a light blue shirt. In the background, other people are also clapping, and there are blurred lights, suggesting an indoor event or conference.

Questions?



Contact Information

Dana E. Moore

danamoore@cuea.net

Vicki Osborn

vosborn@mwdoc.com