

Illinois Water / Wastewater
Agency Response Network



Requests for Assistance:

How to Request and How to Respond

Requesting Assistance

Select *Emergencies* from the sidebar

Emergencies

Resources

Membership

My Profile

Site Support Center

Home

Logout

Contact Us

ILWARN Administration
[Contact Us](#)
ISAWWA
545 S. Randall Road
St. Charles, IL 60174
Phone: (866) 521-3595

ILWARN Member Information Center

Other System's Open Emergencies

[View Closed Emergencies](#)

No Emergencies

My Open Emergencies

[Add](#) | [View Closed Emergencies](#)

No Emergencies

To add a new request, click *Add* under My Open Emergencies.

A utility must have a signed MAA on file to make or respond to an emergency request.

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No Emergencies

My Open Emergencies [Add](#) [View Closed Emergencies](#)

No Emergencies

Fill out the emergency request form.

Include your municipality and a description of the emergency in your title.

Include as much information in the request form as possible to help facilitate an appropriate response.

Add/Edit Emergency

Title:

Emergency Notification Form

Incident Name:

*Date/Time:

*Utility Name:

Type: ☐ Water ☐ Wastewater

City and County:

General Phone #:

Authorized Rep Name:

Title:

*Email:

*Cell Number:

Agencies Responding: ☐ Law Enforcement ☐ Fire ☐ Public Works

☐ Other

*General Loc/Address of Emergency:

Emergency Latitude:

Emergency Longitude:

*Has Emergency Been Declared?: ☐ Yes ☒ No

if no, is there a high probability it will?: ☐ Yes ☐ No ☐ Maybe

*Traffic Control Available?: ☒ Yes ☐ No

*Hazardous Conditions Present?: ☒ Yes ☐ No

*PPE Required?: ☒ Yes ☐ No

If PPE Required, What kind?:

Describe the
damage in detail.

Include contact
information for
on-site personnel.

Damage (check all that apply)

☐ Storage Tank (W or WW) ☐ Wastewater System Failure

☐ Wastewater Collection System ☐ Water System Failure

☐ Water Supply Contaminated ☒ Water Distribution System

☐ Line Break ☐ Pump Failure

☐ Other

Describe Damage Detail:

of Customers Affected:

*Power Sources (check all that apply)

☒ Utility Power is operational ☐ Utility Power is out ☐ Generator power

*Damage Area

☒ Accessible ☐ Under water ☐ Inaccessible due to debris

Communications Operating

☐ Landline ☐ Cell ☐ Satellite ☐ Radio (what band)

*Staging Area Reporting

Location if different than emergency address:

Contact at Reporting Site Staging Area

*Name:

Title:

*Cell Number:

Other Communications:

Form Completed By

*Name:

Title:

Phone Number:

*Cell Number:

Comments:

Add resources needed from the pull-down menu and input the quantity.

Update message that will be sent through text to member utilities.

Select the type of notification.

To send to all members, use the zip code radius and select *All*.

Resource needed: Wtr Dist Sys Flush/ Flow Test, Sample/Field Anyls Type II

Quantity: 1

Additional information to include: time frame resource is needed, volt or amp specifications, cables needed, any specific detail or instructions:

Need additional team to flush and sample.

Add

Mouse over "Additional Info" to see the details.

Resources			
Wtr Dist Sys Dmg Assmnt & Rpr Type II	Additional Info	2	Delete
Wtr Dist Sys Flush/ Flow Test, Sample/Field Anyls Type II	Additional Info	1	Delete

Cell Phone Texting Message

Extreme cold weather has caused multiple main breaks in Example Utility's system. They are requesting water distribution damage assessment and repair teams and additional personnel to flush and sample.

Josh Stewart
217-555-2424

Send email notification: ☒ Yes ☐ No

Send text notification: ☒ Yes ☐ No

Send emergency to contacts within selected systems:
To select multiple systems, hold down the control button.

American Water - SAFB
Annawan Water/Sewer Department
Aqua Illinois - Kankakee
Baxter & Woodman, Inc.
Beason-Chestnut Water District

Or select a radius

Send emergency to members within All of zip code 62702

Send Cancel

Once the form is completed, click on *send* to submit.

Notification emails and text messages will be sent to members including a link to the emergency.

Resource needed: Wtr Dist Sys Flush/ Flow Test, Sample/Field Anyls Type II

Quantity: 1

Additional information to include: time frame resource is needed, volt or amp specifications, cables needed, any specific detail or instructions:

Need additional team to flush and sample.

Add

Mouse over "Additional Info" to see the details.

Resources			
Wtr Dist Sys Dmg Assmnt & Rpr Type II	Additional Info	2	Delete
Wtr Dist Sys Flush/ Flow Test, Sample/Field Anyls Type II	Additional Info	1	Delete

Cell Phone Texting Message

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Josh Stewart
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Send email notification: ☒ Yes ☐ No

Send text notification: ☒ Yes ☐ No

Send emergency to contacts within selected systems:
To select multiple systems, hold down the control button.

American Water - SAFB
Annawan Water/Sewer Department
Aqua Illinois - Kankakee
Baxter & Woodman, Inc.
Beason-Chestnut Water District

Or select a radius

Send emergency to members within All of zip code 62702

Send Cancel

When members login to the website they will now be able to see your emergency and open it for details and what resources are needed.

Click on *View* to see more details.

ILWARN Member Information Center

Other System's Open Emergencies

[View Closed Emergencies](#)

Safety Summit Training - not an emergency

ILWARN

Updated: 14 min ago

Created: 6/01/21

Resources

Accepted: 0

Needed: 3

Offered: 0

[View](#)

Member utilities should review the emergency details and determine whether they are able to respond.

View Emergency

[Back to Emergencies](#)

Safety Summit Training - not an emergency

Created by: Josh Stewart - [ILWARN](#)

Created on: 6/1/2021 3:45 PM

Emergency Notification Form (click to expand/contract)

IncidentName:	Example Emergency (not an actual emergency)
Date/Time:	6/1/2021
Utility Name:	ILWARN
Type:	
☐ Water ☐ Wastewater	
City and County:	
General Phone #:	
Authorized Rep Name:	
Title:	
Email:	josh.stewart@cwlp.com
Cell Number:	217-555-2424
Agencies Responding:	
☐ Law Enforcement ☐ Fire ☐ Public Works	
☐ Other	
General Loc/Address of Emergency:	n/a
Emergency Latitude:	
Emergency Longitude:	
Has Emergency Been Declared?:	No
If no, is there a high probability it will?:	
Traffic Control Available?:	Yes
Hazardous Conditions Present?:	Yes
PPE Required?:	Yes
If PPE Required, What Kind?:	
Damage:	

[Click Here to Offer Assistance](#)

Mouse over the resource name to see the details.

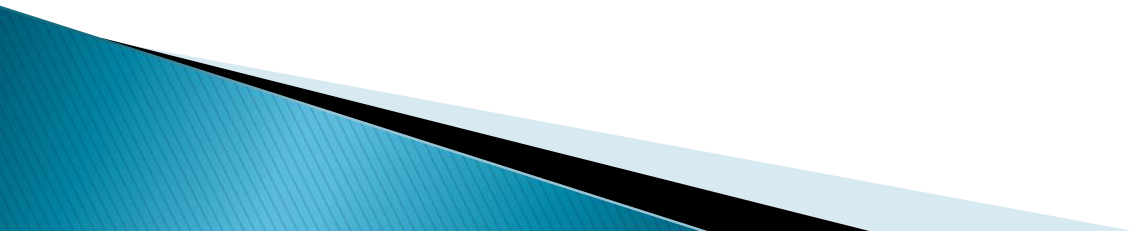
Resources	Est. Time of Arrival	Needed	Offered	Accepted
Wtr Dist Sys Dmg Assmnt & Rpr Type II	--	2	0	0
Wtr Dist Sys Flush/ Flow Test, Sample/Field Anyls Type II	--	1	0	0

Emergency Forum	Creator	Last Posted
Create New Conversation		

The resources requested are shown including how many are needed, how many are offered and how many are accepted.

Click on the link above to offer a resource.

Responding to Requests



To offer assistance, first select the resource you want to offer.

Offer Assistance

Safety Summit Training - not an emergency

Created by: Josh Stewart - [ILWARN](#)

Created on: 6/1/2021 3:45 PM

To offer assistance, please click the resource link below.

Resources	Needed	Offered	Accepted
Wtr Dist Sys Dmg Assmnt & Rpr Type II	2	0	0
Wtr Dist Sys Flush/ Flow Test, Sample/Field Anlys Type II	1	0	0

My Offer

Qty Est. Time of Arrival

No resources have been offered.

Responding Utility Authorization & Contact Form

Utility Name:

Address:

Current Date:

Current Time:

Type:

Water ☐ Wastewater ☐ Both ☐

General Phone Number:

Authorized Rep Name:

Authorized Rep Title:

Authorized Rep Email:

Authorized Rep Cell:

Crew Leader Name:

Crew Leader Cell:

Crew Member
Names/Cells:

Fill out the quantity and estimated time of arrival.

Complete the contact information and other details listed in the form.

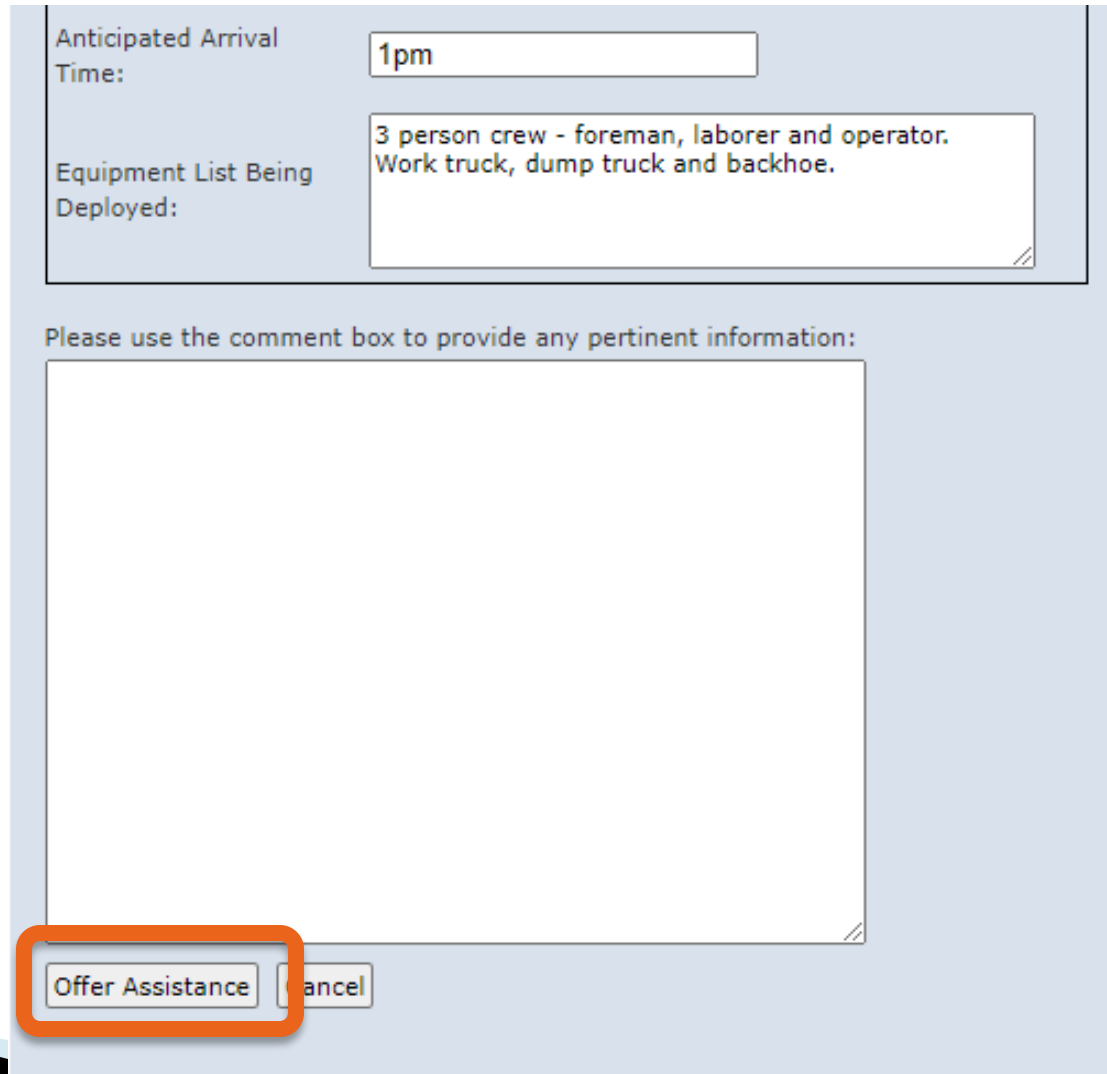
To offer assistance, please click the resource link below.

Resources	Needed	Offered	Accepted
Wtr Dist Sys Dmg Assmnt & Rpr Type II	2	0	0
Wtr Dist Sys Flush/ Flow Test, Sample/Field Anlys Type II	1	0	0

My Offer	Qty	Est. Time of Arrival
Wtr Dist Sys Dmg Assmnt & Rpr Type II	1	06/02/21  1  :00  PM 

Responding Utility Authorization & Contact Form	
Utility Name:	Neighbor Utility
Address:	
Current Date:	6/2/21
Current Time:	9:30 am
Type:	Water ☒ Wastewater ☐ Both ☐
General Phone Number:	217-555-4242
Authorized Rep Name:	Joe Superintendent
Authorized Rep Title:	
Authorized Rep Email:	joe@xxxxx.com
Authorized Rep Cell:	xxx-xxx-xxxx
Crew Leader Name:	Bob Foreman
Crew Leader Cell:	xxx-xxx-xxxx
Crew Member Names/Cells:	
Anticipated Arrival Time:	1pm
Equipment List Being Deployed:	3 person crew - foreman, laborer and operator. Work truck, dump truck and backhoe.

Once the form is filled out, click on *Offer Assistance*.



Anticipated Arrival Time: 1pm

Equipment List Being Deployed: 3 person crew - foreman, laborer and operator. Work truck, dump truck and backhoe.

Please use the comment box to provide any pertinent information:

Offer Assistance Cancel

The emergency page will update as resources are offered and accepted.

[Click Here to Offer Assistance](#)

Mouse over the resource name to see the details.

Resources	Est. Time of Arrival	Needed	Offered	Accepted
☐ Wtr Dist Sys Dmg Assmnt & Rpr Type II	--	2	1	0
ILWARN	6/2/21 2:00 PM	--	1	0
Wtr Dist Sys Flush/ Flow Test, Sample/Field Anyls Type II	--	1	0	0

Emergency Forum	Creator	Last Posted
Create New Conversation		

The requesting utility can click on the blue link to accept a resource.

[Click Here to Offer Assistance](#)

Mouse over the resource name to see the details.

Resources	Est. Time of Arrival	Needed	Offered	Accepted
☐ Wtr Dist Sys Dmg Assmnt & Rpr Type II	--	2	1	0
ILWARN	6/2/21 2:00 PM	--	1	0
Wtr Dist Sys Flush/ Flow Test, Sample/Field Anyls Type II	--	1	0	0

Emergency Forum

Creator

Last Posted

[Create New Conversation](#)

Change the quantity
under accepted to mark
the resource accepted.

Manage Assistance Offer

Safety Summit Training - not an emergency

Offered by: Josh Stewart - [ILWARN](#)

Offered on: 6/2/2021 9:40 AM

Instructions: Please use this form to respond to the assistance offer by marking any accepted resources.

Resources	Est. Time of Arrival	Offered	Accepted
Wtr Dist Sys Dmg Assmnt & Rpr Type II	6/2/21 2:00 PM	1	0

Responding Utility Authorization & Contact Form

Utility Name: Neighbor Utility

Address:

Current Date: 6/2/21 Current Time: 9:30 am

Type: Water

General Phone Number: 217-555-4242

Authorized Rep Name: Joe Superintendent

Authorized Rep Title:

Authorized Rep Email: joe@xxxxx.com

Authorized Rep Cell: xxx-xxx-xxxx

Crew Leader Name: Bob Foreman

Crew Leader Cell: xxx-xxx-xxxx

Crew Member
Names/Cells:

Anticipated Arrival
Time: 1pm

Equipment List Being
Deployed: 3 person crew - foreman, laborer and operator. Work truck, dump truck and backhoe.

Add any pertinent information for the other utility in the comment box and click on the *Notify* button at the bottom of the page.

Resources	Est. Time of Arrival	Offered	Accepted
Wtr Dist Sys Dmg Assmnt & Rpr Type II	6/2/21 2:00 PM	1	1

Responding Utility Authorization & Contact Form			
Utility Name:	Neighbor Utility		
Address:			
Current Date:	6/2/21	Current Time:	9:30 am
Type:	Water		
General Phone Number:	217-555-4242		
Authorized Rep Name:	Joe Superintendent		
Authorized Rep Title:			
Authorized Rep Email:	joe@xxxxxx.com		
Authorized Rep Cell:	xxx-xxx-xxxx		
Crew Leader Name:	Bob Foreman		
Crew Leader Cell:	xxx-xxx-xxxx		
Crew Member Names/Cells:			
Anticipated Arrival Time:	1pm		
Equipment List Being Deployed:	3 person crew - foreman, laborer and operator. Work truck, dump truck and backhoe.		

Please use the comment box to provide any pertinent information:

Notify Josh Stewart regarding offer

Cancel

The emergency page will be updated with the accepted resource.

[Click Here to Offer Assistance](#)

Mouse over the resource name to see the details.

Resources	Est. Time of Arrival	Needed	Offered	Accepted
☐ Wtr Dist Sys Dmg Assmnt & Rpr Type II	--	2	1	1
ILWARN	6/2/21 2:00 PM	--	1	1
Wtr Dist Sys Flush/ Flow Test, Sample/Field Anyls Type II	--	1	0	0

Emergency Forum	Creator	Last Posted
Create New Conversation		

The emergency forum can be used by any utilities to discuss logistics for this emergency.

Click on the link to create a new conversation.

[Click Here to Offer Assistance](#)

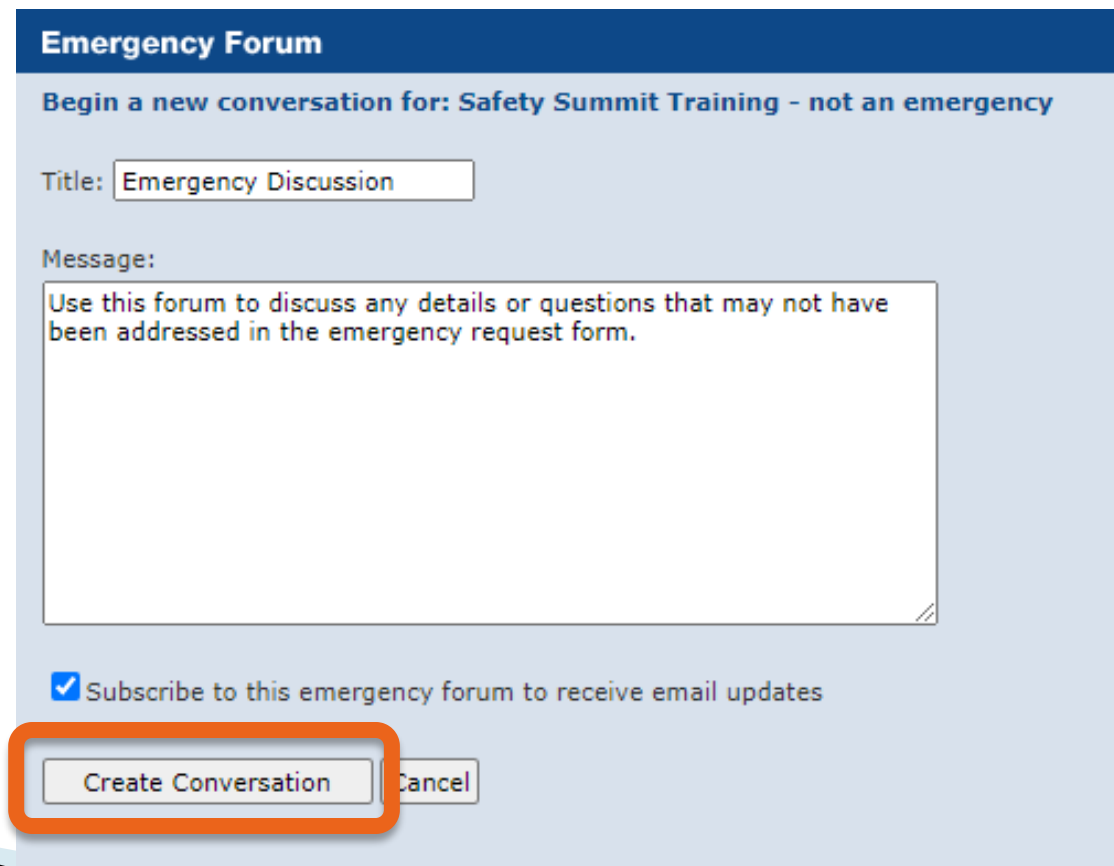
Mouse over the resource name to see the details.

Resources	Est. Time of Arrival	Needed	Offered	Accepted
☐ Wtr Dist Sys Dmg Assmnt & Rpr Type II	--	2	1	1
ILWARN	6/2/21 2:00 PM	--	1	1
Wtr Dist Sys Flush/ Flow Test, Sample/Field Anyls Type II	--	1	0	0

Emergency Forum	Creator	Last Posted
Create New Conversation		

Fill out the message and click create conversation to post.

You can check the subscribe box to get email updates when anyone posts to this emergency forum.



Emergency Forum

Begin a new conversation for: **Safety Summit Training - not an emergency**

Title:

Message:

☒ Subscribe to this emergency forum to receive email updates

The conversation will be updated for other members to view on the emergency page.

[Click Here to Offer Assistance](#)

Mouse over the resource name to see the details.

Resources	Est. Time of Arrival	Needed	Offered	Accepted
☐ Wtr Dist Sys Dmg Assmnt & Rpr Type II	--	2	1	1
ILWARN	6/2/21 2:00 PM	--	1	1
Wtr Dist Sys Flush/ Flow Test, Sample/Field Anyls Type II	--	1	0	0

[New Conversation](#)

Emergency Forum	Creator	Last Posted
Emergency Discussion	Josh Stewart	6/2/2021 11:03 AM By Josh Stewart

Once the emergency is over, you can click on the *Edit* link to close the emergency.

My Open Emergencies

[Add](#) | [View Closed Emergencies](#)

Safety Summit Training - not an emergency

ILWARN

Updated: 18 hr 23 min ago

Created: 6/01/21

Resources

Accepted: 3

Needed: 3

Offered: 3

[Edit](#)

[View](#)

Click on the *Close Emergency* link at the top.

Edit Emergency[Close Emergency](#)

Title: Status: Open

Emergency Notification Form

Incident Name:	Example Emergency (not an actual emergency)
*Date/Time:	6/1/2021
*Utility Name:	ILWARN
Type:	☐ Water ☐ Wastewater
City and County:	
General Phone #:	
Authorized Rep Name:	
Title:	



For questions, please
email info@ilwarn.org
or reach out to Josh
Stewart.

Josh Stewart
CWLP
217-789-2323