KANSAS MUTUAL AID PROGRAM FOR UTILITIES

Bringing the Pieces Together

Kansas Electric, Gas, Water and Wastewater Utility Mutual Aid Program
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Kansas Mutual Aid Program for Utilities
KSMAP

The State of Kansas has experienced a number of disasters and emergency situations over the last several years that have caused significant damage to the utility infrastructure of communities, utilities, and other organizations across the state. These situations have demonstrated the need for a more effectively coordinated effort to respond to emergencies impacting utility systems including electric, natural gas, water, and wastewater utility systems. Kansas has always had a strong concept of neighbor helping neighbor, and a strong mutual aid program formalizes that ideal as utilities work to bring all the pieces together in times of crisis.

A coordinated effort has been developed to provide assistance to those affected utilities when the necessary response outstrips the utilities’ ability to respond on their own. The Kansas Mutual Aid Program (KSMAP) has been developed to serve as the mutual aid program for Kansas utilities. The project is a joint effort of the following organizations:

- Kansas Municipal Utilities (KMU),
- Kansas Rural Water Association (KRWA),
- Kansas Section – American Water Works Association (KsAWWA),
- Kansas Water Environment Association (KWEA),
- Kansas Municipal Energy Agency (KMEA), and
- Kansas Power Pool (KPP)

with the cooperation of:

- Kansas Corporation Commission (KCC),
- Kansas Department of Health & Environment (KDHE), and
- Kansas Division of Emergency Management (KDEM).

The program provides the structure for inter-utility assistance in times of disaster or other emergencies to help bring all the pieces together to restore utility services.

The utilities and organizations participating in KSMAP stand ready to help with equipment, materials, and personnel to assist in the restoration and continuation of utility service for those utilities needing assistance.
WHY DEVELOP THIS PROGRAM?

When any disaster or emergency strikes, the primary concerns for the community and its utilities include:

- Protection of public health, safety, and welfare;
- Securing the area and utility assets;
- Assessing the damage;
- Determining priorities for recovery; and
- Restoration and clean-up.

After recent disaster experiences, utilities in Kansas have found that:

- Utilities require specialized resources, equipment, and trained, certified personnel to work on their utility systems;
- Those responding to a disaster often count on having basic utility services to perform their responsibilities;
- Widespread disasters can quickly outstrip the local or regional resources that might be available to help;
- Disasters can impact local utility employees and their families, creating an even greater need for help from other utilities; and
- Agreements need to be in place before a disaster strikes in order to receive federal reimbursement.

The information included in this publication and on the web site (www.ksmap.org) will provide your utility with information on:

- Becoming a participating utility in KSMAP;
- Planning before disaster strikes;
- Calling for help or assistance from other utilities; and
- Responding when your utility is asked to help.

BECOMING A PARTICIPATING UTILITY IN KSMAP

When your utility joins the other participating utilities in the KSMAP program, you become part of a much larger team, potentially including utilities from other states. The program helps to bring all the pieces together to help repair and restore your utility services as quickly as possible.
The process for becoming a part of KSMAP is simple. Your organization must approve the KSMAP Program Agreement by having your governing body or board of directors adopt a resolution authorizing your organization to sign the Program Agreement to become a part of KSMAP. A sample resolution and the program agreement are included in Appendices A and B.

In general, the program agreement outlines the purpose of the program, the responsibilities of participation, procedures for activating the program, and the reimbursement of expenses.

Once your organization approves the Program Agreement by resolution and submits a copy of both the signed resolution and program agreement to either:

- Kansas Municipal Utilities
  101 ½ N. Main Street
  McPherson, KS 67460
- Kansas Rural Water Association
  706 Waterway Drive
  Seneca, KS 66538

Your utility will then receive a user name and password to complete an online information survey about each utility that your organization operates. The data will include basic information about your system, your resources, and your personnel should you need assistance as well as resources that could be made available to help other utilities in the event of an emergency or natural disaster.

Your utility’s information will be included in an online, searchable database to allow for effective coordination of resources when disaster strikes. This database will allow participating utilities and coordinators to search for resources by county, region, or statewide to find the needed assistance as close as possible.

**PLANNING BEFORE DISASTER STRIKES**

Before disaster strikes every utility needs to develop a plan for recovery and restoration of utility services. The following information will help your utility as you review your own disaster and emergency plans.

- Put your utility recovery and restoration plan in writing;
- Incorporate the plan into your local emergency operations plan;
- Train employees (Emergency Operation Plans, NIMS, ICS);
- Identify critical machinery, equipment, and material and their locations;
• Identify critical system components and locations;
• Prioritize facilities for restoration efforts (public facilities, hospitals, nursing homes, etc.)
• Contact your utility’s insurance carrier to assure that your coverage will extend to mutual aid assistance efforts.

**CALLING FOR HELP WHEN DISASTER STRIKES**

1. **Survey the damage**
   Survey location and severity of damage to your system BEFORE calling your Mutual Aid Coordinator to request help.

2. **Make a quick inventory of needs — be specific**
   Put together a short list of specific personnel, equipment and materials you'll need on an immediate basis before you place the call for help. This will save response time. Identify areas of need (e.g. substation, transformer banks, distribution, service connections, pressure regulating stations, etc.) and the specific jobs for which you need assistance.

3. **Call for Mutual Aid**
   Utilities should call or contact any participating utility or a mutual aid coordinating entity (KMU or KRWA) for help:

   - **Kansas Municipal Utilities**
     101 ½ N. Main Street
     McPherson, KS 67460
     620-241-1423 (phone)
     620-241-7829 (fax)
     [www.kmunet.org](http://www.kmunet.org)

   - **Kansas Rural Water Association**
     706 Waterway Drive
     Seneca, KS 66538
     785-336-3760 (phone)
     785-336-2751 (fax)
     [www.krwa.net](http://www.krwa.net)

   If telephone or normal radio contacts cannot be made, get assistance from the County Emergency Management Office, Highway Patrol or County Sheriff in requesting help.

   **Describe:**

   1. Nature of disaster.
   2. Type of help, equipment and number of crews needed.
3. Other sources of help already contacted such as neighboring utilities or private contractors.

**Indicate:**

1. Where crews should report when they arrive in your city.
2. Estimated time (hours, days) they will be needed.

**Establish:**

1. A command center with a person and phone number to receive and return calls from a Mutual Aid Coordinating Entity.
2. Time when you will re-contact the Mutual Aid Coordinating Entity if incoming calls to your utility are not possible.
3. Method of documenting services provided and hours worked by outside utility crews.

**RESPONDING WHEN YOUR UTILITY IS ASKED TO ASSIST**

1. **Receiving a call from a Requesting Utility or Mutual Aid Coordinating Entity**
   A representative of the utility should be designated to receive calls as part of the mutual aid program. Both a primary and back-up representative should be identified in the event help is needed on weekends or after regular working hours.

2. **Identify personnel and equipment available**
   Take an inventory of the personnel and equipment your utility could send for emergency assistance without jeopardizing your own operation.

3. **Determine which personnel and equipment will be sent**
   Give the Requesting Utility or Mutual Aid Coordinating Entity the names of utility personnel that will be sent to assist a neighboring community. Be specific. Also, explain in detail what equipment will be taken, e.g. aerial device, poles, transformers, backhoes, trenchers, pipe, welders, valves, hydrants, etc.

4. **Confirm directions for travel and where crews are to report**
   In the event main roads into a community are closed, determine what route is
accessible and available for travel. Also, find out specifically where crews are to report for service assignments.

5. **Estimate time involved for your utility personnel**
   Your utility's crew will need to know the approximate time they will be away from home. If an overnight stay is anticipated, workers should plan appropriately and include personal items for an extended work schedule.

6. **Share information with your utility personnel before they depart**
   Don't assume your workers understand the nature of their roles in the Mutual Aid process. Explain your utility's involvement in the program and specifically what duties your workers will be expected to perform. Provide them with information on where to report once they arrive in the neighboring community.

7. **Document time and costs**
   Mutual aid assistance is provided for actual payroll costs and equipment reimbursement according to the schedule of standard charges as allowed by FEMA in its schedule of equipment rates. Document time and materials used by your utility personnel so reimbursement can be made by the assisted utility.

**KSMAP**

KSMAP is your resource when your utility needs help or assistance in times of disaster or emergency. Your neighboring utilities stand ready to help when needed by bringing the pieces together to help your utility. KSMAP is open to all utilities that are willing to work together to restore and help keep utility services to the residents, customers, and communities that they serve continuing the Kansas tradition of “neighbor helping neighbor.”

For more information, see the website at [www.ksmap.org](http://www.ksmap.org) or contact:

- **Kansas Municipal Utilities**
  - 101 ½ N. Main Street
  - McPherson, KS 67460
  - 620-241-1423 (phone)
  - 620-241-7829 (fax)
  - [www.kmunet.org](http://www.kmunet.org)

- **Kansas Rural Water Association**
  - 706 Waterway Drive
  - Seneca, KS 66538
  - 785-336-3760 (phone)
  - 785-336-2751 (fax)
  - [www.krwa.net](http://www.krwa.net)

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APPENDIX B

PROGRAM AGREEMENT
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