

EMERGENCY WATER SHORTAGE



An **EMERGENCY** water shortage is a rapid decline in a water supply source or an incident that obstructs the distribution of water to the community.

Examples include:

- sudden drop in water level of pond or reservoir
- groundwater well ran dry or failed
- water supply dam failure
- frozen surface water intake
- natural event such as landslide blocking source
- large water main break

Taking Action:

- Sandbag intake pond outlet to retain water
- Ask residents to conserve water: communicate through emergency alerts or public announcements
- Identify emergency drinking water source
 - Neighboring community's public drinking water system
 - Nearby surface water source - start with ponds within the same watershed as the source
- Connect to emergency water source
 - Obtain approval and guidance from WRRMD
 - Issue Boil Water Advisory (BWA) or Non-Consumption Advisory (NCA) as needed - guidance on BWA or NCA can be provided by Department of Health and Community Services
 - Inform public of BWA or NCA
 - Use NSF certified hoses and pumps suitable for drinking water
 - Do not use hoses and pumps that may have been in contact with sewage or other contaminants
 - Ensure operation of any gas fueled pump does not lead to contamination of water source
- Call a state of emergency
- Truck in bulk water or bottled water

Where can I find out more?

Water Conservation: <https://www.gov.nl.ca/eccc/waterres/waste/water-conservation/>

Emergency Alternative Sources of Drinking Water: <https://www.gov.nl.ca/eccc/files/waterres-quality-drinkingwater-pdf-mae-flooding-and-drinking-water.pdf>

 (709) 729-2563

 water@gov.nl.ca

 <https://www.gov.nl.ca/eccc/waterres/>

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How to Communicate with the Public?

It is important to communicate with residents that may be affected by a drinking water shortage. Let those affected know about:

- What is causing the shortage
- What they can do to help (e.g., conservation measures)
- What is being done
- Any emergency information
- Communicating with the public can be done using:
 - Community website
 - Radio
 - Social Media
 - Telephone and email notification services
 - Brochures in the mail
 - Posters in public buildings (e.g., Post Office)

Who do I contact?

The following government departments, branches, and divisions can be contacted if you are experiencing an emergency water shortage:

- Emergency Services Division
 - ESD-NL@gov.nl.ca or 709-729-3703
- Water Resources Management Division
 - waterandsewer@gov.nl.ca or 709-729-2563
- Municipal Infrastructure Branch
 - Contact your Regional Engineer - <https://www.gov.nl.ca/ti/mi/contact/#ro>
- Department of Government Services
 - MountPearlGSC@gov.nl.ca
 - BayRobertsGSC@gov.nl.ca
 - ClarenvilleGSC@gov.nl.ca
 - GanderGSC@gov.nl.ca
 - GFWGSC@gov.nl.ca
 - WesternGSC@gov.nl.ca
 - LabradorGSC@gov.nl.ca
- Fisheries and Oceans Canada
 - dfo.fppnl-ppptnel.mpo@dfo-mpo.gc.ca

Emergency Preparedness



Plan ahead to prepare for a water shortage:

- Check long-range forecasts for the summer
- Identify emergency water sources and obtain approval in advance
- Have materials ready - sandbags, appropriate hoses and pumps (NSF certified)
- Start water conservation programs early
- Have an emergency preparedness plan that includes water shortage

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