



Natural Disaster Assistance for Missouri Citizens Disaster Response Guidance for Public Drinking Water and Wastewater Systems

1-800-361-4827

5/2007

Department of Natural Resources fact sheet

The following information is intended to provide initial emergency guidance to the operators, owners and employees of both publicly and privately owned facilities that produce and distribute drinking water or collect and treat wastewater. Facilities damaged or out-of-service because of a disaster situation should follow their own emergency plan and procedures. If no plan is available, or for further support and guidance, individuals should contact an office listed in the emergency telephone numbers section of this document.

Disaster Response: First Steps

- Implement your emergency response plan.
- Contact the Department of Natural Resources' regional office serving you for further information. See the regional office map at www.dnr.mo.gov/regions/regions.htm for a listing of the regional office nearest you.
- Consult the resource list at the end of this document.

Notification for Wastewater Treatment Plants Threatened by Flood Waters

- If a facility is significantly affected by flood waters, it is authorized to bypass or shutdown if necessary to prevent loss of life, personal injury or property damages; or where unavoidable excessive storm drainage or runoff would damage any facilities or processes necessary for compliance with the effluent limitations and conditions of this permit.
- The facility must take all reasonable measures necessary to prevent a bypass or shutdown.
- If a facility is shut down or a bypass occurs, the facility must telephone the regional office during normal office hours or the department's Environmental Emergency Response hotline at (573) 634-2436 after hours, within 24 hours.
- If a bypass or shutdown occurs on multiple days, the facility must notify the department each day.
- Once the bypass or shutdown event is over, the facility must also provide a written report to the department's regional office that includes the following information:
 - Name and permit number of permittee.
 - Location, duration and approximate volume of all bypasses.
 - Duration of any shutdown.
 - Description of conditions causing a bypass or shutdown.
 - Description of any reasonable actions taken by the wastewater treatment plant to avoid a bypass or shutdown.
- The wastewater treatment plant is authorized to take any reasonable actions to contain excess storm water to prevent a bypass without a construction permit.

Restoring Service

When attempting to restore service, be aware of potential hazards. Use the “buddy system.” Exercise caution with respect to the following:

- Confined spaces – use personal protection when entering. Test atmosphere for toxic or explosive gases and oxygen levels. If in doubt, ventilate or don’t enter.
- Electrical hazards
- All underground utilities
- Hazardous chemicals, such as chlorine
- Biological hazards, such as bacteria and viruses
- Potential for back injuries
- Possibility of cave-ins or collapse of trenches
- Structural damage and the potential for failure of a damaged structure
- Fire or potential for fire

Remember that safe operations always take precedence over short cuts. Time saved is not worth a life lost or serious personal injury.

The following numbers are answered 24 hours a day, 7 days a week:

Missouri Department of Natural Resources’ Environmental Emergency Response	(573) 634-2436
Missouri Highway Patrol Headquarters	(573) 751-3313
U.S. Environmental Protection Agency	(913) 281-0991
U.S. Army Corps of Engineers Kansas City District	(816) 426-6320
CHEMTREC—Hazardous materials information	1-800-424-9300
National Response Center—oil and chemical spills; terrorist threats	1-800-424-8802
National Weather Service, Kansas City	(816) 540-6125
National Weather Service, St. Louis	(636) 447-1887
National Weather Service, Springfield	(417) 869-4491

The following numbers are answered during normal business hours:

Department of Natural Resources	1-800-361-4827
Department of Natural Resources’ Water Protection Program Public Drinking Water Branch	(573) 751-5331
Department of Natural Resources’ Water Protection Program Water Pollution Branch	(573) 751-1300
Department of Natural Resources’ Regional Offices Kansas City	(816) 622-7000
Macon	(660) 385-8000
Poplar Bluff	(573) 840-9750
St. Louis	(314) 416-2960
Springfield	(417) 891-4300
State Emergency Management Operations Center	(573) 526-9100
(After hours)	(573) 751-9512
Mo. Dept. of Health and Senior Services	(866) 628-9891
Mo. Rural Water Association	(573) 657-5533
Mo. Water and Wastewater Conference	(573) 761-0376
International Bottled Water Association	1-800-WATER-11

For publications on restoring services after disasters, please call the Department of Natural Resources at 1-800-361-4827, Monday through Friday, 8 a.m. to 5 p.m.

For More Information Contact

Department of Natural Resources

P.O. Box 176

Jefferson City, MO 65102-0176

1-800-361-4827 or (573) 751-3443

www.dnr.mo.gov