



California Water Service

November 3, 2016

Quality. Service. Value.

Managing a Disaster in Real Time

Greg Milleman, Director of Operations

Timeline

June 23

Fire begins in Lake Isabella

- ICC activated in Kern River Valley; moved 3 times due to spread of fire
- EOC activated in Bakersfield, additional personnel/equipment deployed
- Quickly spread to approximately 10,000 acres, 0% containment

June 24

30,000 acres, 5% containment

- Stopped the “bleeding” and began pressurizing water systems
- Water Distribution centers set up, Mtn. Mesa, Southlake, Squirrel Mountain and Incident Command Center (afternoon)

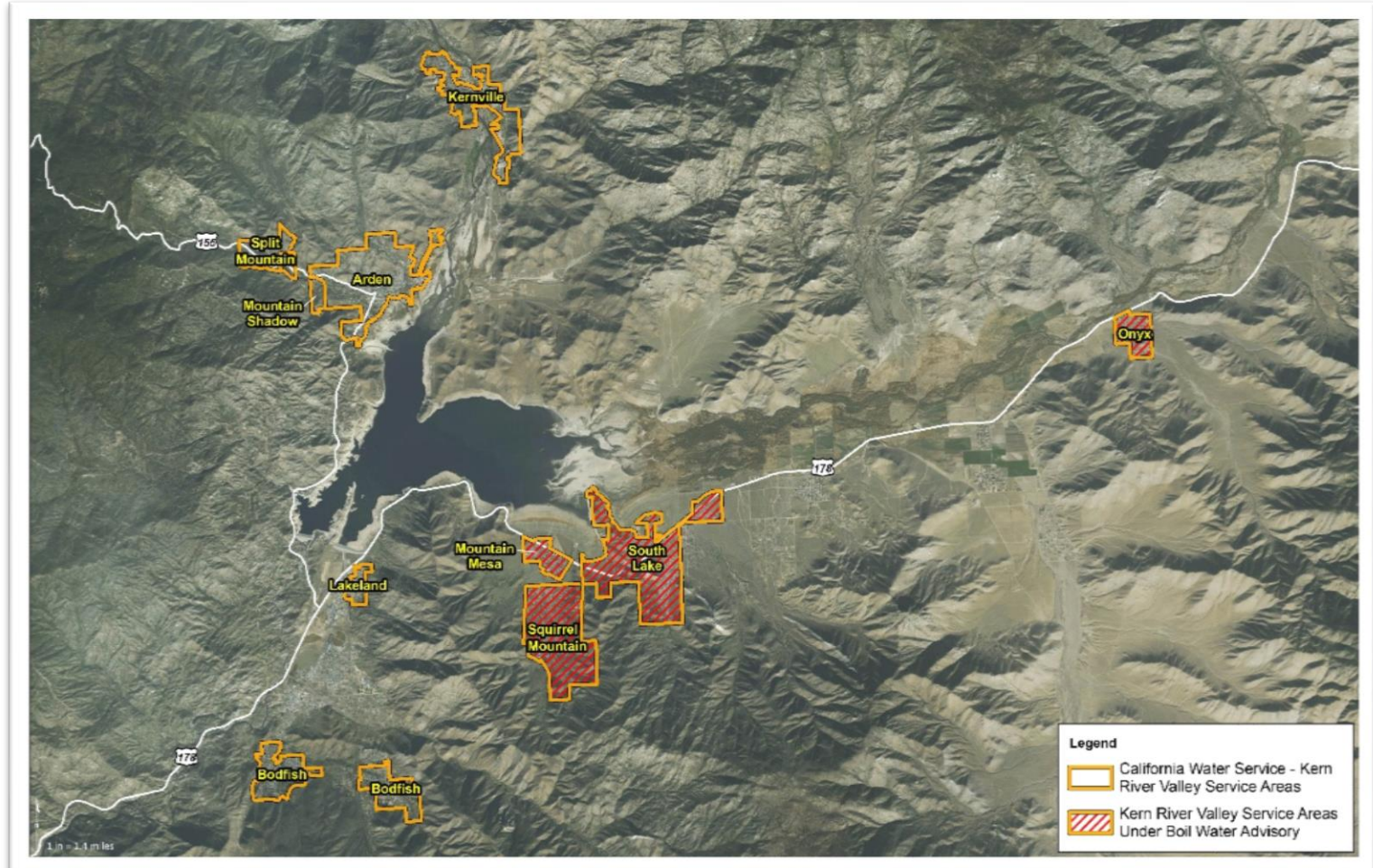
June 25

35,000 acres, 5% containment

- Water service restored in Squirrel Mountain (morning) ,Lower South Lake (noon), Upper South Lake (evening)
- Boil water advisory in Squirrel Mountain, Mountain Mesa, South Lake systems
- Water service lost temporarily in Onyx due to SCE work



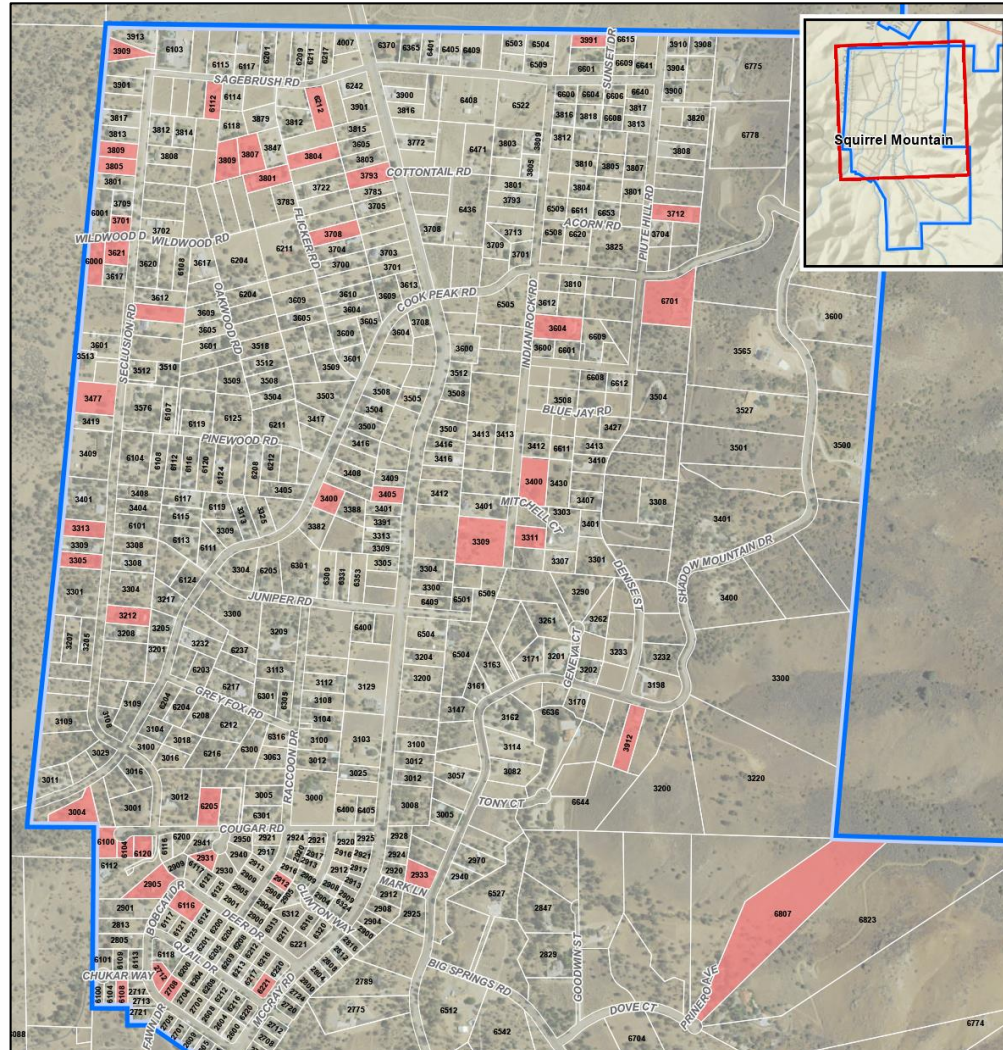
Cal Water Impacted Areas



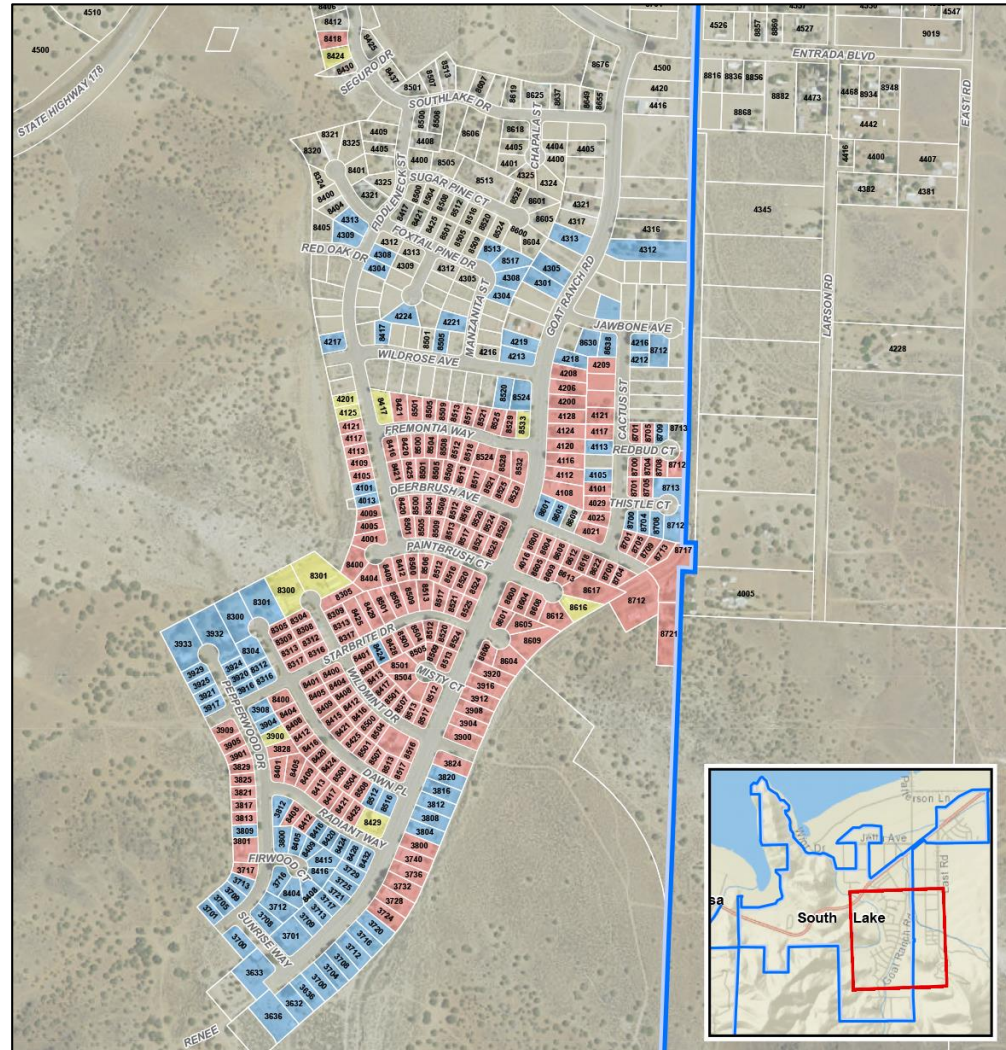
The Fire Grows



Homes Destroyed in Squirrel Mountain



Homes Destroyed in South Lake



Timeline

June 26

43,000 acres, 40% containment

- Boil water advisory in Onyx system
- Water quality testing begins all 4 systems

June 27

45,000 acres, 40% containment

June 28

47,000+ acres, 60% containment

- Boil water advisories in all four systems canceled
- Focus shifted to assisting customers who lost homes, residents displaced

June 29-July 4

48,000 + acres, 98% containment



The Aftermath



South Lake Tank Site: Before and After



Emergency Response

KRV Incident Command Center
-staffed 24/7
-11 employees

BK Emergency Operations Center
-staffed 24/7
-16 employees

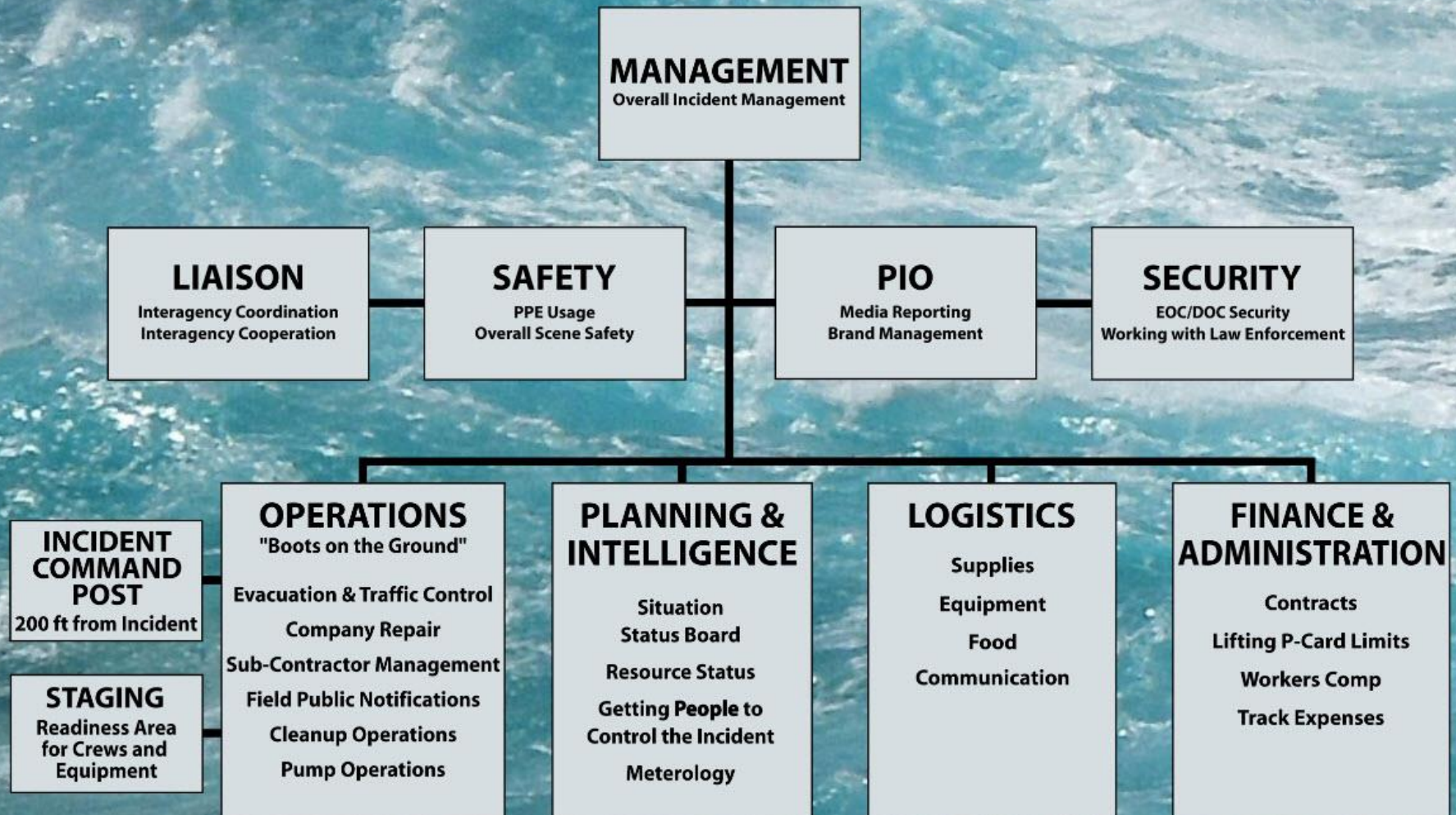
Boots on the Ground:

Bakersfield – 11 employees
Visalia – 2 employees
Rancho Dominguez - 4 employees
East Los Angeles – 4 employees
Stockton – 2 employees
Salinas – 2 employees





SEMS/NIMS/ICS EMERGENCY OPERATIONS CENTER ORGANIZATION CHART



Emergency Response Plan

PRIORITIES FOR THIS INCIDENT

- Determined structure – ICC (KRV)/EOC BK
- Safety
- Supply and pressure
- Water quality
- Bottled water
- Public Information and Communication



Boil Water Advisories—Damaged Systems

- Squirrel Mountain, South Lake, Mountain Mesa
 - June 25
 - 1,700 customers
 - Included hospital, which evacuated
 - Picked up by all network TV and newspapers but no negative coverage
- Onyx
 - June 26
 - 260 customers
 - Power/water outage due to SCE repair work



Bottled Water Distribution

- Four distribution centers
 - Incident Command Center
 - Mobile sites in South Lake, Squirrel Valley, Onyx
 - 9 a.m. to 9 p.m.
- Almost 4000 cases distributed
- Distributed water to customers homes



Public Information/Coordination

- Daily communication with Kern County EOC
- Daily updates to County Supervisors and Supervisor Mick Gleason's Chief of Staff
- Regular communication with state legislators and CPUC
- Dedicated section for local customers on web site home page
- Regular media updates
- Frequent updates on social media
- Door-to-door, phone, email for boil water advisories



Meeting with House Majority Whip Kevin McCarthy (R-BK)



Media Coverage

Cal Water issues precautionary boil water advisory for Kern River Valley residents



By ALAN PROCK | calanprock@kget.com

Published 06/24 2016 05:37PM

Updated 06/24 2016 07:37PM




Social Media Engagement

Post Details

Reported stats may be delayed from what appears on posts

California Water Service
Published by Justin Skarb (?) · Yesterday at 9:09am ·

Cal Water has bottled water available at no charge for anyone impacted by the #ErskineFire in the Kern River Valley who needs it. Come by our Customer Center at 7138 Lake Isabella Boulevard.



Bottled water available at Cal Water's Customer Center in Kern River Valley.

CALWATER.COM

7,755 people reached

View Results

11 Comments 150 Shares

7,755 People Reached		
434 Reactions, Comments & Shares		
220 Like	124 On Post	96 On Shares
11 Love	7 On Post	4 On Shares
1 Wow	0 On Post	1 On Shares
53 Comments	39 On Post	14 On Shares
150 Shares	150 On Post	0 On Shares
347 Post Clicks		
3 Photo Views	76 Link Clicks	268 Other Clicks #
NEGATIVE FEEDBACK		
2 Hide Post	0 Hide All Posts	
0 Report as Spam	0 Unlike Page	



Timothy Groover-Merrick Thank you Cal Water for supporting your community through this time

Unlike · Reply · Message · 2 · 21 hrs



Robbin Baird Downing Sandy Anthony no transportation 8138 harmony lane needs water you can go In the gate on from cypress second mobil on left you can go to the double wide in the back. She has dogs they are very friendly. Thank you so much.

Like · Reply · Message · 21 hrs · Edited



California Water Service Robbin, we'll get word to our Operations Center and try to get a crew out there ASAP.

Like · Reply · Commented on by Justin Skarb (?) · 21 hrs



Jessica Jaus-Appleford Water is needed to residents at Kelso Creek and Kelso Valley Rd.

Like · Reply · Message · 1 · 20 hrs



Deena Siddle Just helped at Faith Community they are not taking any more water at this time.

Like · Reply · Message · 1 · 17 hrs

1 Reply



Deborah Hess Cal Water deserves a big thank you

Unlike · Reply · Message · 2 · 17 hrs



California Water Service Deborah, thank you for the kind words; we truly appreciate it. But, we're just doing everything we can to help all of those impacted by the #ErskineFire. The real thanks needs to go to those fighting the fire, including Kern County Fire Department and Calfire.

Like · Reply · Commented on by Justin Skarb (?) · 16 hrs · Edited



Christianie Valencia A load of supplies was delivered wit water included 😊 thank you for trying you are awesome

Unlike · Reply · Message · 2 · 16 hrs



Gift Card Donations to Victims



Employee Contribution to Red Cross



Lessons Learned

- The value of an Emergency Response Plan and training
- Communication devices – need redundancy
- Staffing at ICC – Need Logistics person (Fowler)
- Rest Periods – Need people to recognize long event
- Emphasize incident related safety education
- Public Information and Communication Plan
- CWA Safety & Emergency Response program to link small companies to a large Class A member



Building Goodwill



Greg Milleman

gmilleman@calwater.com



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