



# New Mexico Environment Department

Emergency Toolbox for Public Water Systems

Presenter: Adele McKenzie

Date: January 16, 2024





# What is an Emergency

FEMA's (Federal Emergency Management Agency) basic definition of an emergency:

Any incident, whether natural (i.e. flood, fire, landslide, snowstorm), or human-caused (i.e. nuclear accident, terrorism, cyber attack) that requires responsive action to save lives and to protect property, public health, and safety

Routine operation and maintenance issues are not an emergency







# Why Make an Emergency Toolbox



## Plan for emergencies

- Planning for public water system emergencies is a vital step in responding to and recovering from all-hazard natural and human-made disasters
- Maintaining an **updated, accessible** emergency response toolbox can provide quick resources in an actual emergency

Otherwise, as Alanis Morissette sings in *Ironic*  
“It’s like ten thousand spoons when all you need is a knife...”



# NMED DWB Capabilities

- The NMED DWB CAN
  - Assist with questions before during and after an emergency
  - Provide *contacts and ideas* to assist in finding
    - Funding, contractors, emergency numbers...
- The NMED DWB CANNOT:
  - Provide water hauling equipment or potable water
  - Physically fix infrastructure
  - Provide equipment



# Help at your Fingertips

## NMED Drinking Water Bureau website

[Drinking Water Bureau \(nm.gov\)](http://nm.gov)

Click on ***“Emergency Response Story Map”***

Phone: 505-827-2855 | 1-800-219-6157 | Environmental Emergencies: 505-827-9329 (24 hours) f t in y i

**NMED**  
New Mexico Environment Department

English  
Español  
Tiếng Việt

HOME | ABOUT | LICENSES AND PERMITS | COMPLIANCE AND ENFORCEMENT | FUNDING | ONLINE SERVICES | LIBRARY | PUBLIC PARTICIPATION

Home / Drinking Water Bureau

**X** **Drinking Water Bureau**  
CLOSE

- Drinking Water Bureau Home
- Drinking Water Sampling
- Emergency Response Story Map**
- Lead and Copper Program

**Contact Us**  
Drinking Water Bureau  
Ph: 505-476-8620  
877-654-8720  
Utility Operator Certification:  
UOCP.certification@env.nm.gov  
E: drinking.water@state.nm.us



# Emergency Response Story Map

Welcome to the NMED Drinking Water Bureau's  
*"Emergency Response Information for Public Water Systems in New Mexico"* story map

**Tabs include:**

About

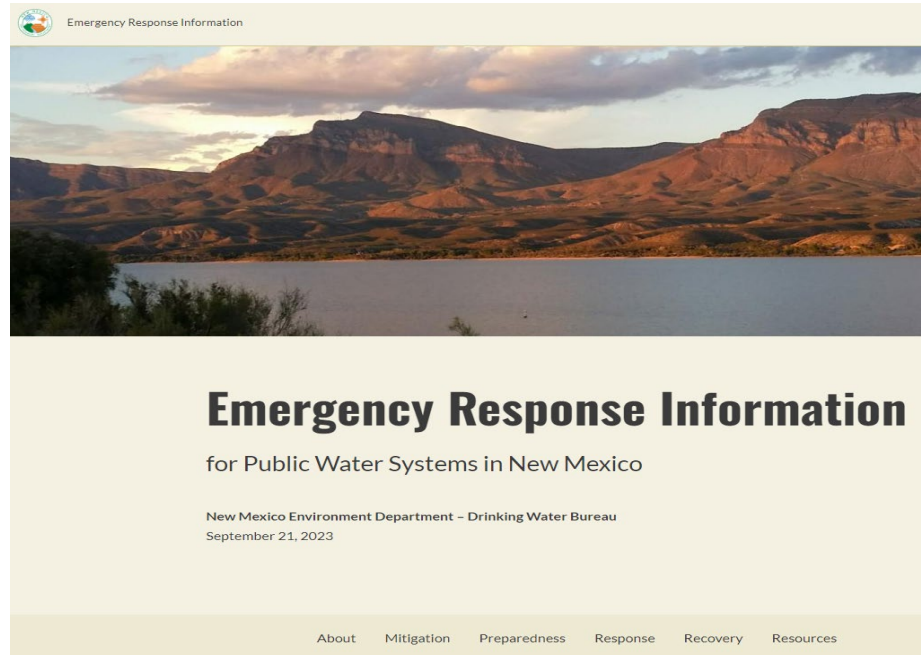
Mitigation

Preparedness

Response

Recovery

Resources





# Why Plan? – Some is Mandatory

By law, community water systems must complete some emergency planning

## Several “WHY must I do this” laws:

**AWIA** (*America’s Water Infrastructure Act*) of 2018

**EPCRA** (*Emergency Planning and Community Right-to-Know Act*) of 1986, 40 CFR 350-372

**CERCLA** (*Comprehensive Environmental Response, Compensation, and Liability Act*) 42 U.S.C. §9601 et seq. (1980)

**Federal Code of Regulations** - 40 CFR 141.403(a)(4)



# New Mexico Specific Requirements

**Per 40 CFR 141.403(a)(4)**

New Mexico requires that ALL community water systems and non-transient non-community water systems create and maintain an:

**Operations and Maintenance Plan (O&M)**

and an

**Emergency Response Plan (ERP)**





# Who Needs an ERP in NM

## **Community water system**

Supplies water to the same population year-round; serves at least 25 people at their primary residence or at least 15 residences that are primary residences (i.e. municipalities, mobile home park)

## **Non-transient non-community water system**

Supplies water to at least 25 of the same people at least six months per year (i.e. schools)



# New Mexico Required Documents

## Emergency Response Plan (ERP)

- A plan that can be implemented to deliver safe drinking water in emergencies using an all-hazards (criminal & natural) approach
- Strategies & resources to improve system resilience & security
- Identify alternative emergency drinking water supplies
- Details who is responsible for carrying out specific actions
- Identifies personnel, equipment, facilities, supplies, emergency contacts

## Operations and Maintenance Plan (O&M)

- Defines organizational structure
- Describes system components and treatment units
- Standard operating, maintenance & sampling procedures
- Defines specifications for new installations and repairs
- Identifies chemical and equipment suppliers & contractors



# Emergency Response Plan (ERP)

**Review your ERP after recovering from an emergency or at least annually**

**Update as necessary**

**No ERP yet? Need to find or review?  
Now is the time!**

## NMED DWB ERP template

[All Application Forms and Guidance \(nm.gov\)](http://nm.gov)

**EPA guidance**

[Develop or Update an Emergency Response Plan | US EPA](#)



[PWS System Name]

**Emergency Response Plan (ERP)**

### Water System Information

Keep this basic information readily available for when you need it for emergency responders, repair people, and the news media.

#### System information

Public Water System identification number	NM35		
Street Address			
Phone Number			
Population served and service connections	Population	Connections	
System owner (the owner should be listed as a person's name)			
Name, title, and phone number of person responsible for maintaining and implementing the emergency plan	Name	Title	Phone Cell: Office:
ERP Prepared by:			
ERP Reviewed by:			



# PWS Serving a Population $\leq 3,301$

## EPA templates, instructions, technical assistance

### Small public water system (serving populations less than 3,301 people)

- [Resources to Promote RRAs and ERPs for CWS that Serve Less than 3,301, non-CWS, and Wastewater Systems | US EPA](#)
- [Small System Risk and Resilience Assessment Checklist | US EPA](#)

### Free EPA technical assistance

- [Water Technical Assistance \(WaterTA\) | US EPA](#)
- [Water Technical Assistance \(WaterTA\) Information | US EPA](#)



# Obtain CEU's for Creating RRAs and ERPs

## NMED DWB Utility Operator Certification Program

**Offers Continuing Education Units (CEUs) for creating  
an AWIA compliant RRA and ERP**

Utility Operator Certification:

505-467-9333

[UOCP.certification@env.nm.gov](mailto:UOCP.certification@env.nm.gov)







# Protect Your Water System

## State of NM Drinking Water Regulations 20.7.10 NMAC

20.7.10.400 (B): Security & protection of a public water system.

*Any part or component of a public water system. . . shall be constructed, operated and maintained to prevent unauthorized entry to...and contamination of, the water supply.*

- Place cameras on your property
- Post no trespassing/no tampering signs
- Maintain barriers, fences



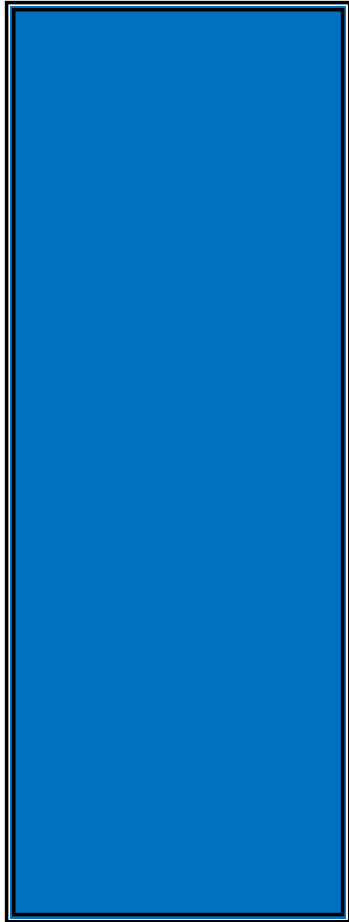
Signs are available for purchase from New Mexico Rural Water Association:

[System Security Signs - New Mexico Rural Water Association \(nmrwa.org\)](http://nmrwa.org)





# What Now



**With some of the regulations out of the way . . .**



**What's next?**



# Assemble your Emergency Team



Know your emergency team **BEFORE** disaster strikes:  
Law enforcement; County Emergency Manager; NM Dept  
Homeland Security Emergency Management; Water haulers...





# Your Local Emergency Manager

(Kept updated on the NMED DWB *Emergency Response* story map)

New Mexico County Emergency Managers (updated 09/19/2023)						
County	Point of Contact	Office Phone	Cellular	Address	City, State Zip Code	E-Mail
Bernalillo	Thomas Walmsley	(505) 468-1309	(505) 977-5212	6840 Second St. NW	Albuquerque, NM 87107	<a href="mailto:twalmsley@bernco.gov">twalmsley@bernco.gov</a>
Catron	Dusty Choate	(575) 533-6498	(505) 553-0662	3 Mountaineer Road (P.O. Box 507)	Reserve, NM 87830	<a href="mailto:dusty.choate@catroncountynm.gov">dusty.choate@catroncountynm.gov</a>
Chaves	Karen Sanders	(575) 624-6740	(575) 910-5033	2800 Wilshire Blvd	Roswell, NM 88201	<a href="mailto:k.sanders@roswell-nm.gov">k.sanders@roswell-nm.gov</a>
Cibola	Dustin Middleton	(505) 285-2558	(505) 285-7944	515 W. High St. Suite B	Grants, NM 87020	<a href="mailto:dmiddleton@co.cibola.nm.us">dmiddleton@co.cibola.nm.us</a>
Colfax	Thomas Vigil	(575) 445-7050	(575) 707-3579	230 North 3rd Street (P.O. Box 1498)	Raton, NM 87740	<a href="mailto:tvigil@co.colfax.nm.us">tvigil@co.colfax.nm.us</a>
Curry	Ruthann Kelly (Interim)	(575) 763-9487	(575) 763-9494	321 N. Connelly St	Clovis, NM 88101	<a href="mailto:rkelly@cityofclovis.org">rkelly@cityofclovis.org</a>
De Baca	Linda Boyd	(575) 355-2405	(575) 799-8247	P.O. Box 347	Ft. Sumner, NM 88119	<a href="mailto:dbcrecc@plateautel.net">dbcrecc@plateautel.net</a>
Dona Ana	Stephen Lopez	(575) 647-7902	(575) 496-8282	845 N. Motel Blvd	Las Cruces, NM 88007	<a href="mailto:stephenl@donaanacounty.org">stephenl@donaanacounty.org</a>
Eddy	Jennifer Armendariz	(575) 628-5454	(575) 988-3166	101 W. Greene Street	Carlsbad, NM 88220	<a href="mailto:jarmendariz@eddyoem.com">jarmendariz@eddyoem.com</a>
Grant	Vacant	(575) 956-5426		1400 Highway 180 East	Silver City, NM 88061	<a href="#">Emergency Management – Grant County</a>
Guadalupe	Ben Rael	(575) 472-3306	(575) 512-6134	130 S. 4th Street	Santa Rosa, NM 88435	<a href="mailto:brael@guadco.us">brael@guadco.us</a>
Harding	Victoria Villarreal	(575) 673-2231	(575) 512-6319	35 Pine Street	Mosquero, NM 87733	<a href="mailto:v.villarreal@hardingcounty.org">v.villarreal@hardingcounty.org</a>
Hidalgo	Tyler Plumb	(575) 542-8827	(575) 534-5113	305 Pyramid St	Lordsburg, NM 88045	<a href="mailto:tyler.plumb@hidalgocounty.org">tyler.plumb@hidalgocounty.org</a>
Lea	Lorenzo Velasquez	(575) 391-2961	(575) 605-6561	1019 East Bender Blvd.	Hobbs, NM 88240	<a href="mailto:lvelasquez@leacounty.net">lvelasquez@leacounty.net</a>
Lincoln	Joe Kenmore	(575) 336-8600	(575) 808-1381	300 Central Avenue (P.O. Box 711)	Carrizozo, NM 88301	<a href="mailto:jkenmore@lincolncountynm.gov">jkenmore@lincolncountynm.gov</a>
Los Alamos	Beverly Simpson	(505) 662-8283	(505) 709-8632	1000 Central Ave	Los Alamos, NM 87544	<a href="mailto:Beverley.simpson@lacnm.us">Beverley.simpson@lacnm.us</a>
Luna	Phillip Rodriguez	(575) 543-6569	(575) 544-7457	700 S. Silver Ave	Deming, NM 88030	<a href="mailto:emergency_management@lunacountynm.us">emergency_management@lunacountynm.us</a>
McKinley	Adam Berry	(505) 722-4248	(505) 488-3986	2221 Boyd Ave (P.O. Box 70)	Gallup, NM 87305	<a href="mailto:adam.berry@co.mckinley.nm.us">adam.berry@co.mckinley.nm.us</a>
Mora	David Montoya	(575) 447-0161		1 Courthouse Dr	Mora, NM 87732	<a href="mailto:dmontoya@countyofmora.com">dmontoya@countyofmora.com</a>
Otero	Matthew Clark	(575) 439-2612	(575) 551-4884	1101 New York Avenue	Alamogordo, NM 88310	<a href="mailto:mclark@co.otero.nm.us">mclark@co.otero.nm.us</a>
Quay	Pierce Gutierrez	(575) 461-8535	(575) 403-5286	300 S. Third Street (P.O. Box 1246)	Tucumcari, NM 88401	<a href="mailto:pierce.gutierrez@quaycounty-nm.gov">pierce.gutierrez@quaycounty-nm.gov</a>
Rio Arriba	Alex Sisneros	(505) 747-1941	(505) 901-8989	1122 Industrial Park Road	Espanola, NM 87532	<a href="mailto:alex.sisneros@rio-arriba.org">alex.sisneros@rio-arriba.org</a>
Roosevelt	Johnny Montiel	(575) 359-2869	(575) 607-5700	1111 W Fir St	Portales, NM 88130	<a href="mailto:jmontiel@rooseveltcounty.com">jmontiel@rooseveltcounty.com</a>
San Juan	Mike Mestas	(505) 334-4714	(505) 320-8656	209 S. Oliver Dr	Aztec, NM 87410	<a href="mailto:mmestas@sicounty.net">mmestas@sicounty.net</a>
San Miguel	Dennis Esquibel	(505) 425-6190	(505) 429-6805	500 W. National Ave. Suite 105	Las Vegas, NM 87701	<a href="mailto:desquibel@co.sanmiguel.nm.us">desquibel@co.sanmiguel.nm.us</a>
Sandoval	Dan Heerding	(505) 867-0245	(505) 934-3222	1500 Idalia Rd, Bldg D	Bernalillo, NM 87004	<a href="mailto:dheerding@sandovalcountynm.gov">dheerding@sandovalcountynm.gov</a>
Santa Fe	Martin Vigil, EM	(505) 992-3072	(505) 670-0207	100 Catron St	Santa Fe, NM 87501	<a href="mailto:mavigil@santafecountynm.gov">mavigil@santafecountynm.gov</a>
Sierra	Ryan Williams	(575) 894-6215		1712 N. Date, Suite D	Truth or Consequences, NM 87901	<a href="mailto:rwilliams@sierraco.org">rwilliams@sierraco.org</a>
Socorro	Gail Rogers-Tripp	(575) 835-2029 x 1200	(505) 716-2333	198 Neel Avenue	Socorro, NM 87801	<a href="mailto:grogers@co.socorro.nm.us">grogers@co.socorro.nm.us</a>
Taos	Bobby Lucero	(575) 737-6459	(575) 779-9381	6 Miranda Canyon Rd	Ranchos De Taos, NM 87557	<a href="mailto:bobby.lucero@taoscounty.org">bobby.lucero@taoscounty.org</a>
Torrence	Samantha O'Dell	(505) 544-4727	(505) 297-9981	PO Box 48 903A State Highway 41	Estancia, NM 87016	<a href="mailto:sodell@tcnm.us">sodell@tcnm.us</a>
Union	Kris Lawrence	(575) 207-5454	(575) 207-5454	200 Court St (P.O. Box 430)	Clayton, NM 88415	<a href="mailto:emergencymgr@unionnm.us">emergencymgr@unionnm.us</a>
Valencia	Sarah Gillen	(505) 866-2043	(505) 264-6240	444 Luna Avenue	Los Lunas, NM 87031	<a href="mailto:sarah.gillen@co.valencia.nm.us">sarah.gillen@co.valencia.nm.us</a>



# Local Emergency Planning Committee (LEPC)

## What is a LEPC & Where to Find Yours

### EPA information on LEPCs:

[Local Emergency Planning Committees | US EPA](#)

**Members:** Elected officials, police, fire, public health, *facilities (like Water Systems)*, community groups . . .

LEPCs are required under the *Emergency Planning and Community Right-to-Know Act (EPCRA)* to develop/review/update a local emergency response plan, and provide information about chemicals in the community to the public

**Consider joining your  
NM LEPC**

**Create your Emergency Response  
Plan with your LEPC's input**

**Full list available at:**

[LEPC | NM Department of  
Homeland Security & Emergency  
\(nmdhsem.org\)](#)





# Emergency Operations Center (EOC)

**Department of Homeland Security and Emergency  
Management (DHSEM)**

**Emergency Operations Center (EOC)**

**24/7 Duty Line**

**505-476-9635**



# What is WARN



## WARN – Water & Wastewater Agency Response Network

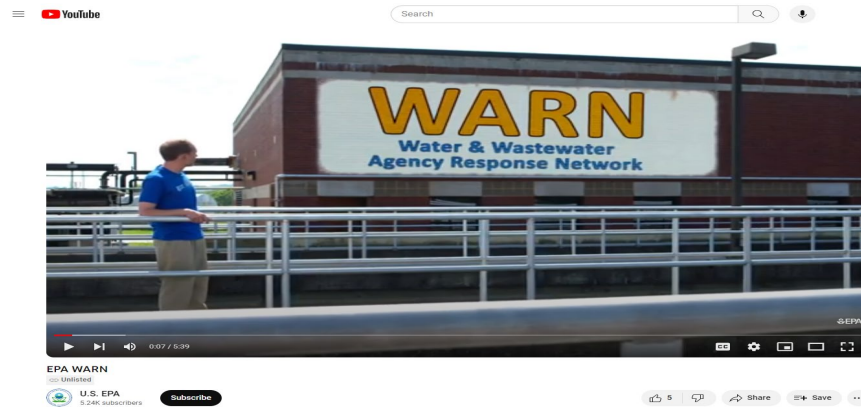
### Utilities helping Utilities

Join **BEFORE** an emergency occurs

- Potential mutual aid assistance from other WARN members

- Watch a short video about WARN

[EPA WARN - YouTube](#)

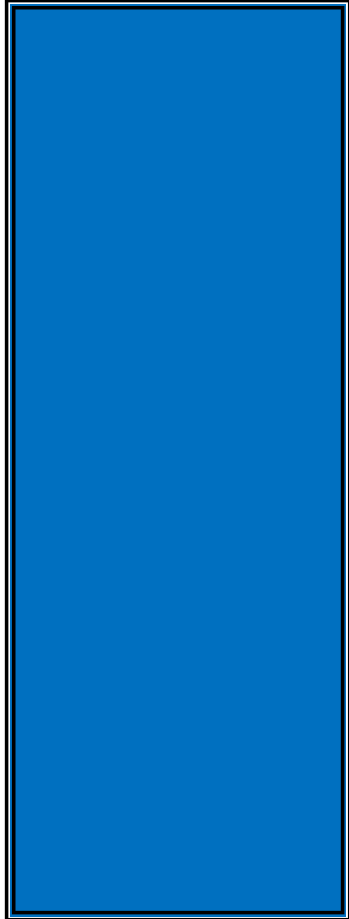


### EPA information on WARNs

[Mutual Aid and Assistance for Drinking Water and Wastewater Utilities | US EPA](#)



# How to Join New Mexico WARN



NM WARN information &  
download NM WARN agreement

[NM Warn - New Mexico Rural Water Association  
\(nmrwa.org/nmwarn\)](http://nmrwa.org/nmwarn)

**No cost to join**

**No obligation / Voluntary to assist**

NM WARN Committee  
8336 Washington Place NE  
Albuquerque, NM 87113

Chair: Bill Conner

505-884-1031

Email: [bill@nmrwa.org](mailto:bill@nmrwa.org) or [info@nmrwa.org](mailto:info@nmrwa.org)



# Emergency Water Supplies

## **Know your water system's capabilities:**

- Surface water drought vulnerability
- Regularly monitor your well depths
- Number of storage capacity days & alternative storage
- Issues that may affect your water quantity/quality

## **Other assistance:**

- Develop contracts with other water systems for emergency supplies/connections
- Contact County Emergency Manager
- Make relationships with local stores regarding potential bottled water availability/distribution
- [Emergency Drinking Water Supply Guidance | US EPA](#)




# Outage Checklist

Refer to the 5-page *Outage Checklist* available on the NMED DWB **Emergency Response story map** under the “*Response*” tab:

[Emergency Response Information \(arcgis.com\)](#)

Includes emergency contacts, funding resources, NM certified drinking water haulers, filling stations, and licensed well drillers

New Mexico Environment Department  
SCIENCE | INNOVATION | COLLABORATION | COMPLIANCE



**Water System Outage Checklist**  
New Mexico Environment Department Drinking Water Bureau  
Technical Services Program

**STEP 1. IMPLEMENT YOUR SYSTEM'S EMERGENCY RESPONSE PLAN**  
Your water system's emergency response plan should include strategies, resources, plans, and procedures to respond to an incident such as a water outage. If your system does not have an emergency response plan or you are unable to implement the strategies outlined in your emergency response plan, immediately proceed to **STEP 2** below for emergency assistance.

**STEP 2. CONTACT THE NMED DRINKING WATER BUREAU**

- NMED 24-hour Emergency Hotline 505-827-9329
- Drinking Water Bureau Mainline 505-476-8620 or 877-654-8720 or by email [drinking\\_water@state.nm.us](mailto:drinking_water@state.nm.us)

**STEP 3. CONTACT YOUR COUNTY EMERGENCY MANAGER**

- Contact your County Emergency Manager to request emergency assistance and determine if there are local county resources that may assist your community with water outages.





# Water Haulers

## Current certified New Mexico Water Haulers

Possible emergency water suppliers

Available on NMED DWB **Emergency Response** story map

Water Hauler	Contact	Phone / Email	Location
<sup>i</sup> East Mountain Water Hauling	Cynthia Aldrete	505-281-1973 <a href="mailto:eastmth2o@gmail.com">eastmth2o@gmail.com</a>	Tijeras
Hydro Pure Technology Inc.	Chris Allen	970-749-5757 <a href="mailto:chris@hydropuretechnology.biz">chris@hydropuretechnology.biz</a>	Aztec
Oasis Enterprises Inc.	Sharon Holmes	575-430-0210 <a href="mailto:oasiswatertrucking@gmail.com">oasiswatertrucking@gmail.com</a>	Alamogordo
Socorro County Water Hauler	Gail Tripp	575-835-2029 <a href="mailto:grogers@co.socorro.nm.us">grogers@co.socorro.nm.us</a>	Socorro
Water Processing LLC. Water Hauling	Wesley Lee	575-393-2598 <a href="mailto:waterp@windstream.net">waterp@windstream.net</a>	Hobbs



# Other Contacts

## Neighboring Public Water Systems

Communicate now with neighboring systems

Are they willing to assist in an emergency & how

Discuss possible water rates

## Contractors

Keep a current list of various types of contractors willing to assist your water system in emergencies

Examples: Electrical, excavators, pipe & tank repair

Make contacts with back-up operators

## Chemical Vendors

Contact your chemical suppliers

Know their procedures during an emergency

Plan to keep your supply chain going

Plan for back-up suppliers



# Download Real-Time Water Utility Response Tool App

## “EPA Response On-The-Go Plus”



*Enhance response efforts*

**3-minute video:** <https://youtu.be/hc5p7QteYYA>

**Download:** [Water Utility Response On-The-Go Plus Mobile Application | US EPA](#)

### Tab Sections:

**Plan:** Create custom incident checklists using all-hazard templates

**Track:** Track severe local & national weather for next 24-48 hours

**Connect:** Add your own and State specific contacts

- Choosing “New Mexico” loads Emergency contacts from EPA Region 6, DHSEM, NMED DWB, NM WARN, State lab

**Record:** Complete your own damage assessment using template

- Take photos/attach to assessment - time stamped/geolocated
- Allows data sharing from the field

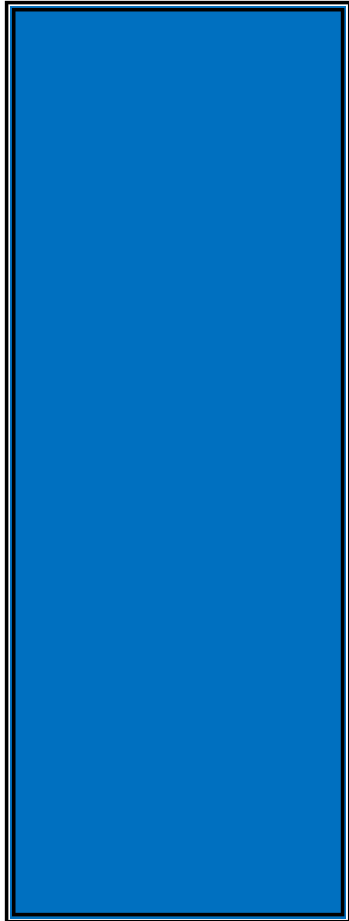
### Additional Info

- *Incident Command Information; Additional Planning* – Emergency response, federal funds, and WARN; and *EPA Home* webpage





# Labs Certified by NMED DWB to Analyze Drinking Water Samples for Public Water Systems



- Know where you can get emergency water samples analyzed **BEFORE** an incident
- Speak with the certified lab you typically use
- Speak with nearby certified labs regarding potential emergency sampling/times open/fees

## **NMED DWB Certified Lab List**

[Sampling and Analysis \(nm.gov\)](http://nm.gov)



# Sampling Drinking Water During an Emergency

- Consider the incident and speak with your certified lab
- Resources
  - EPA's Water Contamination Tool (WCIT)  
[Water Contaminant Information Tool \(WCIT\) | US EPA](#)
  - Cameo Chemicals hazardous chemical database  
[CAMEO Chemicals Software | US EPA](#)  
[CAMEO Chemicals | NOAA](#)
- Refer to *EPA Sampling Guidance for Unknown Contaminants in Drinking Water*  
[Sampling Guidance for Unknown Contaminants in Drinking Water | US EPA](#)





# Criminal Activity



If your, treatment plant, pump stations, storage facilities or distribution system facility receives a threat or experiences suspicious/criminal activity to include source water tampering, trespassing, property damage, cyber-attacks . . .

## Report the incident to:

- Law Enforcement
  - Your local agency at 911
  - **NM State Police Dispatch**
    - Main Santa Fe Office: 505-827-9219
    - Central NM: 505-841-9256x1 (Bernalillo, Sandoval, Santa Fe, Torrance County)
    - Northern NM: 505-425-6771 (San Juan, San Miguel, and Taos County)
    - Southern NM: 575-382-2511 (Dona Ana County)
- Your County Emergency Manager



# Criminal Activity Continued...

## Report the incident to:

- Your Local Emergency Planning Committee (LEPC)  
[LEPC | NM Department of Homeland Security & Emergency \(nmdhsem.org\)](http://nmdhsem.org)
- NM Emergency Operations Center
  - 24/7 Emergency Line: 505-476-9635
  - [NM Department of Homeland Security & Emergency | \(nmdhsem.org\)](http://nmdhsem.org)
- NMED DWB until you reach someone
  1. Martin Torrez: 505-469-5207
  2. Tanya Trujillo: 505-372-8273
  3. Joe Martinez: 505-467-9415
  4. NMED DWB Main Number: 505-476-8620
    - [Report Tips or Complaints \(nm.gov\)](http://nm.gov)
    - NMED environmental emergency line: 505-827-9329
- In the case of terrorist activity contact - **FBI**: 505-889-1300



# Additional Ideas

## Maintain Working Generators / Alternate Power Source



In the event the lights go out!!!!

- Plan for alternative drinking water sources
- Train staff on emergency plans
- Keep emergency public notification templates (i.e. boil water advisory)



# Repairing damages? Do you need a USACE Emergency Permit ?

Does your project need a Clean Water Act Section 404 Permit from the U.S. Army Corps of Engineers (USACE)?

Section 404 of the Clean Water Act requires approval from the USACE prior to discharging dredged or fill material into *Waters of the United States* (WOTUS).

Learn about when/if you need a permit **BEFORE** an emergency [Albuquerque District Regulatory Program and Permits \(army.mil\)](https://www.army.mil/cespa-pa)

Email: [cespa-pa@usace.army.mil](mailto:cespa-pa@usace.army.mil)

**USACE Emergency Management 24/7 Phone: 505-342-3686**



# USACE – Emergency Permitting Procedures

Applying for an Emergency U.S. Army Corps of Engineers Permit  
[Emergency Permitting Procedures \(army.mil\)](https://www.army.mil)

How does USACE define an emergency - see 33 CFR 325.2(e)(4)  
[eCFR :: 33 CFR 325.2 -- Processing of applications.](https://www.ecfr.gov/current/title-33/chapter-I/subchapter-B/part-325/subpart-2/section-325.2)

- (4) **Emergency procedures.** Division engineers are authorized to approve special processing procedures in emergency situations. An “emergency” is a situation which would result in an unacceptable hazard to life, a significant loss of property, or an immediate, unforeseen, and significant economic hardship if corrective action requiring a permit is not undertaken within a time period less than the normal time needed to process the application under standard procedures. In emergency situations, the district engineer will explain the circumstances and recommend special procedures to the division engineer who will instruct the district engineer as to further processing of the application. Even in an emergency situation, reasonable efforts will be made to receive comments from interested Federal, state, and local agencies and the affected public. Also, notice of any special procedures authorized and their rationale is to be appropriately published as soon as practicable.



# Other Items for your Toolbox

## Additional contacts/information:

### **Attorney General**

[Office of the Attorney General | Office of the Attorney General \(justice.gov\)](#)

### **Public access to New Mexico's rivers and streams is a lawful right**

[Attorney General Raúl Torrez Files Lawsuit to Protect Public Access to New Mexico's Rivers and Streams - New Mexico Department of Justice \(nmag.gov\)](#)

### **Governor's Office**

[Need Assistance from the Governor - Office of the Governor - Michelle Lujan Grisham \(state.nm.us\)](#)

**Your District State Senator:** [Legislators Listing - New Mexico Legislature \(nmlegis.gov\)](#)

**NMED Office of General Counsel:** [Structure and Contacts \(nm.gov\)](#)

**Office of the State Engineer:** Eminent domain; entry on property law; 2021 NM Statutes Chapter 72-Water Law Article-Water Rights General Section 72-1-5

[New Mexico Office of the State Engineer/Interstate Stream Commission](#)



# Legal Information

**Utton Center** - Organization tied to University of New Mexico  
Can offer public water systems legal information

[Water Matters! :: Utton Center | The University of New Mexico \(unm.edu\)](https://www.unm.edu/utton-center)

## Did you know:

In some circumstances, contractors may work under the supervision of licensed Utility Operators

- [New Mexico Administrative Code, Part 4, Section 20.7.4.7 - DEFINITIONS | New Mexico Administrative Code | Justia](#)

Depending on the circumstances, a judge may be able to sign an injunction and warrant prohibiting prevention of access to a legal easement. This will require you to have a contractor already chosen with an estimated cost and date/time of work to complete.





# Free Cybersecurity Services & Tools – Protect your System from Hackers

## CISA Cyber Hygiene Vulnerability Scanning

[cisa.gov/resources-tools/services/free-cybersecurity-services-and-tools-cyber-hygiene-vulnerability-scanning](https://cisa.gov/resources-tools/services/free-cybersecurity-services-and-tools-cyber-hygiene-vulnerability-scanning)

- Register for this service by emailing [vulnerability@cisa.dhs.gov](mailto:vulnerability@cisa.dhs.gov)
- CISA performs automated vulnerability scans and delivers a weekly report
- After CISA receives the required paperwork, scanning will start within 72 hours and organizations will begin receiving reports within two weeks
- **Note:** vulnerability scanning helps secure internet-facing systems from weak configurations & known vulnerabilities & encourages adoption of best practices

**EPA Cybersecurity Assessments** – Receive free technical assistance, or use EPA Water Cybersecurity Assessment Tool (WCAT) tool to conduct yourself:

[Cybersecurity Assessments | US EPA](#)

For template and guide, click on “[Cybersecurity Risk Self-Assessment Resources](#)”



# Cybersecurity Incident Reporting Process (What to do if your system has been hacked)

**EPA:** [EPA Cybersecurity for the Water Sector | US EPA](#)

**Cybersecurity & Infrastructure Security Agency (CISA):** [Home Page | CISA](#)

## WHY IS IT IMPORTANT TO REPORT CYBER INCIDENTS?

A cyber incident could jeopardize drinking water and waste water utilities by allowing access to private customer/employee information, changing chemical levels in water treatment processes, or denying access to critical systems. Cyber incidents resulting in disruptions of operational processes are of particular concern to the Federal Government. The attacker is a criminal, and reporting an incident allows individuals to look out for suspicious activity and enables them to take steps to protect themselves.

## WHERE TO REPORT:

### REPORT TO THE FBI FOR THREAT RESPONSE

Submit an internet crime complaint form to the FBI at [www.ic3.gov](http://www.ic3.gov) or contact your local field office at [www.fbi.gov/contact-us/field](http://www.fbi.gov/contact-us/field). The FBI will conduct the investigation.

**OR**

### REPORT TO CISA FOR ASSET RESPONSE

Submit a computer security incident form to the Cybersecurity and Infrastructure Security Agency (CISA) Incident Reporting System at [www.us-cert.cisa.gov/forms/report](http://www.us-cert.cisa.gov/forms/report). CISA can be contacted by phone at 888-282-0870 and by email at [Central@cisa.gov](mailto:Central@cisa.gov). CISA will provide technical assets and assistance to mitigate vulnerabilities and reduce the impact of the incident.

**OR**

### CONTACT EPA FOR CENTRALIZED RESPONSE

Please reach out to the U.S. Environmental Protection Agency (EPA) Water Infrastructure and Cyber Resilience Division (WICRD) at [WICRD-outreach@epa.gov](mailto:WICRD-outreach@epa.gov). EPA's WICRD will act as a centralized federal point of contact between the affected parties/stakeholders and all appropriate federal agencies incorporated in the incident response.



# Groups – Trainings - Resources

Local, national, and international agencies that offer free assistance, information, trainings, resources templates....

To get your water system on the best path . . .





# Local Assistance

**NMRWA (New Mexico Rural Water Association):** [505-884-1031](tel:505-884-1031)

[Home - New Mexico Rural Water Association \(nmrwa.org\)](http://nmrwa.org)

- Nonprofit helping communities provide safe drinking water and wastewater services through on-site technical assistance, specialized training, and legislative support

**RCAC Rural Community Assistance Corporation:** [916-447-2854](tel:916-447-2854)

[Home - RCAC](http://rcac.org)

- Nonprofit that serves indigenous and rural communities through training, technical and financial assistance and advocacy

**Southwest Environmental Finance Center:** [505-277-0644](tel:505-277-0644)

[Southwest EFC | Southwest Environmental Finance Center \(unm.edu\)](http://unm.edu)

- Provide training, technical assistance, financial resources



# National Resources

## **InfraGard - Connect to Protect:** [Home \(infragard.org\)](http://infragard.org)

- Federal Bureau of Investigation (FBI) and private sector partnership for protection of U.S. Critical Infrastructure (includes Public Water Systems)
- Connects critical infrastructure owners/operators/stakeholders with FBI to provide education, networking, & info-sharing on security threats & risks

## **RCAP (Rural Community Assistance Partnership)** [Home](#) | [RCAP](#)

National network of non-profit partners who provide technical assistance, training, resources, and support to rural communities across every state, U.S. territories, and tribal lands

## **EPA**

- [Creating Resilient Water Utilities \(CRWU\) | US EPA](#)
- [Ground Water and Drinking Water | US EPA](#)
- [Drinking Water | US EPA](#)
- [Water Technical Assistance \(WaterTA\) | US EPA](#) (Free assistance)



# Go International



## **Water ISAC (Information Sharing and Analysis Center)**

### [WaterISAC](#)

All-threats security information source for water and wastewater sectors

- Non-profit built to serve the water sector
- Free webcasts, resources, tools...
- Members include state and federal agencies, law enforcement, homeland security, water utilities...

## **AWWA (American Water Works Association)**

### [Home | American Water Works Association \(awwa.org\)](#)

- Largest organization of water supply professionals in the world
- Resources and training



# Summary

## PLAN FOR EMERGENCIES

- Make emergency contacts NOW – Keep them UPDATED
- Join emergency & mutual aid groups like NM WARN
- **Emergency Response Plan: keep in reachable place/review/update**
- Do onsite chemical inventory; Keep chemical Safety Data Sheets onsite when required; know chemicals used in your area
- Know how to report chemical releases
- Make plans for alternative power, emergency water supplies...
- Cybersecurity – ensure your facility has a strong plan





# Planning can be a Life Saver



**New Mexico Environment Department**

**Drinking Water Bureau**

**Website: [Drinking Water Bureau \(nm.gov\)](http://drinkingwater.nm.gov)**

**Email: [drinking.water@env.nm.gov](mailto:drinking.water@env.nm.gov)**

**Phone: 505-476-8620**

**877-654-8720**

**Environmental emergency line: 505-827-9329**

**Adele McKenzie**

**505-629-6478**

**[adele.mckenzie@env.nm.gov](mailto:adele.mckenzie@env.nm.gov)**