## Introduction

The management of a water supply utility is a complex operation, which requires careful planning of procedures not only for daily activities, but also for maintaining quantity and quality of water during adverse conditions (emergencies). All public water supply functions are directed toward guaranteeing an uninterrupted supply of quality water to consumers. As such, an emergency response contingency plan is a vital component for an effective and safe water supply operation.

Appendix A contains a detailed emergency response plan to deal with water supply emergencies of varying degrees, from “normal” emergencies (e.g., water main break) to catastrophic emergencies (e.g. acts of terrorism). For each of five levels of emergency, the plan outlines response procedures for HWW staff, and also provides contact and notification information. The remainder of this section focuses on responding to hazardous material spills. Refer to Appendix A of this section for response procedures for other types of emergencies.

## Hazardous Material Spills

The transport of hazardous materials always has the potential for an accidental release. Spills during transport and vehicular accidents are a serious threat to Holyoke’s water supplies because several major highways run adjacent to or drain into the water supplies, including Route 202, which serves as a main artery crossing the northern portion of the Ashley Reservoir.

Route 202 serves as a primary artery connecting Holyoke to Westfield, Southampton, Northampton and the Massachusetts Turnpike. The density of traffic along this route is quite heavy. The transportation along Route 202 increases the threat of runoff from the paved road and uncontrolled releases from accidents. The runoff has the potential to transport various fuel contaminants into the watershed area.

In an effort to minimize the potential of road drainage pollutants from entering and contaminating the McLean Reservoir, HWW replaced damaged berm and installed additional berm to divert surface runoff from the reservoir. With the added berm in place, surface runoff from Route 202 is diverted into catch basins that discharge out of the drainage area of the reservoir. In addition, HWW improved the Route 202 entranceways to the McLean Reservoir to divert runoff from entering the McLean watershed. HWW plans to similarly reconstruct the two entranceways to the Ashley Reservoir (Route 202 and Lower Westfield Road) and the two entranceways to the Whiting Street Reservoir (Route 141/Easthampton Road and Mountain Park Drive).

## Spill Response Plan Goals

The primary goal of the Spill Response Plan is to protect the water quality of the surface source by identifying preventing an accidental contaminant spill from reaching the supply. The goals of the plan include the following:

1. Conduct traffic surveys to monitor the density of traffic and the contaminants being transported.
2. Identify emergency contact personnel and means of contacting
3. Develop an emergency spill response plan

## Program Description

Several members of the Holyoke Fire Department are trained to respond to hazardous spills and are members of the Hampden/Hampshire County HazMat Team, which is dispatched from Chicopee. The team has a response van that is equipped for first response actions to contain a spill. The HWW Water Supply Division Superintendent has also been trained for HazMat response and has participated in training exercises.

In June 1999, a risk management plan (RMP) was developed for the City’s water treatment facility. The RMP outlines detailed response procedures in the event of a fire or chemical spill at the treatment plant. The following details the first response and contact personnel for emergencies related to the Holyoke water supply.

## Spill Contingency Plan

The following outline is a summary of the response procedures to be followed in the event of a contaminant release emergency within the watershed.

### Internal Notification and Response

If a spill occurs, the individual discovering the spill/release will immediately notify the HWW Manager, and if unavailable, the Superintendent.

The HWW Manager, receiving notification, will be responsible for decisive actions in the event of a spill near the watershed property. The Manager will notify the proper local authorities to contain and neutralize the spill, if the response teams are not already at the site. The Manager will supervise efforts to provide immediate containment of the spill to prevent a more difficult clean-up situation and minimize contamination of the surface water source. Clean-up crews, under the appropriate supervision, should isolate the source of the release to prevent additional environmental impact. Clean-up crews will utilize spill response materials provided and employ safe work practices.

The Manager will be responsible for determining the need for outside contractor assistance, and will be responsible for contacting outside contractors, if necessary. Contractors include the following:

Cyn Environmental Services

2382 Boston Road

Wilbraham, MA 01095

800-494-8394

### Federal and State Notification

**If a release impacts the reservoir:** The HWW Manager or designee will contact the National Response Center and the Commonwealth of Massachusetts Department of Environmental Protection (MADEP) at the telephone numbers listed below. Depending on the quantity and type of contaminant released, the HWW Manager will also notify the U.S. Environmental Protection Agency.

**If a release occurs on land**: The HWW Manager will notify the MADEP for spills which impact the ground surface.

Phone numbers for above agencies are as follows:

National Response Center 1-800-424-8802

MADEP 1-413-784-1100 (Business hours)

1-617-566-4500 (Nights/weekends/Holidays)

The HWW Manager will work with state and federal agencies to ensure that all appropriate forms and reports are submitted in a timely manner.

### Local Notification

The following local offices will also be called to provide emergency assistance, if required by regulation or if deemed necessary by the HWW Manager or designee:

Holyoke Fire Department 1-413-534-4511 or 911 for Emergency

Holyoke Police Department 1-413-536-6431 or 911 for Emergency

In the event that a spill occurs within the Tighe-Carmody watershed, the local authorities in the respective town where the spill occurred will immediately contact the HWW Manager. The respective town’s local offices will be contacted to provide assistance.

Southampton Fire Department 1-413-527-1700 or 911 for Emergency

Southampton Police Department 1-413-527-1120 or 911 for Emergency

Westhampton Fire Department 911 for Emergency

Westhampton Police Department 1-413-527-6154 or 911 for emergency

Huntington Fire Department 911 for Emergency

Huntington Police Department 1-413-667-8868 or 911 for Emergency

Montgomery Fire Department 1-413-862-4505 or 911 for Emergency

Montgomery Police Department 1-413-862-4545 or 911 for Emergency

## Best Management Practices/Implementation Schedule

The term “Best Management Practices” (BMPs) is used to describe the protective measures that have proven to be effective in curbing potential and existing watershed threats. HWW’s BMPs associated with accidental spills include the following:

1. Conduct vehicle inventory surveys to identify the density of truck traffic, potential hazards associated with the trucks’ contents, and the volume of the trucks’ contents (if transporting hazardous material). HWW will conduct routine vehicle inventory surveys for eight hours during each survey event. The HWW maintains copies of the survey results at its office.
2. Emergency Response Planning - The Superfund Amendment and Reauthorization Act (SARA) of 1986 requires municipalities to have a spill containment plan. Local public safety officials are required to identify the types of spill incidents that could take place, potential environmental threats, and procedures for managing these spills. HWW has verified that water supply sources are correctly identified in these plans and that provisions to protect them from accidental releases are prominent.
3. Alternative Hazardous Materials Transport Routes - Whenever possible, divert hazardous materials transport vehicles outside drinking water source protection areas. HWW has cautioned trucking companies to use alternative routes.
4. Road Safety Optimization - By making necessary safety improvements to roadways, HWW has minimized the potential for accidental releases that may contaminate the water sources (e.g. berm installation along Route 202 to divert surface runoff and spills from the watershed and reconstructing the McLean Reservoir entranceway to divert runoff or spills from the watershed).
5. HWW will continue to work with the local Department of Public Works to ensure that roadway conditions are maintained to prevent unnecessary accidents which potentially may involve a spill.
6. HWW is committed to working with neighboring towns where the Tighe-Carmody Reservoir is located to ensure that accidental spills are prevented.

The implementation schedule for the spill response plan is summarized as follows:

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| **Action Item** | **Implementation Schedule** |
| Emergency Response Plan | HWW will continue to periodically update the Emergency Response Plan as required. |
| Conduct vehicular surveys | Ongoing – HWW will continue to survey Route 202; HWW will continue to advise trucking companies to use alternative routes. |
| Reconstruct the Ashley and Whiting Street Reservoir entranceways | Renovation work is in planning stages. |
| Roadway maintenance | In progress – HWW works closely with the local Department of Public Works |
| Out-of-Town Coordination | HWW has contacted the Towns of Westhampton and Huntington to discuss spill prevention improvements that may be necessary on Route 66 to protect the Tighe-Carmody watershed. In addition, HWW has coordinated the Spill Contingency Plan with neighboring towns within the watersheds. |