

EUM Implementation: Enterprise Resiliency – Practices

Instructions

For this exercise, you will focus on only one of the four Key Management Areas from the *Roadmap* document – Enterprise Resiliency. This Key Management Area directly corresponds to the Enterprise Resiliency Attribute from the *EUM Primer*. Please follow the steps identified below for the exercise.

Enterprise Resiliency: This Management Area includes risk assessments, safety and security measures, all hazards disaster planning, emergency response and recovery, cybersecurity, business risk planning (including interdependencies with other services and utilities, knowledge loss, and financial risks), and continuity of operations planning.

Step 1: Assess your current activity relative to each example practice in Levels 1 and 2. Choosing from the options “Don’t Have,” “In Progress,” or “Complete,” check the description that best characterizes your utility’s current activity for each example practice.

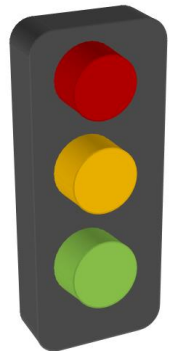
Example Practices	Assessments and Actions			
Risk assessment for high-consequence assets (i.e., those that would result in high public health or economic impacts if damaged).	Assessment:	<input type="checkbox"/> Don’t Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions:	<input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain

Step 2: Determine what action to take relative to each example practice. Choosing from the options “Adopt,” “Improve,” or “Maintain,” check the box that describes what you believe your utility needs to do for each practice.

- **ADOPT:** Check this box if your utility does not currently have a management practice that represents the example practice and that it needs to have this practice to reach its desired level of implementation.
- **IMPROVE:** Check this box if your utility has a management practice that is related to the example practice, but improvement is needed to reach your desired level of implementation for it.
- **MAINTAIN:** Check this box if your utility has the example practice already in place and that you want to continue using this practice.

Example Practices	Assessments and Actions			
Risk assessment for high-consequence assets (i.e., those that would result in high public health or economic impacts if damaged).	Assessment:	<input type="checkbox"/> Don’t Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions:	<input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain

Step 3: Add any alternative or additional practices that you believe are relevant to Customer Satisfaction and Stakeholder Understanding & Support. In each level of Customer Satisfaction and Stakeholder Understanding & Support, your utility may have in place or be aware of management practices that you believe are either a good substitute for one of the existing example practices or that you see as a good addition to the suite of example practices that are included. For each alternative or additional practice, you will need to write in a written description, and complete STEP 2 for each practice (as you did for all of the other example practices).



Step 4: Draw a conclusion for each practice statement. At the end of each practice statement section, you will draw a conclusion about what your utility needs to do relative to the practice statement. You will draw this conclusion based on the assessment of your current activity under Levels 1 and 2 and actions that you determined (STEP 1).

Practice Statement Conclusion: Green Yellow Red

Each practice statement section has check boxes at the end for “Green,” “Yellow,” and “Red,” which represent the following:

RED: Stop and take a more in-depth look at what needs to be done in this area to bring your utility to the level that it wants to be at. Check this box if you have mostly “Don’t Have” and “Adopt” boxes checked.

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YELLOW: Slow down and assess how you can improve your current practices (including completing those that you have already begun to implement, but are not yet fully in place). Check this box if you have mostly “In Progress” and “Improve” boxes checked.

GREEN: You are good to go in this area – keep up the good work. Check this box if you have most or all example practices in place (or have additional or alternative practices), and if you have mostly “Complete” and “Maintain” boxes checked. Do not forget to come back to these practices on a regular basis to make sure they are up to date.

STEP 5: Make any notes that you need to. At the end of each practice statement section, make notes as needed, considering the following questions:

- Why did I select the Practice Statement Conclusion that I chose? Was it a close decision between one conclusion and another?
- What level of implementation does my utility want to be at for Enterprise Resiliency? Is my utility close to meeting this goal (or have we already met it)?

Enterprise Resiliency

Scope: This Management Area includes risk assessments, safety and security measures, all hazards disaster planning, emergency response and recovery, cybersecurity, business risk planning (including interdependencies with other services and utilities, knowledge loss, and financial risks), and continuity of operations planning.

Level 1: Providing Adequate, Fundamental Services

Practice Statement → Risk Assessment and Reduction Plan: Risks to high-consequence assets are identified and reduced.

Example Practices	Assessments and Actions		
Risk assessment for high-consequence assets (i.e., those that would result in high public health or economic impacts if damaged).	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Risk reduction plan containing countermeasures with prioritized list of mitigation projects (i.e., near- or long-term capital improvement projects).	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Low-cost or near-term process improvement projects (e.g., fences and barriers around key utility facilities and infrastructure; doors and gates routinely locked; chemicals stored safely and securely, and properly disposed of; video cameras, especially on gates and sensitive areas within the treatment plant, such as those where chemicals are stored; computers and network systems protected with passwords, and passwords changed routinely; abnormal conditions or activities reported by personnel; employee training in basic workplace safety practices and to actively monitor for abnormal or threatening situations and activities).	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Cyber security measures (e.g., virus protection and firewall programs on all computers; electronic files and network systems regularly backed up).	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Resilience measures (e.g., flood threats understood and practical mitigation options identified to protect critical assets).	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain

Practice Statement Conclusion: Green Yellow Red

Notes on Statement Conclusion:

Practice Statement → Emergency Response Planning: Emergency Response Plan is developed containing basic policies and procedures.

Example Practices	Assessments and Actions		
Basic system information documentation (e.g., system maps and drawings) stored in secure on-site and off-site locations.	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Emergency roles and responsibilities identification for utility personnel and local response partner agencies (e.g., law enforcement, fire, laboratories, public health agencies, and emergency management agencies).	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
General communication procedures (e.g., who activates the plan, order of notification, and contact information).	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Training and exercise plan (to identify strategic goals and priorities for training and exercises).	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Key utility response personnel training (in Incident Command System (ICS) and a plan to implement ICS during an emergency).	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Critical customer needs and requirements identification and associated response protocols.	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain

Practice Statement Conclusion: Green Yellow Red

Notes on Statement Conclusion:

Practice Statement → Recovery and Mitigation: General awareness of mitigation and recovery activities, projects, and funding is in place for efficient system and services restoration.

Example Practices	Assessments and Actions		
Local and state officials identified that would be involved in recovery (e.g., local community planners and State Hazard Mitigation Officers).	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Local and state official coordination (e.g., local community planners and State Hazard Mitigation Officers).	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Understand options for resilient projects, concepts, and strategies, such as flood-proofing and relocating at-risk assets.	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Awareness of the required documentation and application processes for federal funding programs.	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain

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Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain

Practice Statement Conclusion: Green Yellow Red

Notes on Statement Conclusion:

Level 2: Optimizing Operations and Services

Practice Statement → Risk Assessment and Reduction Plan: Increase capacity to understand and detect threats to the system, risks to all major assets are identified and reduced, and all hazards risk management needs are fully integrated into broader utility planning and investment activities.

Example Practices	Assessments and Actions		
Risk assessment for all major assets (e.g., physical and cyber security, and business activities), including assessments of consequences and failure potential.	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Risk reduction plan with a prioritized list of risk mitigation projects that, if fully implemented, would achieve acceptable risk levels for all major assets (e.g., hardening for facilities vulnerable to security threats and natural disasters; electronic files and network systems regularly backed up; chemical delivery control; intruder detection systems).	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Risk reduction plan integration with long-range and capital investment planning for other projects.	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Understanding regional environmental risks (e.g., fires, floods, earthquakes, tornados) and their relationship to utility operations and infrastructure (updated and maintained as current).	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Identification and analysis of a wide range of contaminants and their properties (e.g., through the Water Contamination Information Tool).	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Continuous on-line instrumentation for establishing trends and detecting abnormal occurrences (e.g., for pH and chlorine) in the water distribution system.	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain

Practice Statement Conclusion: Green Yellow Red

Notes on Statement Conclusion:

Practice Statement → Emergency Response Planning: The Emergency Response Plan is enhanced with additional capabilities and supported through more structured relationships with potential response partners.

Example Practices	Assessments and Actions		
Alternate water source identification and alternate water supply distribution plans.	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
Mutual aid agreements (e.g., partnerships with neighboring systems for emergency response planning, participation in Water and Wastewater Agency Response Network (WARN),	Assessment: <input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain

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membership in an integrated nationwide network of laboratories such as the Water Laboratory Alliance).	
Risk communication procedures for issuing messages during an emergency.	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Business continuity plan (for maintaining solid operations—financially, managerially, and functionally—after any incident).	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Routine joint training with neighboring utilities and response partners (e.g., full-scale exercises, mutual aid response/requests).	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Utility representation in local Emergency Operations Center.	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Response resources organized according to the AWWA resource typing manual.	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain

Practice Statement Conclusion: Green Yellow Red

Notes on Statement Conclusion:

Practice Statement → Recovery and Mitigation: Implementation of mitigation and recovery activities, projects, and funding is in place.

Example Practices	Assessments and Actions
Recovery plan (developed through collaborations with local and state officials that would be involved in recovery, including establishing clear roles and responsibilities for key partners such as local community planners and State Hazard Mitigation Officers).	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Retainer contracts with consultants and backup equipment acquisition.	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Business preparedness and continuity plan (developed, tested, and maintained to continue basic business operations during and immediately after disruptive events).	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
SOPs for documenting pre- and post-disaster condition of key assets applying for the federal funding program.	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Key resilient projects, concepts, and strategies implementation, such as flood-proofing and relocating assets at risk from extreme weather events.	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain

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Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete
	Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain

Practice Statement Conclusion: Green Yellow Red

Notes on Statement Conclusion:

Level 3: Transforming Operations and Services for the Future

Practice Statement → Risk Assessment and Reduction Plan: Emergent risks to all major assets are consistently addressed. Proactive and specialized shifts in operational procedures and updated capital investment criteria are changed when necessary.

Example Practices	Assessments and Actions
Monitor/scan proactively for modern and emergent threats, and real-time monitoring for threat progression (e.g., watershed monitoring networks that support progressive storm alert systems).	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Integrated Water Quality Surveillance and Response System addressing potential contamination within the distribution system.	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Regular research on emerging trends that could pose new threats to the system, including changing weather patterns (i.e., climate change risk assessment integrated into existing risk assessment and reduction plan) and contamination threats.	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Diversification and redundancy for critical supply, distribution, and treatment functions (e.g., emergency interconnects or bulk loading stations).	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain

Practice Statement Conclusion: Green Yellow Red

Notes on Statement Conclusion:

Practice Statement → Emergency Response Planning: Emergency Response Plan is enhanced with incident-specific Emergency Action Procedures (EAPs) for responding to a specific type of incident, and enhanced capability to test, exercise, and to refine the Emergency Response Plan is in place. Ability to respond to a full suite of unexpected events by implementing a comprehensive Emergency Response Plan.

Example Practices	Assessments and Actions
Specific EAP's for incidents, including the following: <ul style="list-style-type: none"> • Severe weather response (e.g., snow, ice, temperature, lightning, flooding, hurricane, tornado) • Fire response • Electrical power outage response • Water supply interruption response • Earthquake response 	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain

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<ul style="list-style-type: none"> Disgruntled employee response (e.g., workplace violence) 	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Reviewed and updated utility response plans based on training and exercise activities (e.g., operations-based drills, functional and full-scale exercises), operational changes, and lessons learned from emergencies	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Capability to respond to mutual aid requests in self-sufficient manner, including cross-training staff to support neighboring utilities in the event of a mutual aid request.	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Integrated consequence management plans as part of a Water Quality Surveillance and Response System for responding to contamination within the distribution system.	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Interstate mutual aid request response plan (through Emergency Management Assistance Compact).	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain

Practice Statement Conclusion: Green Yellow Red

Notes on Statement Conclusion:

Practice Statement → Recovery and Mitigation: Ability to recover from a full suite of incidents through implementation of comprehensive mitigation and recovery activities, projects, and funding is in place.

Example Practices	Assessments and Actions
Prepared to conduct long-term public health and environmental health monitoring after a contamination incident.	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Advanced contracts and agreements to support continuity plan implementation when needed.	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Detailed decontamination decision-making framework (established for remediation/cleanup).	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Remediation techniques and remedial process for treatment works and contamination distribution/collection systems implementation ability.	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Climate adaptation plan prepared with internal utility and community partners (climate adaptation measures, such as increasing water supply storage capacity for droughts, establishing alternative power supply, and monitoring flood and event drivers).	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain
Alternative or Additional Practice:	Assessment: <input type="checkbox"/> Don't Have <input type="checkbox"/> In Progress <input type="checkbox"/> Complete Actions: <input type="checkbox"/> Adopt <input type="checkbox"/> Improve <input type="checkbox"/> Maintain

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Alternative or Additional Practice:	Actions:	<input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain
	Assessment:	<input type="checkbox"/> Don't Have	<input type="checkbox"/> In Progress	<input type="checkbox"/> Complete
	Actions:	<input type="checkbox"/> Adopt	<input type="checkbox"/> Improve	<input type="checkbox"/> Maintain

Practice Statement Conclusion: Green Yellow Red

Notes on Statement Conclusion:
