

**Canterwood Division 12 STEP HOA**  
**Service Interruption Response Plan**  
**Routine and Disaster Scenarios**  
**May 17, 2020**

**Routine Operations:**

The Canterwood Division 12 STEP Home Owners Association (HOA) has an annual operations and maintenance inspection plan in place (see [www.canterwooddiv12step.org](http://www.canterwooddiv12step.org)). Any issues noted during the annual inspections are evaluated, notifications provided as needed, and deficiencies corrected. Our treatment facility, final vault and aerator are each labeled with ownership, do not disturb and directions to call the Canterwood Security Office number in the event there is an issue to report. Canterwood Security's sole responsibility is to contact the Division 12 STEP HOA Board of Directors (BOD) member on the contact list. Once contacted, issues will be assessed by the HOA BOD and if necessary, the HOA Operations & Maintenance (O&M) contractor called to make the needed corrections/repairs.

**Power Outages: Short and Long Term**

Short term power outages can occur within the community and at the treatment facility. Bleach treatment stops but wastewater will continue to flow uninterrupted to the city of Gig Harbor from residences with power and those septic systems without power can continue to function with limited septic tank capacity as long as there is water. Normal operations resume when power is restored.

Longer term power outages, expected to last 48 hours or more, will initiate a community notification program. Each household will be contacted by phone using the numbers they have provided to the BOD or in person to

provide information about water and sewer conservation techniques and what to expect about system alarms once power is restored. Specifically, residents with water should implement flushing conservation practices. Continued flushing when system pumps are not operational may result in sewage backing up into the home. Residents without water but having an external water source, may use the bucket flushing technique but tanks still have a limited storage capacity when pumps are not operational. Homeowner guidance on practices during power outages is available at <http://canterwooddiv12step.org/page14/page/page7.php>).

Wastewater treatment at the HOA treatment facility is in place to prevent manhole and concrete damage from long term chronic exposure to Hydrogen Sulfide (H<sub>2</sub>S). Short duration interruptions in the H<sub>2</sub>S preventative treatment are not consequential in this regard. The City of Gig Harbor Wastewater Treatment Facility (253-851-8999) will be notified in the event of a longer term outage.

### **Earthquake Disaster Scenario:**

If a significant earthquake occurs, the BOD will walk the infrastructure to determine any above-ground damage and inspect the treatment facility and below-ground vaults. Any broken sewer lines will be isolated using the inline valves and individual home system valves may need to be closed. Affected homeowners will be notified by the BOD via the best methods available and the Canterwood Emergency Preparedness Planning Committee (EPPC) will be notified per their preferred method. Our O&M contractor will be notified to schedule and make repairs. The City of Gig Harbor Wastewater Treatment Facility (253-851-8999) will be notified in the event of earthquake damage.

Damage to the two bleach holding tanks and associated connecting lines (located within the treatment facility) are not anticipated as the lines are all flexible. In the unlikely event there is a leak, bleach will flow into the internal drain sump which will hold the entire contents of the tanks. Correcting earthquake damage will take significant time and all or part of the community will need to implement conservation practices. Affected

households will be contacted by phone or in person to provide information about water and sewer conservation techniques. Specifically, residents should implement flushing conservation practices. Continued flushing when system pumps are not operational may result in sewage backing up into the home. Residents without water but having an external water source, may use the bucket flushing technique but tanks still have a limited storage capacity when pumps are not operational. Homeowner guidance on practices during system interruptions is available at <http://canterwooddiv12step.org/page14/page/page7.php>).

### **Treatment Facility Destroyed by Fire:**

In the event of a fire at the treatment facility, the system for the entire Division 12 STEP HOA (71 homes) would be shut down and the community notified via the best available method. Notification would be expanded to include the Canterwood HOA and the neighbors located around the stormwater retention basins that would likely be affected by the leaking and pooling wastewater. The City of Gig Harbor Wastewater Treatment Facility (253-851-8999) would be notified. The BOD would call our O&M contractor to make temporary piping repairs and the system would be brought back online. Permanent repairs would be scheduled and the facility rebuilt. Once rebuilt, routine operations would resume and appropriate notifications made.