



# Florida's Water/Wastewater Agency Response Network (FlaWARN)

UTILITIES HELPING UTILITIES

# About FlaWARN

## What is FlaWARN?

- Formalized mutual aid response network/consortium of utilities willing to provide critical resources to **member** utilities during man-made or natural disasters
- Open to all water and wastewater utilities
- Designed to help protect public health and the environment
- Not a corporation or government entity

# About FlaWARN

## What is FlaWARN?

- A support entity to Florida county and state Departments of Emergency Management
- A support entity to the Florida Department of Environmental Protection and conduit to the WATER Tracker resourcing database

# About FlaWARN

## Purpose of FlaWARN

- To coordinate initial communication between **member** utilities to ensure the responding utility sends the appropriate personnel with the tools and equipment necessary to both assess and assist the impacted utility
- To create events in WATER Tracker to facilitate the free flow of information during a crisis
- To assist in collecting lessons learned after a crisis
- To coordinate with State and Federal Agencies during the response to provide additional resources as they become available

# Mutual Aid Agreement (MAA)

What is a Mutual Aid Agreement?

**Mutual aid agreements** establish the terms under which assistance is provided between two or more utilities within the state. Terms include but are not limited to:

- Designates points of contact and representatives with authority to provide crisis response
- Provides procedures for matching personnel and equipment to meet the needs of the requesting utility during an emergency
- Delineates span of control for supervision of personnel and equipment

# Mutual Aid Agreement (MAA)

What is a Mutual Aid Agreement? Continued...

- Reimbursement provisions – Federal Emergency Management Agency (FEMA) standard or otherwise agreed upon rates
- Liability and worker's compensation provisions
- Dispute resolution

# About FlaWARN continued

## Purpose of FlaWARN

- Support State and Federal Agencies tasked with emergency assistance including:
  - Florida Department of Environmental Protection (FDEP)
  - County and State Departments of Emergency Management (DEM)
  - United States Army Corps of Engineers (USACE)
  - United States Environmental Protection Agency (USEPA)
- To solicit, collect, and track mutual aid agreements

# Emergency Support Functions (ESF)

What are Emergency Support Functions (ESFs):

- Provides the structure for coordinating Federal interagency support for a Federal response to an incident. They are a way to group functions that provide federal support to states and federal-to-federal support, both for Stafford Act declared disasters and emergencies and for non-Stafford Act incidents.



# Emergency Support Functions (ESF)

- FlaWARN provides staff at the State Emergency Operations Center (EOC) in Tallahassee
- Specific EOCs supported include:
  - ESF 3 – Public Works
  - ESF 10 – Florida Department of Environmental Protection (FDEP)

# FlaWARN Infrastructure

Steering Committee – provides leadership to FlaWARN and is composed of representatives of five state water/wastewater professional organizations including:

- American Water Works Association (AWWA)
- Florida Water Environment Association (FWEA)
- Florida Water and Pollution Control Operators Association (FWPCOA)
- Florida Rural Water Association (FRWA)
- Southeast Desalting Association (SEDA)
- Florida Department of Environmental Protection (FDEP)
- Members at Large

# FlaWARN Infrastructure

Support Staff – provides administrative support to the Steering Committee and Regional Coordinators throughout the year. The support staff consists of representatives from:

- University of Florida TREEO Center
- Florida Rural Water Association (FRWA)
- Florida Department of Environmental Protection (FDEP)

# 2024 FlaWARN Steering Committee

**Kevin Carter, Chair**  
Broward County

**Gary Williams, Vice-Chair**  
FRWA

**Beth DeMio\***  
JEA  
**Scott Kelly** FRWA

**Scott Anheim**  
City of Starke  
**David Zusi** City of Winter Park

**Brad Jewell** OUC

**Todd Swingle\*, Mario Lopez (alt)**  
Toho Water Authority

**Central District**

**Kevin Carter\***  
Broward County

**Lazaro Cabrera**  
MDWSA

Map from <https://floridadep.gov/districts>

**Lockwood Wernet**  
**Monica Wallis (alt)**  
Destin Water Users

**Alicia Galloway, DEP**  
**Gary Williams** FRWA

**Northwest District**

**Alicia Keeter\***  
South Walton  
Utilities

**Andy Campbell & Lauren McCain** UF TREEO  
**Carol Hinton** FRWA

**Chris Saliba\*** US Water Corp.

**Southwest District**

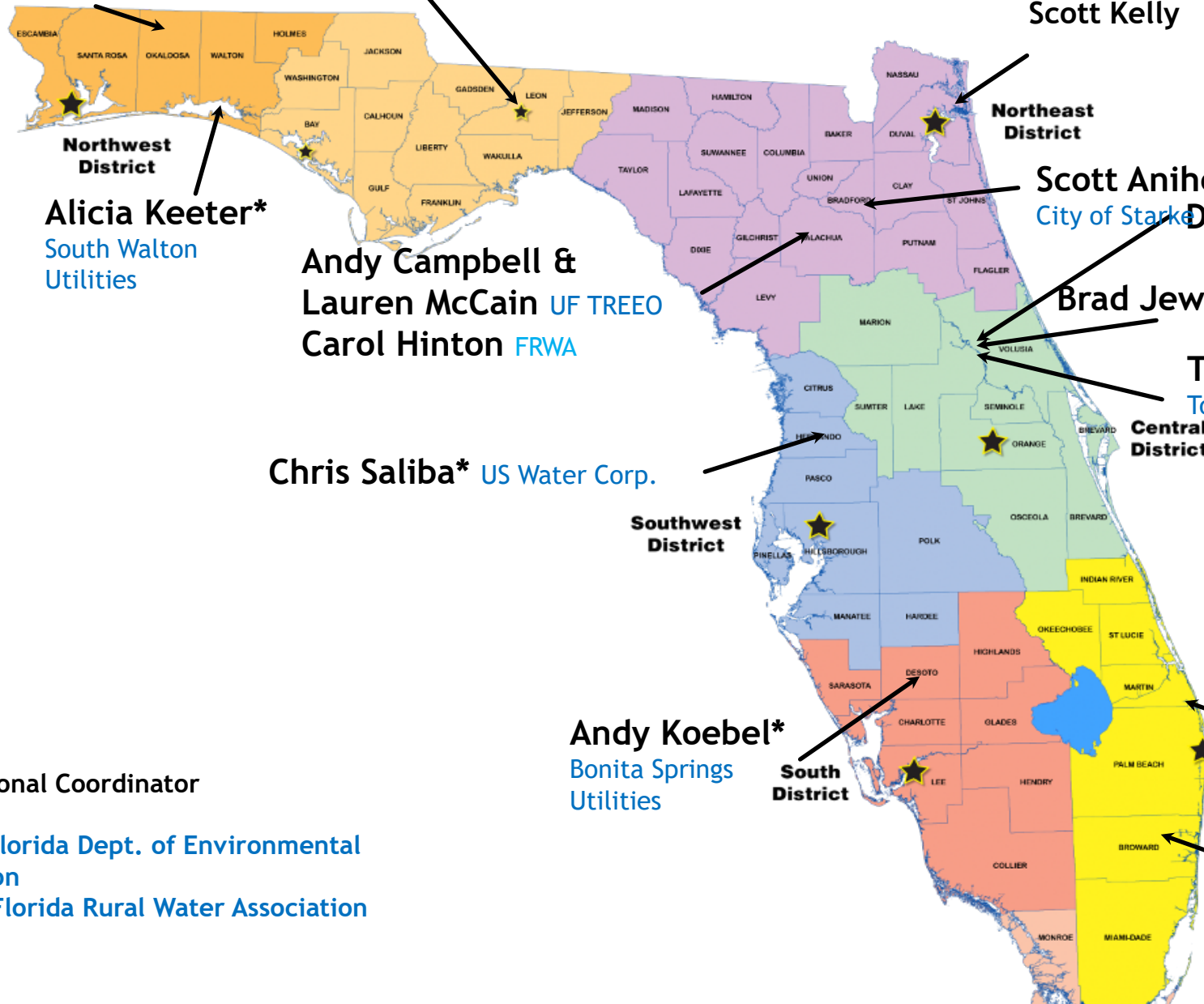
**Andy Koebel\***  
Bonita Springs  
Utilities

**South District**

**Southeast District**

• = Regional Coordinator

FDEP = Florida Dept. of Environmental Protection  
FRWA = Florida Rural Water Association



## FlaWARN's Major Platform: WATER Tracker

- WATER Tracker is FlaWARN's major internet-based platform for utilities to notify state of Florida post storm status, resource needs and availability.
- WATER Tracker is also a tool for other events such as the COVID 19 pandemic and resources still available online.
- If you are utility, please log on occasionally to know your password and ensure your information is current: <https://flwatertracker.com/>.
- Also, please confirm your utility has an approved mutual aid agreement (MAA). A MAA facilitates receiving assistance.
- If you are experiencing difficulties with login either email: [WATERTracker@floridadep.gov](mailto:WATERTracker@floridadep.gov); call (866) 742-0481 or contact me.

# Regional (and Local) Coordination: Pre-Event Activities

- Go through main contacts in region:
  - Determine if current (either by contacting or regular contact).
  - Crosswalk with FlaWARN's main contact list.
  - Place in E-mail and mobile phone contacts.
  - Set up spreadsheets with main contacts.
- Attend state, regional and local meetings; perfect platform to create relationships and network over time.
- Attend local exercises (e.g., your Emergency Operations Center).
- Review Plans, BMPs, other Guidance Documents:
  - FlaWARN BMPS [Microsoft Word - BMPs 8-08 \(ufl.edu\)](#)
  - AWWA Resource Typing [AWWA\\_RT Guidance\\_FINAL\\_Nov2019.pdf](#)
  - USEPA Emergency Check Lists [Incident Action Checklists for Water Utilities | Emergency Response for Drinking Water and Wastewater Utilities | US EPA](#)



## Regional (and Local) Coordination: During Event

- Track storm's path and coordinate closely with FlaWARN and local EOC.
- Send initial E-mails with FlaWARN information to regional contacts; Begin and continue individual conversations.
- Very "fluid" needs assessment and resources available process requires many one-on-one communications (keep that mobile phone charged as long as possible!).
- Coordinate with FlaWARN and responding utilities on travel logistics; Continue communication throughout deployment.

Kevin Carter and Gary Williams  
FlaWARN "Bat Phone"



## Regional (and Local) Coordination: After Event



- Participate in FlaWARN's After Action Reporting as well as similar regional and local activities.
- Talk with individual utilities on their positive experiences and areas to learn from (Utility councils are great forum for this).
- Continue to broaden network contact list in hurricane offseason.
- Learn more about other emergency management actions (e.g., other state WARNs') activities and lessons learned particularly in operational events as well as hurricanes.
- Many, many thank you E-mails, calls, etc. Big Team Effort!



<https://flawarn.pwd.aa.ufl.edu/>

Questions?

# Thank You

## Contact Information

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