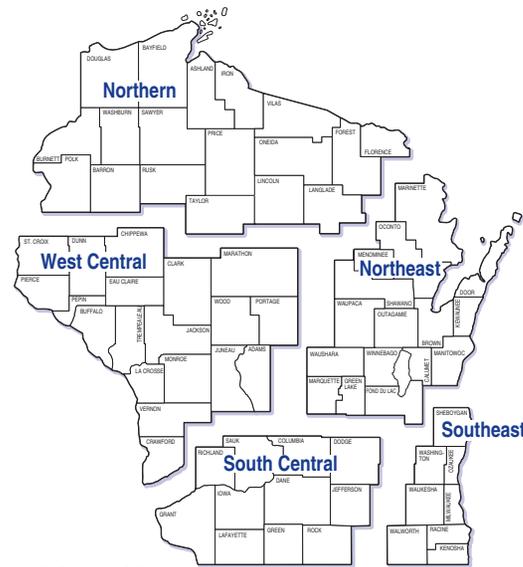


**In the event of
suspicious
activity,
call 911.**

**Department of Natural
Resources Offices**



DNR Central Office

101 S. Webster
P.O. Box 7921
Madison, WI 53707-7921
(608) 266-0821

Northern Region

810 W. Maple Street
Spooner, WI 54801
(715) 635-2101

107 Sutliff Avenue
Rhineland, WI 54501
(715) 365-8900

Northeast Region

2984 Shawano Avenue
Green Bay, WI 54313-6727
(920)662-5100

Southeast Region

2300 N. Dr. Martin Luther King, Jr. Drive
Milwaukee, WI 53212
(414) 263-8500

West Central Region

1300 W. Clairemont
P.O. Box 4001
Eau Claire, WI 54702-4001
(715) 839-3700

South Central Region

3911 Fish Hatchery Road
Fitchburg, WI 53711
(608) 275-3266

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**Water
System
Security**

**Deter.
Delay.
Detect.
DEFEND.**

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Delay.
Detect.
DEFEND.**

- ✓ **Ensure your Emergency Action Plan is updated.** Do all employees know the procedures and their roles? Are the telephone numbers current?
- ✓ **Cover all openings into reservoirs, treatment system vents and intakes** with a closure that is resistant to removal and designed to prevent intentional access. Frequent, regular inspections should be done of all vents in areas accessible to the public.
- ✓ **Lock all pumphouses, reservoirs, booster stations and other remote facilities.**
- ✓ **Restrict public access**, especially by vehicles, to reservoir and pump house service roads.
- ✓ **Prohibit parking/stopping on public roadways adjacent to reservoirs, pump stations, and treatment facilities.**
- ✓ **Request routine police patrols** and parking enforcement in sensitive areas.
- ✓ Operators should **visit all facilities daily and maintain a log**
- ✓ **Install security equipment**, such as lighting, motion detectors, and cameras.
- ✓ **Maintain effective disinfection capability.** Chlorine, ozone, and UV can be effective in destroying many biological agents. Acquire emergency disinfection equipment, if not already chlorinating.
- ✓ **Maintain a free chlorine residual** at the ends of the distribution system of at least 0.2ppm. A free chlorine residual of 0.5ppm should inactivate most biological agents, and should be achievable throughout the distribution system within 4 hours of an unsafe water sample.
- ✓ **Maintain chemical additives (fluoride, alum, lime) etc. under secure conditions** that discourage tampering. Assure that containers delivered by suppliers are intact, secure and quality checked as feasible. Use only reliable sources and known contractors.
- ✓ **Develop a list of alternate, emergency water sources** within the community, such as industrial, commercial and private wells. Update inspection and testing programs for these wells pursuant to NR 810.16. Develop plans with neighboring communities for mutual assistance to provide emergency water. Join WisWARN wiswarn.org.
- ✓ **Train operators and plant personnel in security awareness.** Consider the vulnerabilities of your system infrastructure. How would you attack your system? Then take measures to discourage or prevent such schemes from being effective.
- ✓ **Restrict access to water main maps and plans of all facilities.** Seek legal counsel on open records requests to obtain facility plans. Contact consultants, contractors and regulators who have plans in their possession and require guarantees that access to their copies be secured. Access to water distribution maps is most sensitive.
- ✓ **Consider the reliability and security status of current and former personnel.**
- ✓ **Join a security network** such as Infragard, and/or contact the American Waterworks Association to become part of their security information system by emailing: security@awwa.org. Visit the following websites on water system security: infragard.net, wi-infragard.com, awwa.org.