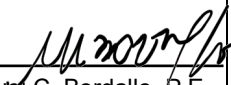
 GUAM WATERWORKS AUTHORITY	STANDARD OPERATING PROCEDURE	No.	SOP-1500-WP-001
	Water Outage & Road Closure Notifications to the Media/Public	Effective Date	9/2/2022
		Final Approver	 Miguel C. Bordallo, P.E. General Manager
		Revision Letter	B

1.0 Purpose

This Standard Operating Procedures (SOP) establishes the approval requirements and workflow procedure (**Attachment 1**) for the Guam Waterworks Authority's (GWA) release of water outage & road closure notification to the media and public, to ensure the accuracy of information shared with the public and media.

2.0 Scope

This SOP covers the request for water outage and/or road closure notification to the public and media by the Operation & Maintenance Division (O&M) up to the release of the mentioned notice to the public. It applies to O&M Supervisors who take lead in any preventive or corrective maintenance work which will cause GWA's service interruption or road closure, GWA Dispatchers, Public Information Officer (PIO), Management Analysts, and GWA's vendor in charge of GWA's social media.

3.0 Policy

GWA recognizes the inconvenience brought to the public by the interruption of its water and wastewater services or road closures, whenever it needs to complete its facilities' improvements or maintenance efforts. As part of its commitment to give reliable water and wastewater services to its ratepayers, GWA gives accurate and timely service interruption notice to the public to allow them to prepare for the service interruption and/or avoid the construction/maintenance site.

Operations and Maintenance Division (O&M), Dispatch, and Public Information Office should follow the standard format, procedures, and approval requirements established in this SOP.

4.0 Definitions

- 4.1. **Communication:** Processes involved in sharing information with the public and/or media via Mailchimp or text blast affecting water and/or wastewater service interruption.
- 4.2. **Compulsory Recipients:** Critical Government of Guam agencies, such as but not limited to the Department of Education, Mayors' Council, etc., (*complete list on Attachment 2*), they must be notified at all times under this SOP.
- 4.3. **Dispatcher:** Employees under the Water Wastewater System Control Center (WSCC) in charge of sending email and text messages to the public and/or media concerning emergency and scheduled water and/or wastewater service interruptions or road closures to perform infrastructure repair and maintenance.
- 4.4. **GWA Horizontal Assets:** Assets that may be configured or networked for the purpose of moving water from one place to another. Also known as below ground assets such as pipelines.
- 4.5. **GWA Vertical Assets:** Assets within a building and /or facility are often comprised of multiple components also known as above-ground assets. This typically refers to assets within pump stations and treatment plants.

Water Outage & Road Closure Notifications to the Media/Public

- 4.6. **Mailchimp:** Marketing automation platform and email marketing service for managing mailing lists and creating email marketing campaigns to send to customers.
- 4.7. **Media Notice:** An official statement delivered to members of the media and the public to provide information relative to water/wastewater service interruption.
- 4.8. **Operations and Maintenance (O&M):** Water or Wastewater Operator and Maintenance employees performing infrastructure repairs and maintenance of GWA's horizontal and vertical assets. This team will provide all the information to Dispatcher relative to the emergency and /or scheduled service outages. The information required from O&M are the village and specific road affected, the date and time of the service interruption or outage, the reason, and the expected restoration or completion date.
- 4.9. **Potable Water Outage:** An interruption in the supply of potable water. Water outages are caused by main breaks, major leaks, emergency, and scheduled repairs due to issues of damaged pipes and infrastructure.
- 4.10. **Road Closure:** The blocking of a road or closure of traffic to perform water and/or wastewater infrastructure repairs and maintenance.
- 4.11. **Sanitary Sewer Overflow (SSO):** Emergence of wastewater outside the normal wastewater collection system. This may occur from a manhole cleanout, or sewer line break and require traffic control in order to manage/mitigate the SSO.

5.0 Roles and Responsibilities

5.1.	General Manager (GM)	Approves this SOP and all subsequent changes thereof.
5.2.	Assistant General Manager - Operations (AGM-O)	Oversees development, revision, and implementation of this SOP as the Policy Owner. Endorses any amendment(s) needed to this SOP to the SOP Committee. Ensures that all O&M Divisions comply with this SOP.
5.3.	O&M Managers	Provide details of the scheduled and emergency service interruption to Dispatch via Water Outage and Road Closure Request form. Details to be indicated in the form are the village affected; a specific road, day/date/time; reason, expected restoration, and date of completion.
5.4.	Dispatchers	Prepare water outage/road closure alert via Mailchimp and text message based on the information provided by O&M in the form, and email to PIO or MA for final review.

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		Attend to emails received through alerts@guamwaterworks.org .
5.5.	Public Information Officer (PIO) or Management Analyst (MA) of GM's Office	<p>Reviews and approves final water outage/road closure notice and text message prepared by Dispatch.</p> <p>Regularly monitors changes on compulsory recipients/addressees' contact information and updates GWA List.</p> <p>Monitors completion of sending emails and text blast to all recipients.</p> <p>Monitors vendor's compliance to this SOP.</p>
5.6.	Vendor	Posts latest and/or critical information to GWA social media accounts.

6.0 Procedure Description

- 6.1. **O&M Division:** As soon as O&M supervisors or their authorized representatives confirm the necessity for GWA service interruption and/or road closure, they should notify Dispatch via email or text message about the service interruption and/or road closure using the Water Outage & Road Closure Notice Request Form (**Attachment 3**).
- 6.2. **Water Outage & Road Closure Request:** Utilizing Attachment 3, O&M supervisors or authorized representatives must request GWA Dispatch to release a public notice of the service interruption and/or road closure at least 48 hours in advance for planned events or immediately for unplanned or emergency events. The request must follow these procedures:
 - 6.2.1. **For Planned Water Outage/Road Closure/Other GWA Service Interruption:** request should be emailed 48 hours in advance before service interruption and/or road closure and should contain the following details:
 - 6.2.1.1. village name and specific road affected by the outage and/or road closure;
 - 6.2.1.2. an indication it is a "Scheduled" outage;
 - 6.2.1.3. day, date, and time of the outage/road closure;
 - 6.2.1.4. reason for the water outage, road closure, or other GWA service interruption; and
 - 6.2.1.5. expected restoration of service.
 - 6.2.2. **For Unplanned or Emergency Water Outage/Road Closure/Other GWA Service Interruption:** request should be emailed immediately upon confirmation of the

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needed water outage, road closure, or other GWA service interruption and the notice should contain the following pertinent details:

- 6.2.2.1. village name and specific road affected by the outage and/or road closure;
- 6.2.2.2. an indication it is an "Emergency" outage;
- 6.2.2.3. day, date, and time of the outage/road closure;
- 6.2.2.4. reason for the water outage, road closure, or other GWA service interruption; and
- 6.2.2.5. expected restoration of service.

- 6.3. **GWA Dispatch:** Dispatchers shall review and prepare a draft of the "Water Outage/Road Closure Alert" via Mailchimp (*see Mailchimp 101, GWA Outages & Alerts Distribution*¹) and send it first to the PIO or MA for its review and approval.

Dispatchers should contact the PIO or MA via phone call or text advising the latter of the notice which was sent through email and for review. This is to ensure that the PIO or MA reviews the notice in the most expedient time possible. If the PIO or MA is on leave status, Dispatchers should email the draft of the "Water Outage/Road Closure Alert" to the Manager of O&M Water Production for its review and approval.

- 6.3.1. **Mailchimp Templates:** Under GWA's Mailchimp account, there are different templates for each type of "Water Outage/Road Closure Alert": 1) Scheduled Water Outage Alert (**Attachment 4**); 2) Road Closure Alert (**Attachment 5**); 3) Emergency Water Outage Alert (**Attachment 6**); 4) General Water Service Alert (**Attachment 7**). GWA Dispatcher should use the appropriate template.

- 6.4. **PIO Office or GM Division:** Within 1 hour or as soon as possible, the PIO or MA approves or disapproves the transmission of the "Water Outage/Road Closure Alert." Reasons for the disapproval must be explained in the email.

The PIO or MA must ensure that the following information is accurately contained in the public notice:

- 6.4.1. village name and specific road affected by the outage and/or road closure;
- 6.4.2. an indication if it is "Emergency" or "Scheduled";
- 6.4.3. day, date, and time of the outage/road closure;
- 6.4.4. reason for the water outage, road closure, or other GWA service interruption; and

¹ This and other training materials can be found at GWA Intranet www.guamwaterworks.org/intranet

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- 6.4.5. expected restoration of service.
- 6.5. **Notice Transmittal:** Dispatcher transmits via Mailchimp and text message approved "Water Outage/Road Closure Notification" to the compulsory recipients, public, and/or media. Mailchimp notices should be sent to "GWA Outages & Alerts Audience."
- 6.6. **Posting to Social Media Accounts:** Upon receipt of the email, the vendor shall post to GWA's Facebook and Instagram accounts the "Water Outage/Road Closure Notification".
- 6.7. **Regular Updating of Compulsory Recipients:** PIO or MA shall regularly update compulsory recipients' email addresses, WhatsApp numbers, and other pertinent information to make sure that Dispatch will not miss sending them critical information.
- 6.8. **Alert Emails:** The Dispatcher should attend to emails received through alerts@guamwaterworks.org.
- 6.9. **Non-Compliance to this SOP:**
- 6.9.1. **Employee:** Failure of the employee to adhere and comply with any of the guidelines, policies, and procedures stated herein may result in progressive or adverse disciplinary action, including but not limited to suspension, demotion or termination of employment as provided by GWA PR&R
- 6.9.2. **Supervisors and Managers:** Failure of the Manager or Supervisor to report and enforce all the guidelines, policies, and procedures stated herein may result in progressive or adverse disciplinary action, including but not limited to suspension, demotion, or termination of employment as provided by GWA PR&R

7.0 Document Approvals

Role	Position	Name of Approver	Approval Signature	Date Approved
Authors	Management Analyst I	Elgine E. Alfonso		
	Utility Services Administrator - Asset Management	Ma. Teogenesa Q. Salayon, CPM, CAAM, CSYB	Approval on File	On File
Policy Owner	Assistant General Manager for Operations	Thomas Cruz, P.E.	Approval on File	On File
Final Approver	General Manager	Miguel C. Bordallo, P.E.	Page 1	Page 1

By existing Guam and federal laws, the contents of this SOP were reviewed thoroughly by its policy owner and were found to be:

- ☒ appropriate for publication on the GWA website without compromising the security of GWA's system or the public's health and safety.
- ☐ not appropriate for publication on the GWA website because it might jeopardize the security of GWA's system or the public's health and safety.

Water Outage & Road Closure Notifications to the Media/Public

8.0 Records of Revisions

All suggestions for improvement shall be directed to the policy owner indicated below. The policy owner will consider input received, develop recommendations on how to address the suggestions, and obtain authorization to make the recommended changes. Updates, revisions, corrections, and waivers to this SOP shall be made in writing and be approved by the GM.

8.1. Policy Owner: Asst. General Manager for Operations

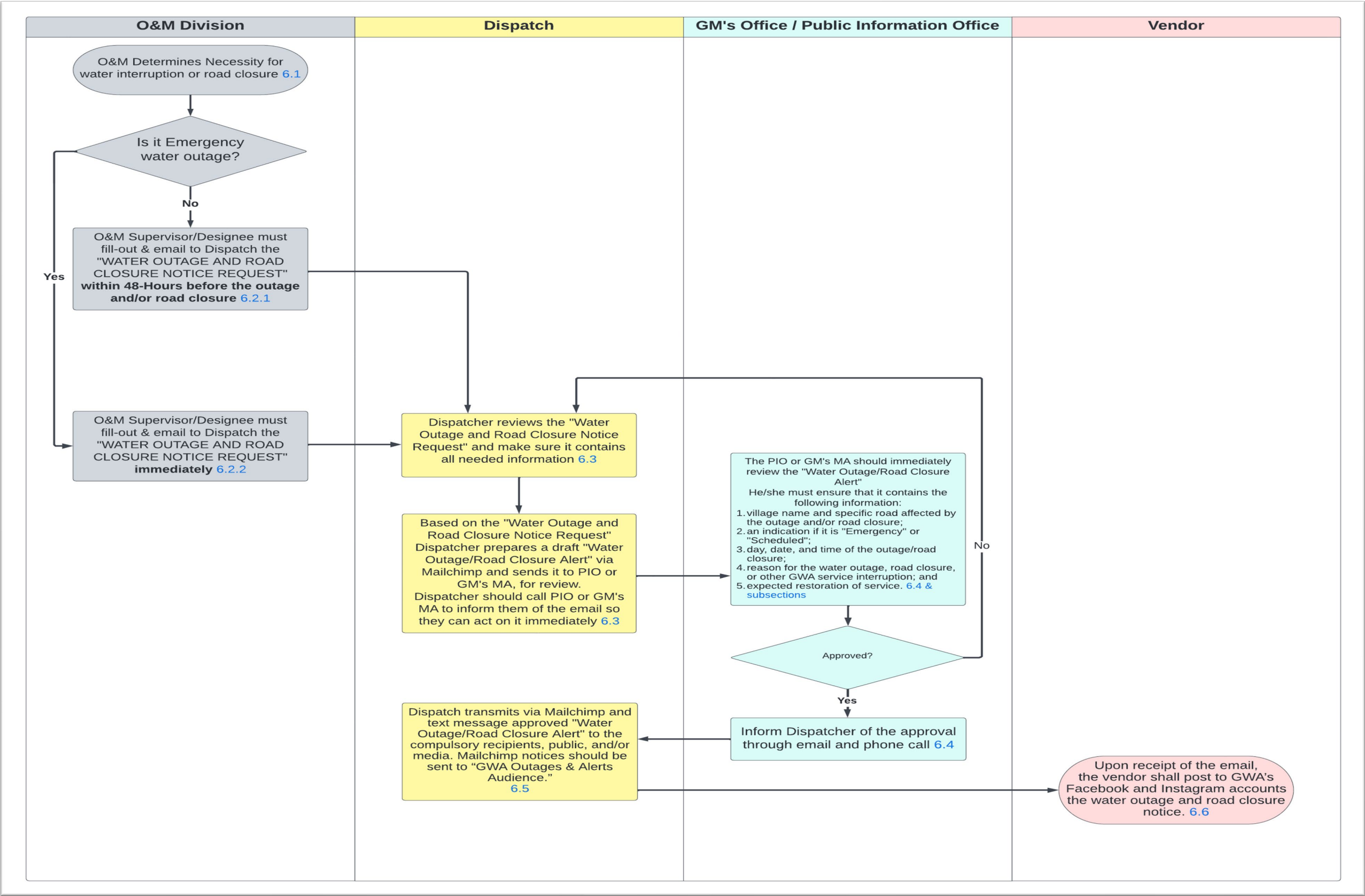
8.2. Authorization: General Manager

Effective Date	Revision Letter	Document Author	Description of Change
Page 1	B	Elgine E. Alfonso & Ma. Teogenesa Q. Salayon	Amended Policy/Procedure

9.0 References

- 9.1. GWA SOP GM-123 – SCC/Dispatch to Report All Water Outage Notification to the Media
- 9.2. Notes provided by AGM for Operations
- 9.3. Mailchimp 101, GWA Outages & Alert Distribution Prepared by 8 Ronin
- 9.4. "So, What Exactly Is Mailchimp and Why Do You Need It for Email Marketing". AnnexCore. 15 February 2021. Retrieved 2021-09-20.

Attachment 1: Flow Chart



PIO or MA shall regularly update compulsory recipients' email addresses, WhatsApp numbers, and other pertinent information to make sure that Dispatch will not miss sending them critical information. 6.7

The Dispatcher should attend to emails received through alerts@guamwaterworks.org. 6.9

Failure to adhere and comply with any and all of the guidelines, policies and procedures stated herein may result in progressive or adverse disciplinary action, including but not limited to suspension, demotion, or termination of employment as provided by GWA Personnel Rules and Regulations (PR&R). 6.10

Water Outage & Road Closure Notifications to the Media/Public

Attachment 2: List of Compulsory Recipients**List of Compulsory Recipients****Guam Agencies**

1. Department of Public Health and Social Services
2. Office of the Attorney General
3. Guam Council on the Arts and Humanities Agency
4. Department of Administration
5. Guam Energy Office
6. Guam Department of Corrections
7. Guam Housing Corporation
8. Guam Police Department
9. Guam Housing & Urban Renewal Authority
10. Guam Airport
11. Office of Public Accountability
12. Guam Power Authority
13. Guam Memorial Hospital Authority (GMH)
14. GMH - Skilled Nursing Facility
15. Government of Guam Retirement Fund
16. Guam Department of Public Works
17. Guam Fire Department
18. Bureau of Statistics & Plans
19. Civil Service Commission
20. Guam Department of Agriculture
21. Judiciary of Guam
22. Department of Youth Affairs
23. Guam Environmental Protection Agency
24. Guam Department of Education
25. Serve Guam Commission
26. Guam Department of Revenue and Taxation
27. Port Authority of Guam
28. Guam Office of Technology
29. Guam Regional Transit Authority
30. Department of Integrated Services for Individuals with Disabilities
31. Department of Labor
32. Guam Supreme Court
33. Guam Legislature

34. Customs and Quarantine Agency
35. Guam Ancestral Lands Commission
36. Guam Visitors Bureau
37. Department of Land Management
38. Guam Solid Waste Authority
39. Hagåtña Restoration and Redevelopment Authority
40. Bureau of Budget and Management Research
41. Guam Department of Public Works
42. Guam Economic Development Authority
43. Guam Behavioral Health and Wellness Center
44. Department of Parks and Recreation
45. Transportation Security Administration
46. Guam National Oceanic and Atmospheric Administration Weather Forecast Office

Mayors' Council

47. Guam Mayors' Council
48. Malesso Mayor
49. Malesso Vice Mayor
50. Dededo Mayor
51. Dededo Vice Mayor
52. Hagåtña Mayor
53. Hagåtña Vice Mayor
54. Asan Mayor
55. Asan Vice Mayor
56. Barrigada Mayor
57. Barrigada Vice Mayor
58. Chalan Pago-Ordot Mayor
59. Chalan Pago-Ordot Vice Mayor
60. Hagåt Mayor
61. Hagåt Vice Mayor
62. Agana Heights Mayor
63. Agana Heights Vice Mayor
64. Humåtak Mayor

Water Outage & Road Closure Notifications to the Media/Public

65. Humåtak Vice Mayor
66. Inalåhan Mayor
67. Inalåhan Vice Mayor
68. Mangilao Mayor
69. Mangilao Vice Mayor
70. Mongmong-Toto-Maite Mayor
71. Mongmong-Toto-Maite Vice Mayor
72. Piti Mayor
73. Piti Vice Mayor
74. Santa Rita-Sumai Mayor
75. Santa Rita-Sumai Vice Mayor
76. Sinajana Mayor
77. Sinajana Vice Mayor
78. Talo'fo'fo' Mayor
79. Talo'fo'fo' Vice Mayor
80. Tamuning-Tumon-Harmon Mayor
81. Tamuning-Tumon-Harmon Vice Mayor
82. Yigo Mayor
83. Yigo Vice Mayor
84. Yona Mayor
85. Yona Vice Mayor

Media

86. Guam Pacific Daily News (Media)
87. Joy FM Radio (Media)
88. Kuam (Media)
89. Guam Post (Media)
90. Guam Pacific News Center (Media)
91. BOSS 104 (Media)
92. Moycom (Media)
93. k57 (Media)
94. Stars and Stripes (Media)
95. Glimpses of Guam (Media)
96. Pacific Island Times (Media)

97. Chinese Times Guam (Media)
98. Choice Phone LLC (Media)
99. Choice Broadcast (Media)
100. Guam Shinbun (media)
101. Kandit News (Media)
102. KTKB FM (Media)
103. Sorensen Media Group (Media)
104. Stars & Stripes Guam (Media)
105. Docomo Pacific (Media)
106. Mabuhay News (Media)
107. Hit Radio 100 (Media)
108. 8Ronin (Media)
109. Galaide group (Media)
110. GTA Teleguam

US Military Bases in Guam

111. US Navy Guam
112. US Airforce Guam
113. US Marine Guam
114. US Army Guam
115. Guam Army National Guard
116. US Coast Guard Guam
117. Naval Hospital

Others

118. University Of Guam
119. Guam Community College
120. George Washington High School
121. American Red Cross of Guam
122. Guam Salvation Army
123. Guam Regional Medical City
124. Harvest Baptist Church Guam

Water Outage & Road Closure Notifications to the Media/Public

Attachment 3: Outage and Road Closure O&M Form Provided to Dispatch

Gloria B. Nelson Public Service Bldg.
688 Route 15
Mangilao, Guam 96913

**WATER OUTAGE & ROAD CLOSURE NOTIFICATION TO
THE PUBLIC/MEDIA¹**
WATER OUTAGE & ROAD CLOSURE NOTICE REQUEST



MANDATORY DETAILS	INFORMATION
1. Village	
2. Specific Road / Street and Surrounding Areas (Cannot be blank)	
3. Emergency / Unplanned or Scheduled (For scheduled outage, this request must be sent to Dispatch 48-hours before the scheduled service interruption)	<input type="checkbox"/> Emergency / Unplanned <input type="checkbox"/> Emergency / Planned
4. Day, Date, Time	
5. Reason	
6. Expected Restoration	
7. Completion Date (if applicable)	
8. DPW Permit 3 (if applicable)	

- This request must be emailed to GWA Dispatch before an outage or road closure is executed.
- No information in this form should be left blank.

Requested by:

Acknowledged by:

 O&M Requestor & Date

 Dispatcher & Date

¹ SOP-1500-WP-001, Water Outage & Road Closure Notification to the Public & Media

Attachment 4: Scheduled Water Outage Alert

[View this email in your browser](#)



SCHEDULED OUTAGE

Dear Valued Customer,

You are receiving this water service alert because you have subscribed to our alert notification service. If you wish to no longer receive future notices, you can [unsubscribe](#).

Scheduled Water Outage

Date:

Estimated Start Time:

Estimated End Time:

Village:

Areas Affected:

We appreciate your patience as [insert work/repairs performed].

Water Outage & Road Closure Notifications to the Media/Public

Attachment 4: Scheduled Water Outage Alert (Cont.)

For more information, contact GWA Dispatch at alerts@guamwaterworks.org or call 671-646-4211 (available 24/7).

VISIT GWA



Copyright © `{CURRENT_YEAR}` `{LIST:COMPANY}`, All rights reserved.
`{IFNOT:ARCHIVE_PAGE}` `{LIST:DESCRIPTION}`

Our mailing address is:

`{HTML:LIST_ADDRESS_HTML}` `{END:IF}`

Want to change how you receive these emails?


You can [update your preferences](#) or [unsubscribe from this list](#).


#1140

Water Outage & Road Closure Notifications to the Media/Public

Attachment 5: Road Closure Alert

[View this email in your browser](#)


GUAM WATERWORKS AUTHORITY



ROAD CLOSURE

Dear Valued Customer,

You are receiving this water service alert because you have subscribed to our alert notification service. If you wish to no longer receive future notices, you can [unsubscribe](#).

Road Closure Alert

Date:

Estimated Start Time:

Estimated End Time:

Village:

Areas Affected:

We appreciate your patience as [insert work/repairs performed]. Please adhere to traffic safety signage and flagmen while traveling through. Si Yu'us Ma'ase for your help in keeping our crews safe. Drive safely!

Water Outage & Road Closure Notifications to the Media/Public

Attachment 5: Road Closure Alert (Cont.)

For more information, contact GWA Dispatch at alerts@guamwaterworks.org or call 671-646-4211 (available 24/7).

VISIT GWA



Copyright © `{CURRENT_YEAR}` `{LIST:COMPANY}`, All rights reserved.

`{IFNOT:ARCHIVE_PAGE}` `{LIST:DESCRIPTION}`

Our mailing address is:

`{HTML:LIST_ADDRESS_HTML}` `{END:IF}`

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).

#1140

Attachment 6: Emergency Water Outage Alert



EMERGENCY OUTAGE

Dear Valued Customer,

You are receiving this water service alert because you have subscribed to our alert notification service. If you wish to no longer receive future notices, you can [unsubscribe](#).

Emergency Water Outage

Date:

Estimated Start Time:

Estimated End Time:

Village:

Areas Affected:

We appreciate your patience as [insert work/repairs performed].

Water Outage & Road Closure Notifications to the Media/Public

Attachment 6: Emergency Water Outage Alert (Cont.)

For more information, contact GWA Dispatch at alerts@guamwaterworks.org or call 671-846-4211 (available 24/7).

VISIT GWA



Copyright © "[CURRENT_YEAR]" "[LIST:COMPANY]"; All rights reserved.

"[IFNOT:ARCHIVE_PAGE]" "[LIST:DESCRIPTION]"

Our mailing address is:

"[HTML:LIST_ADDRESS_HTML]" "[END:IF]"

Want to change how you receive these emails?


You can [update your preferences](#) or [unsubscribe from this list](#).


[GWA EMPLOYEE #]

Water Outage & Road Closure Notifications to the Media/Public

Attachment 7: General Water Service Alert

[View this email in your browser](#)


GUAM WATERWORKS AUTHORITY

**WATER SERVICE ALERT**

Dear Valued Customer,

You are receiving this water service alert because you have subscribed to our alert notification service. If you wish to no longer receive future notices, you can [unsubscribe](#).

[Type of Alert]

Date:

Estimated Start Time:

Estimated End Time:

Village:

Areas Affected:

We appreciate your patience as [insert work/repairs performed].

Water Outage & Road Closure Notifications to the Media/Public

Attachment 7: General Water Service Alert (Cont.)

For more information, contact GWA Dispatch at alerts@guamwaterworks.org or call 671-646-4211 (available 24/7).

VISIT GWA



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`*|IFNOT:ARCHIVE_PAGE|* *|LIST:DESCRIPTION|*`

Our mailing address is:

`*|HTML:LIST_ADDRESS_HTML|* *|END:IF|*`

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).

[GWA EMPLOYEE #]