



# ***ILWARN***

*Illinois Water / Wastewater  
Agency Response Network*

## **How-To Register Online**



## Welcome

Following the impacts of Hurricane Katrina, it became apparent that even with the extraordinary efforts of utilities, water associations, and state regulatory agencies, the demand for resources and knowing where those resources were available overwhelmed the ability to effectively coordinate the initial response.

Realizing that utilities needed a different approach, the following leaders in the water community and state agencies have joined together to create the Illinois Water/Wastewater Agency Response Network or ILWARN.



[IL EPA](#)



[EPA](#)



[IRWA](#)



[IWEA](#)



[IDPH](#)



[ISAWWA](#)

## How to Join ILWARN

If your utility hasn't filled out the membership application....

- 1 - Click on [membership application](#) to register your utility as a member and you will receive a confirming email.
- 2 - After confirming your email, return to ILWARN, login and complete your full utility profile.
- 3 - Have your Mutual Aid Agreement signed either online or via paper copy. Submit paper copy to ILWARN, 545 S. Randall Road, St. Charles, IL 60174.
- 4 - Download the tutorial videos and attend local training provided by ILWARN on activation procedures.

For more information please contact [info@ILWARN.org](mailto:info@ILWARN.org).

[Mutual Aid Agreement - PDF Copy](#)

[Operations Plan - Draft](#)

[Tutorial: Coming Soon](#)

## About ILWARN - [PDF presentation on ILWARN overview](#)

Based on three other models, CalWARN, FlaWARN and TxWARN, ILWARN is designed to provide a utility-to-utility response during an emergency.

Our mission is to support and promote statewide emergency preparedness, disaster response, and mutual assistance matters for public and private water and wastewater utilities for natural and man-made events.

The ILWARN Web site does this by providing its members with emergency planning, response, and recovery information before, during, and after an emergency. As the nationwide WARN system expands, it will become easier to provide mutual aid to other states as needed.

Through the ILWARN Web site, a member can request emergency equipment (pumps, generators, chlorinators, evacuators, etc.) and trained personnel (eg. treatment plant operators) that they may need in an emergency.

The ILWARN program provides its member utilities with:

# Register your utility

# Complete basic info

Don't forget to  
hit submit.....



Home Mutual Aid Agreement Member List Committees Membership Application Resources Member Login

## Membership Application

Use the form below to become a member of the ILWARN network. Registration allows you to receive the latest information from ILWARN, it is not a legal commitment to provide services to other utilities.

After you have filled out this form, you will receive an email which you need to verify your address by clicking on the link provided in the email. The ILWARN administrator will then "approve" your membership application and you will be sent an email to remind you to continue and fill out your entire utility profile and complete the Mutual Aid Agreement.

\* = required field

### Utility Profile

Utility Name\*  \* required fields

Utility Type\* Please Select

Public Water System Number\*

Wastewater Permit Number\*

Illinois Region/District\* Please Select   
[Click here to find your district](#)

Water Connections

Population Served

### Utility Phone and Address

Phone\* (  )  ext:

Address Line 1\*

Address Line 2

Address Line 3

City\*

State\* AL

Zip\*

County\* Please Select

### Primary Contact

First Name\*

Last Name\*

Title

Phone\* (  )  ext:

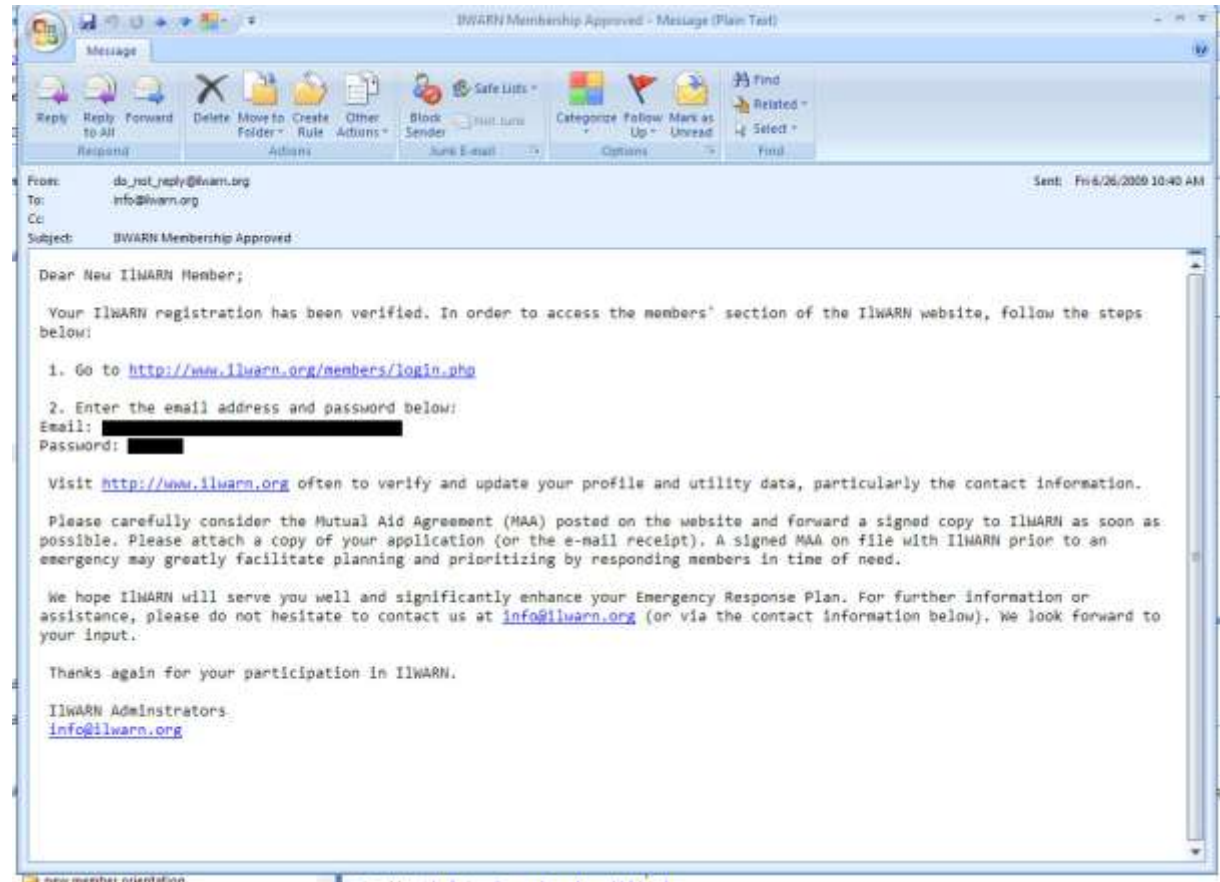
Email\*

Desired Password\*

Confirm Password\*

The contact listed will get email notifications of emergencies and also announcements

# Check your email



You will receive a confirming email stating your application for membership has been confirmed.

***Login  
again  
at  
ilwarn.org***

**IIWARN** The Illinois Water/Wastewater Agency Response Network "Utilities Helping Utilities"

Home Mutual Aid Agreement Member List Committees Membership Application Resources Member Login

### Member Login

Enter your Email and password to log in:

**Email**

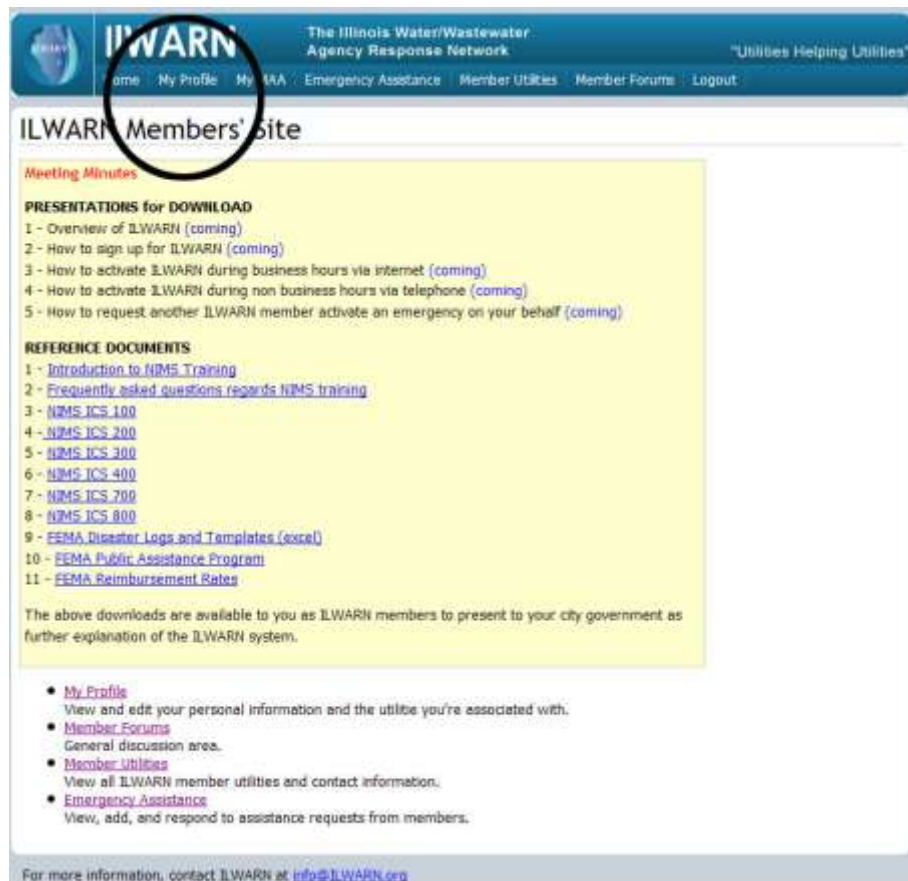
**Password**

For more information, contact ILWARN at [info@ILWARN.org](mailto:info@ILWARN.org)

Login again and complete your utility profile and add additional contacts.

# Select Your Profile

# My Profile



The screenshot shows the ILWARN Members' site. The header includes the ILWARN logo, the text "The Illinois Water/Wastewater Agency Response Network", and the slogan "Utilities Helping Utilities". Navigation links include Home, My Profile, My IAA, Emergency Assistance, Member Utilities, Member Forums, and Logout. The main content area is titled "ILWARN Members' site" and features a yellow box with the following sections:

- Meeting Minutes**
- PRESENTATIONS for DOWNLOAD**
  - 1 - Overview of ILWARN (coming)
  - 2 - How to sign up for ILWARN (coming)
  - 3 - How to activate ILWARN during business hours via internet (coming)
  - 4 - How to activate ILWARN during non business hours via telephone (coming)
  - 5 - How to request another ILWARN member activate an emergency on your behalf (coming)
- REFERENCE DOCUMENTS**
  - 1 - [Introduction to NIMS Training](#)
  - 2 - [Frequently asked questions regards NIMS training](#)
  - 3 - [NIMS ICS 100](#)
  - 4 - [NIMS ICS 200](#)
  - 5 - [NIMS ICS 300](#)
  - 6 - [NIMS ICS 400](#)
  - 7 - [NIMS ICS 700](#)
  - 8 - [NIMS ICS 800](#)
  - 9 - [FEMA Disaster Logs and Templates \(extra\)](#)
  - 10 - [FEMA Public Assistance Program](#)
  - 11 - [FEMA Reimbursement Rates](#)

The above downloads are available to you as ILWARN members to present to your city government as further explanation of the ILWARN system.

- [My Profile](#)  
View and edit your personal information and the utility you're associated with.
- [Member Forums](#)  
General discussion area.
- [Member Utilities](#)  
View all ILWARN member utilities and contact information.
- [Emergency Assistance](#)  
View, add, and respond to assistance requests from members.

For more information, contact ILWARN at [info@ILWARN.org](mailto:info@ILWARN.org)

Re-login to complete your profile. It is important to have this information to assist in responses to your utility.

# Update Your Profile

**IIWARN** The Illinois Water/Wastewater Agency Response Network "Utilities Helping Utilities"

Home My Profile My MAA Emergency Assistance Member Utilities Member Forums Logout

## My Profile

**Utility Details** [Edit Full Utility System Profile](#)

<b>Utility Name</b>	ISAWWA	<b>MAA on File</b>	Yes
<b>Utility Type</b>	Water	<b>MAA Date</b>	01/06/2009
<b>Region</b>	11	<b>Service Connections</b>	
<b>Population Served</b>	23455		

**Phone Numbers**

: (815) 970-2145 x

**Addresses**

545 S. Randall Road  
St. Charles, IL 60174  
County: Kane

**Contacts**

Laurie Dougherty  
Exec. Director  
(866) 521-3595  
[laurie@isawwa.org](mailto:laurie@isawwa.org)

For more information, contact IIWARN at [info@IIWARN.org](mailto:info@IIWARN.org)

This information will be used for contacting you in an emergency. Add as many contacts as you would like to be informed of an emergency to aid in requests and responses.

# Update Your Profile

To edit existing entries – click the “paper” icon.

**IIWARN** The Illinois Water/Wastewater Agency Response Network "Utilities Helping Utilities"

Home My Profile My MAA Emergency Assistance Member Utilities Member Forums Logout

### My Profile

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**Phone Numbers** Click “letter” icon to add more phone #'s

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

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Home My Profile My MAA Emergency Assistance Member Utilities Member Forums Logout


### My Profile



**Utility Details**  [Edit Full Utility System Profile](#)


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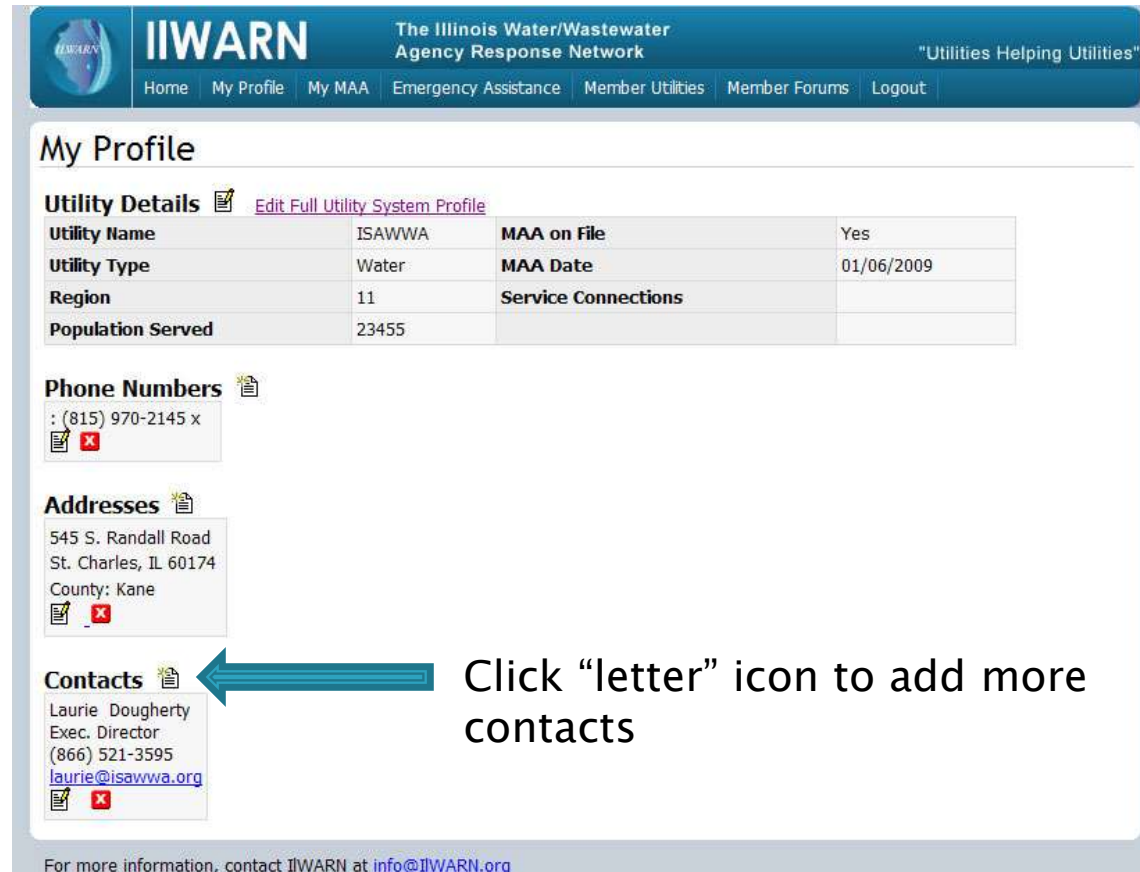
Laurie Dougherty  
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[laurie@isawwa.org](mailto:laurie@isawwa.org)  

For more information, contact IIWARN at [info@IIWARN.org](mailto:info@IIWARN.org)

Click red x's to delete entry

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Exec. Director  
(866) 521-3595  
[laurie@isawwa.org](mailto:laurie@isawwa.org)  
 

Click "letter" icon to add more contacts

For more information, contact IIWARN at [info@IIWARN.org](mailto:info@IIWARN.org)

This information will be used for contacting you in an emergency. Add as many contacts as you would like to be informed of an emergency to aid in requests and responses.

# Update Your Detailed Profile

The screenshot shows the 'Full Utility System Profile' form on the IiWARN website. The form is divided into several sections:

- Utility Information:** Utility Name (SAWWA), Utility Type (Water), IEMA Region (11), County (DeKalb), Population Served (23455), Watersystem Number (234), and Wastewater Permit.
- Water System Details:** Number of Water Connections, Water Facility Number (IL), System Type (Surface Water), Surface Water Source (Reservoir), Total Number of Wells, and Number of Wells Required to Maintain Pressure.
- Types of Pipe Used:** A grid of checkboxes for various pipe materials: Cast Iron, Ductile Iron, A/C, H.D. Polyethylene, PVC - SDR, PVC - AWWA, Sandcast, Galvanized, Concrete reinforced, Reinforced Concrete - Steel Cylinder, and Other. A text field is provided for 'Other'.
- What Size I.D. Pipe Do You Use?:** A grid of checkboxes for pipe diameters from 2" to 48" in 2-inch increments.
- What type of Water Storage Do You Have?:** Checkboxes for Ground, Stand Pipe, Elevation, and Pressure Tank.
- What "Other" type of Water Storage Do You Have?:** A text input field.
- Water Storage Size:** A text input field.
- Number of Pump Stations:** A text input field.
- Average Daily Pumping (Million gallons/day):** A text input field with 'million gallons/day' as a label.
- Maximum Daily Pumping (Million gallons/day):** A text input field with 'million gallons/day' as a label.
- Type of Disinfection:** Checkboxes for Gas Chlorine, Liquid Chlorine, UV, Ozone, Chlorine Dioxide, and Sodium Hypochlorite.

Fill out as much as you can. We are adding the capabilities to search this data in the future. Only utilities with a signed MAA agreement will be able to view your information.

***There are several categories of info requested***

**IIWARN** The Illinois Water/Wastewater Agency Response Network "Utilities Helping Utilities"

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### Full Utility System Profile

Utility Name	ISAWWA
Utility Type	Water
EMA Region	11
County	DeKalb
Population Served	23455
Watersystem Number	234
Wastewater Permit	

#### Water System Details

Number of Water Connections	
Water Facility Number (IL)	
System Type	Surface Water
Surface Water Source	Reservoir
Total Number of Wells	
Number of Wells Required to Maintain Pressure	0
Types of Pipe Used	<input type="checkbox"/> Cast Iron <input type="checkbox"/> Ductile Iron <input type="checkbox"/> A/C <input type="checkbox"/> H.D. Polyethylene <input type="checkbox"/> PVC - SDR <input type="checkbox"/> PVC - AWWA <input type="checkbox"/> Sandcast <input type="checkbox"/> Galvanized <input type="checkbox"/> Concrete reinforced <input type="checkbox"/> Reinforced Concrete - Steel Cylinder Type <input type="checkbox"/> Other
If other, please enter here:	
What Size I.D. Pipe Do You Use?	<input type="checkbox"/> 2" <input type="checkbox"/> 3" <input type="checkbox"/> 4" <input type="checkbox"/> 6" <input type="checkbox"/> 8" <input type="checkbox"/> 10" <input type="checkbox"/> 12" <input type="checkbox"/> 14" <input type="checkbox"/> 16" <input type="checkbox"/> 18" <input type="checkbox"/> 20" <input type="checkbox"/> 24" <input type="checkbox"/> 30" <input type="checkbox"/> 36" <input type="checkbox"/> 42" <input type="checkbox"/> 48"
What type of Water Storage Do You Have?	<input type="checkbox"/> Ground <input type="checkbox"/> Stand Pipe <input type="checkbox"/> Elevation <input type="checkbox"/> Pressure Tank
What "Other" type of Water Storage Do You Have?	
Water Storage Size	
Number of Pump Stations	
Average Daily Pumping (Million gallons/day)	
Maximum Daily Pumping (Million gallons/day)	
Type of Disinfection	<input type="checkbox"/> Gas Chlorine <input type="checkbox"/> Liquid Chlorine <input type="checkbox"/> UV <input type="checkbox"/> Ozone <input type="checkbox"/> Chlorine Dioxide <input type="checkbox"/> Sodium Hypochlorite

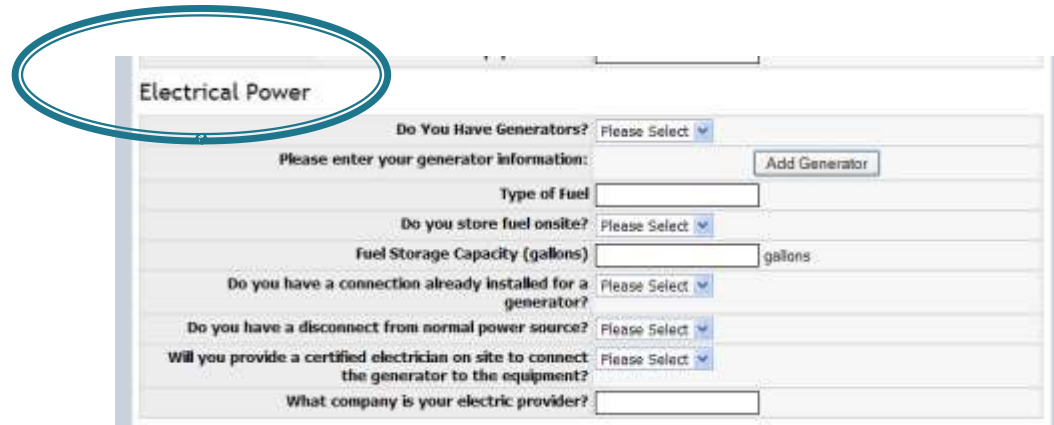
Water System Detail Section

***There are several categories of info requested***

Other Chemicals and Equipment Used	<input type="text"/>
<b>Wastewater System Details</b>	
Number of Wastewater Connections	<input type="text"/>
NPDES Permit Number (IL)	<input type="text"/>
Main Wastewater Treatment System Type	<input type="checkbox"/> Activated Sludge <input type="checkbox"/> Oxidation Ditch <input type="checkbox"/> Trickling Filters <input type="checkbox"/> Lagoons <input type="checkbox"/> SBR <input type="checkbox"/> Other <input type="checkbox"/> Collection System Only If other, please enter here: <input type="text"/>
Designed Average Flow	<input type="text"/>
Designed Maximum Flow	<input type="text"/>
Number of Lift Stations	<input type="text"/>
Pumping Capacity (million gallons per day)	<input type="text"/> million gallons / day
Hydraulic Limitation on Collection System	<input type="text"/>
Type of Disinfection	<input type="checkbox"/> Gas Chlorine <input type="checkbox"/> Liquid Chlorine <input type="checkbox"/> UV <input type="checkbox"/> Ozone <input type="checkbox"/> Chlorine Dioxide <input type="checkbox"/> Sodium Hypochlorite <input type="checkbox"/> Other Type of Disinfection If other, please enter here: <input type="text"/>
Types of Pipe Used	<input type="checkbox"/> PVC <input type="checkbox"/> Clay <input type="checkbox"/> Concrete – Reinforced <input type="checkbox"/> Other type of pipe used If other, please enter here: <input type="text"/>
What Size I.D. Pipe Do You Use?	<input type="checkbox"/> 8" <input type="checkbox"/> 10" <input type="checkbox"/> 12" <input type="checkbox"/> 15" <input type="checkbox"/> 18" <input type="checkbox"/> 21" <input type="checkbox"/> 24" <input type="checkbox"/> 27" <input type="checkbox"/> 30" <input type="checkbox"/> 36" <input type="checkbox"/> 42" <input type="checkbox"/> 48" <input type="checkbox"/> 60" <input type="checkbox"/> 72"
<b>Chemicals</b>	
Chemicals Used for Dechlorination	<input type="text"/>
Chemicals Used for Disinfection	<input type="text"/>
Chemicals Used for Polymers	<input type="text"/>
Other Chemicals Used	<input type="text"/>
<b>Chemical Feed Equipment</b>	
Chemical Feed Equipment Used for Dechlorination	<input type="text"/>
Chemical Feed Equipment Used for Disinfection	<input type="text"/>
Chemical Feed Equipment Used for Polymers	<input type="text"/>
Other Chemical Feed Equipment Used	<input type="text"/>

Wastewater System Detail Section

***There are several categories of info requested***



The image shows a screenshot of a web form titled "Electrical Power". The title is circled in blue. The form contains several fields and dropdown menus for collecting generator information.

Electrical Power	
Do You Have Generators?	Please Select ▼
Please enter your generator information:	
Type of Fuel	<input type="text"/>
Do you store fuel onsite?	Please Select ▼
Fuel Storage Capacity (gallons)	<input type="text"/> gallons
Do you have a connection already installed for a generator?	Please Select ▼
Do you have a disconnect from normal power source?	Please Select ▼
Will you provide a certified electrician on site to connect the generator to the equipment?	Please Select ▼
What company is your electric provider?	<input type="text"/>

Electrical Power Detail Section

***There are several categories of info requested***

The screenshot shows a web form titled "Communications" with a blue oval around the title. The form is divided into several sections with the following fields:

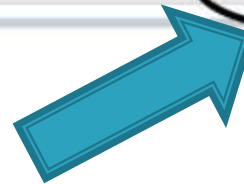
- What type of radios do you use?** (checkboxes): UHF, VHF, 800 mhz, HAM, Push to talk
- Radio Frequency** (text input)
- Repeater** (dropdown menu: Please Select)
- Does the repeater have a generator and dependable fuel supply?** (dropdown menu: Please Select)
- Number of Fixed Bases** (text input)
- Number of Handhelds** (text input)
- Are handhelds able to communicate directly with each other without going through the repeater?** (dropdown menu: Please Select)
- Do you have a satellite phone?** (dropdown menu: Please Select)
- Satellite Phone Number** (text input)
- Name of the person responsible for the satellite phone** (text input)
- Blackberry** (dropdown menu: Please Select)
- Blackberry Contact Number** (text input)
- Does your utility use cell phones?** (dropdown menu: Please Select)
- Who is the carrier?** (text input)
- Do the cell phones have wireless internet access?** (dropdown menu: Please Select)
- Text Message Number** (text input)
- Name of Person with Text Message** (text input)
- Other text messaging capability, such as part of your cell phone?** (dropdown menu: Please Select)
- Number** (text input)
- Person** (text input)
- Other radio or communications systems** (text input)
- Police Radio Frequency** (text input)
- Police Radio Type** (text input)
- Police 800 trunking?** (dropdown menu: Please Select)
- Are you able to communicate with Police using your radio?** (dropdown menu: Please Select)
- Fire Radio Frequency** (text input)
- Fire Radio Type** (text input)
- Fire 800 trunking?** (dropdown menu: Please Select)
- Are you able to communicate with fire using your radio?** (dropdown menu: Please Select)

An "Update Utility" button is located at the bottom right of the form.

Communications Detail Section

**Don't  
forget to  
hit the  
Update  
Utility**

Does the repeater have a generator and dependable fuel supply?	Please Select
Number of Fixed Bases	<input type="text"/>
Number of Handhelds	<input type="text"/>
Are handhelds able to communicate directly with each other without going through the repeater?	Please Select
Do you have a satellite phone?	Please Select
Satellite Phone Number	<input type="text"/>
Name of the person responsible for the satellite phone	<input type="text"/>
Blackberry	Please Select
Blackberry Contact Number	<input type="text"/>
Does your utility use cell phones?	Please Select
Who is the carrier?	<input type="text"/>
Do the cell phones have wireless internet access?	Please Select
Text Message Number	<input type="text"/>
Name of Person with Text Message	<input type="text"/>
Other text messaging capability, such as part of your cell phone?	Please Select
Number	<input type="text"/>
Person	<input type="text"/>
Other radio or communications systems	<input type="text"/>
Police Radio Frequency	<input type="text"/>
Police Radio Type	<input type="text"/>
Police 800 trunking?	Please Select
Are you able to communicate with Police using your radio?	Please Select
Fire Radio Frequency	<input type="text"/>
Fire Radio Type	<input type="text"/>
Fire 800 trunking?	Please Select
Are you able to communicate with Fire using your radio?	Please Select
<input type="button" value="Update Utility"/>	





# Update Your Profile

**IIWARN** The Illinois Water/Wastewater Agency Response Network "Utilities Helping Utilities"

Home My Profile My MAA Emergency Assistance Member Utilities Member Forums Logout

### My Profile

**Utility Details** [Edit Full Utility System Profile](#)

<b>Utility Name</b>	ISAWWA	<b>MAA on File</b>	Yes
<b>Utility Type</b>	Water	<b>MAA Date</b>	01/06/2009
<b>Region</b>	11	<b>Service Connections</b>	
<b>Population Served</b>	23455		

**Phone Numbers** Click "letter" icon to add more phone #'s

: (815) 970-2145 x

**Addresses**

545 S. Randall Road  
St. Charles, IL 60174  
County: Kane

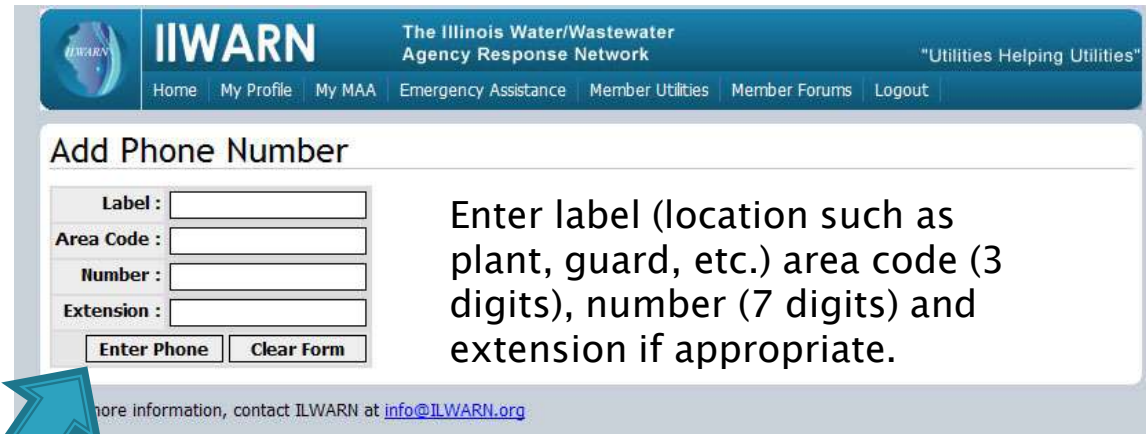
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# Add Phone Numbers



**ILWARN** The Illinois Water/Wastewater Agency Response Network "Utilities Helping Utilities"

Home My Profile My MAA Emergency Assistance Member Utilities Member Forums Logout

### Add Phone Number

Label :

Area Code :

Number :

Extension :


Enter label (location such as plant, guard, etc.) area code (3 digits), number (7 digits) and extension if appropriate.

For more information, contact ILWARN at [info@ILWARN.org](mailto:info@ILWARN.org)

Please enter facility phone numbers – enter as many as necessary.


Don't forget to hit "enter" to record data.

# Update Your Profile


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

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

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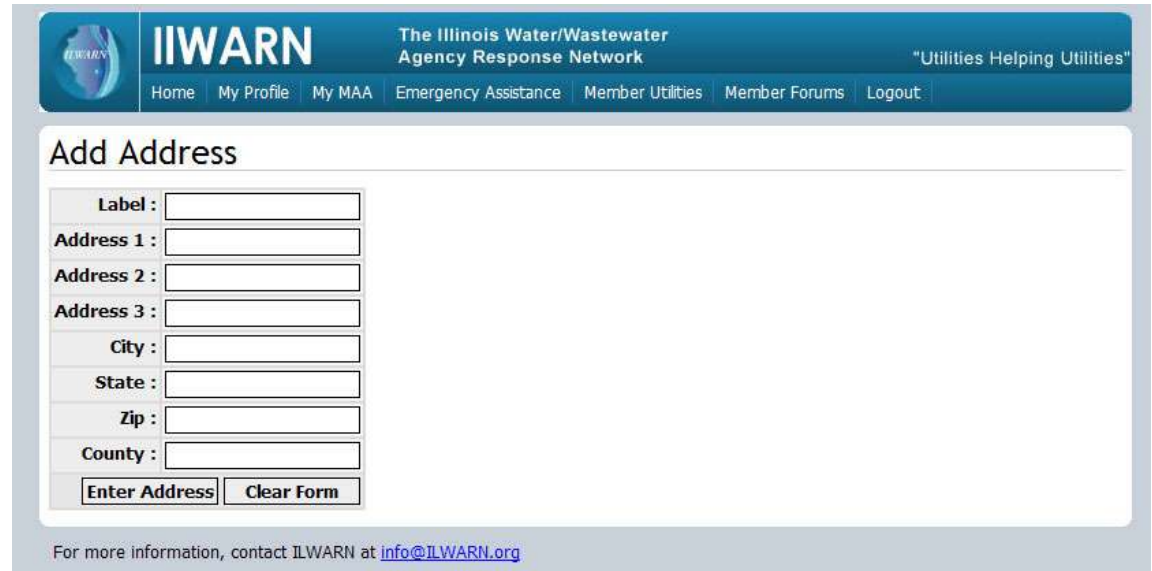
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← Click icon to add entries

← Click red x's to delete entry

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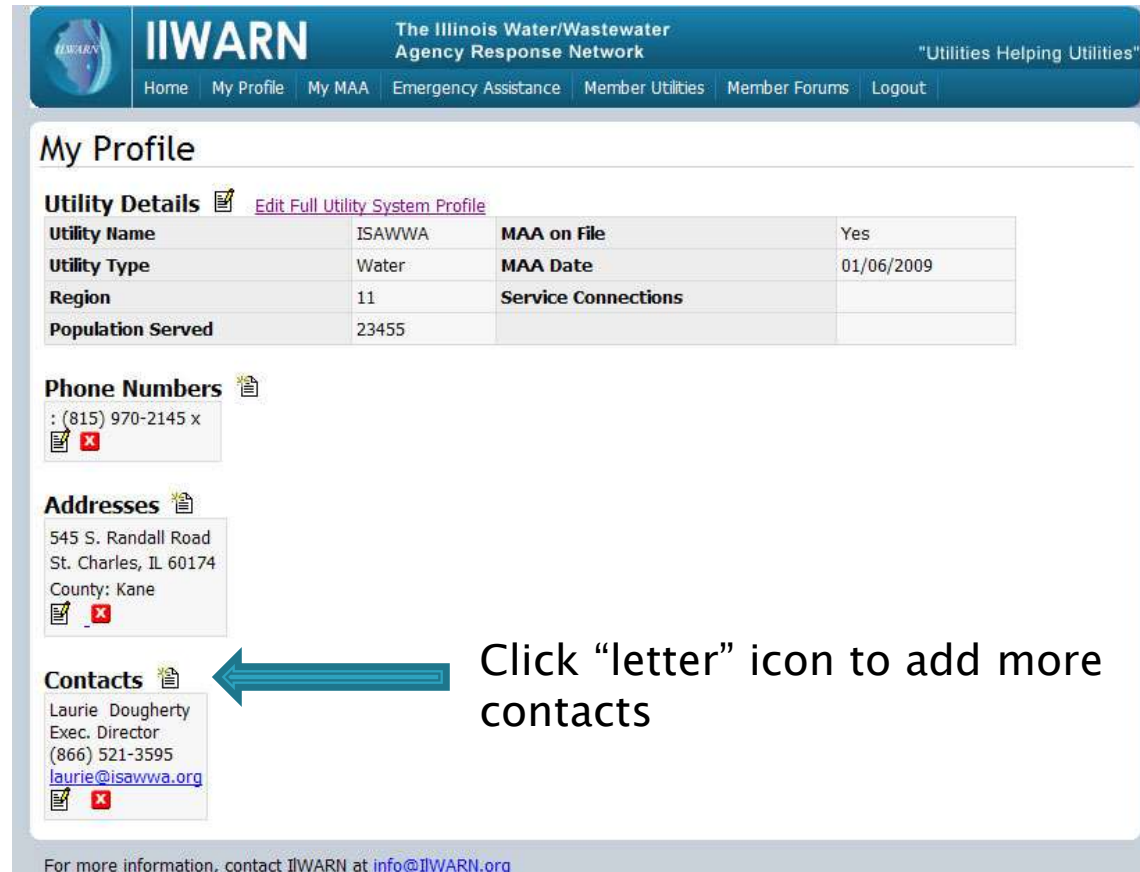
# Update Your Profile Addresses



The screenshot shows the ILWARN website interface. The header includes the ILWARN logo, the text "The Illinois Water/Wastewater Agency Response Network", and the slogan "Utilities Helping Utilities". A navigation menu contains links for Home, My Profile, My MAA, Emergency Assistance, Member Utilities, Member Forums, and Logout. The main content area is titled "Add Address" and contains a form with the following fields: Label, Address 1, Address 2, Address 3, City, State, Zip, and County. At the bottom of the form are two buttons: "Enter Address" and "Clear Form". Below the form, a footer note states: "For more information, contact ILWARN at [info@ILWARN.org](mailto:info@ILWARN.org)".

Enter each of these for your addresses, plant office, distribution office, warehouse, etc.


# Update Your Profile




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### My Profile



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County: Kane  
 

**Contacts**  

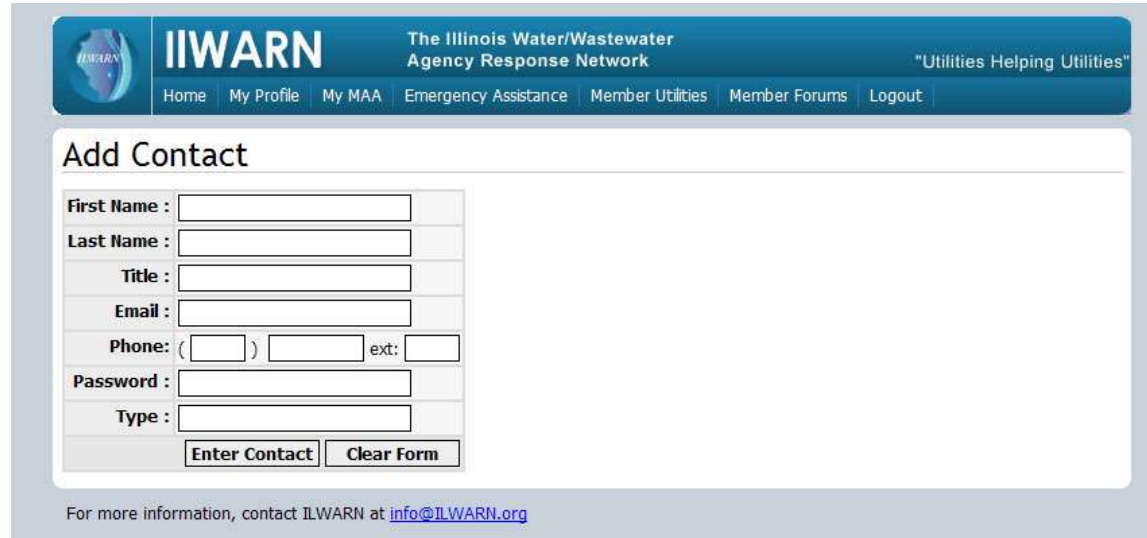
Laurie Dougherty  
Exec. Director  
(866) 521-3595  
[laurie@isawwa.org](mailto:laurie@isawwa.org)

For more information, contact IIWARN at [info@IIWARN.org](mailto:info@IIWARN.org)

Click "letter" icon to add more contacts

This information will be used for contacting you in an emergency. Add as many contacts as you would like to be informed of an emergency to aid in requests and responses.

# Update Your Profile Contacts



The screenshot shows the ILWARN website interface. At the top, there is a blue header with the ILWARN logo on the left, the text "ILWARN" in large white letters, and "The Illinois Water/Wastewater Agency Response Network" in smaller white text. To the right of the header is the slogan "Utilities Helping Utilities". Below the header is a navigation menu with links: Home, My Profile, My MAA, Emergency Assistance, Member Utilities, Member Forums, and Logout.

The main content area is titled "Add Contact" and contains a form with the following fields:

- First Name :
- Last Name :
- Title :
- Email :
- Phone: (  )  ext:
- Password :
- Type :

At the bottom of the form are two buttons: "Enter Contact" and "Clear Form".

Below the form, there is a footer note: "For more information, contact ILWARN at [info@ILWARN.org](mailto:info@ILWARN.org)"

This information will be used for contacting you in an emergency. Add as many contacts as you would like to be informed of an emergency to aid in requests and responses.

# ***Registration completed***

- ▶ You are now registered on the ILWARN site.
- ▶ You need to complete your Mutual Aid Agreement **before** requesting assistance or providing assistance.

***WHY NOT DO IT NOW?***

