

# After a disaster, water means recovery.

Sign up at the ILWARN website:

**[www.ilwarn.org](http://www.ilwarn.org)**

Or contact us for more information at:

**Illinois Section of  
American Water Works Association**

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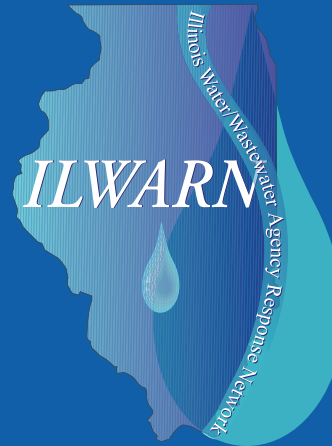
**Email:** [info@ilwarn.org](mailto:info@ilwarn.org)

**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.**

Following the impacts of Hurricane Katrina, it became apparent that even with the extraordinary efforts of utilities, water associations, and state and federal 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, leaders in the water community and state agencies have joined together to create the Illinois Water/Wastewater Agency Response Network or ILWARN.

Based on the models of several other states, ILWARN is designed to provide a utility-to-utility response during an emergency. The ILWARN web site ([www.ilwarn.org](http://www.ilwarn.org)) 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 (such as treatment plant operators) that they might need in an emergency.



ILWARN is supported through the cooperation of the water and wastewater organizations in Illinois and by several state and federal agencies. There is no obligation to respond to an emergency. Utilities respond at their choice if they can, for as long as they can.

# The Illinois Water & Wastewater Agency Response Network

**ILWARN**

**ILWARN is a utility-to-utility network that helps member water and wastewater utilities recover from disasters by getting resources — personnel and equipment — when and where they are needed. Participation is voluntary.**

**ILWARN is available to all public and private water and wastewater utilities in Illinois.**

**[www.ilwarn.org](http://www.ilwarn.org)**



## The ILWARN program provides its member utilities with:

- A standard omnibus mutual assistance agreement and process for sharing emergency resources among members statewide
- The resources to respond and recover more quickly from a disaster
- A mutual assistance program consistent with other statewide mutual aid programs
- A forum for developing and maintaining emergency contacts and relationships
- New ideas from lessons learned in disasters

## ILWARN Benefits

- No cost to become a member
- Increased planning and coordination
- Enhanced access to specialized resources
- A single agreement provides access to all member utilities statewide
- Access to resources during an emergency without precontractual limitations or retainer fees
- Expedites arrival of aid
- A pre-established relationship under which members are able to share resources during an emergency at the discretion of each participating agency
- Consistency with the National Incident Management System (NIMS)
- Provides a list of emergency contacts and phone numbers
- Reduces administrative conflicts
- Agreement contains indemnification and workers' compensation provisions to protect participating utilities, and provides for reimbursement of costs, as needed
- Increases hope that recovery will come quickly



## Frequently Asked Questions

### Is there a charge to participate?

No, registration is free and there is never a charge to be a member of ILWARN.

### Will I get reimbursed for my costs of labor and materials if I respond?

Yes, you will work out the estimate prior to responding and submit an invoice for reimbursement after the event. You are not required to donate any labor or materials.

### Can private utilities become a member and respond to requests for assistance?

Yes, this Mutual Aid and Assistance Agreement (MAA) is open to both private and public utilities. Utilities register online at ILWARN.ORG and submit an executed MAA.

### After I have registered online and submitted my Mutual Aid Agreement, how do I get help?

You simply post a request for help online, and those who can help will respond directly to you. There are other options including emergency phone numbers for requesting help if you are unable to go online or for after-hours requests.

### Do I need to submit a list of my resources in order to participate?

No, we have a questionnaire online to gather utility

information, but we do not request your resource list. You only respond to emergencies when you can assist based on your current resources available to you. There is no requirement to respond to requests.

### Are ILWARN mutual aid and assistance activities eligible for FEMA reimbursement?

FEMA reimbursement may apply only after a Presidential declaration of emergency and when the following eligibility requirements are met:

- The assistance must be requested by the utility in need
- The work performed, supplies used, and materials consumed are directly related to the disaster and are otherwise eligible for FEMA assistance
- The entity can provide documentation of rates and payment for services, if requested; and
- The MAA agreement is written and was in effect prior to the disaster.

### Where can I get more detailed information about ILWARN?

The ILWARN.org site contains several documents that describe and explain the process of joining this mutual aid and assistance network.

Another helpful resource is Nationalwarn.org. It has several documents that can assist you in making the decision to support your utility by becoming a ILWARN member.

### How many states are currently participating in the WARN program?

42 states are using the same WARN system as ILWARN. This national framework will facilitate intrastate assistance in a large scale emergency.