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## **NEW OUC WATER MAP/WATER DATA PROCEDURES**

The routine distribution of OUC water maps/water data to external customers needs to be re-evaluated. With the recent terrorists activities in the United States we need to heighten our awareness. These guidelines should be followed.

### **OUC Water Main Maps**

If a customer request is from a known source, ask for an official email request or an official request on company letterhead. A security form must also be filled out. If by email verify address with previous requests and use the Outlook "Reply" button to send out requested maps and email security form to be filled out and re-emailed back.

If customer is not known they must come in person to receive water information. An official request must be presented on company letterhead along with their company business card. An "Info Security Form" is available on I:\forms for them to fill out and sign, or call Ron Hawkins ext 4410. Verify their signature and business card with their Drivers' License.

### **Security Forms**

All areas on security form must be filled out with the pertinent information requested. Location information about the map(s) must also be included; street address or street and intersecting street or parcel ID, etc. Any location information that would help tie down the map location should be put on the form. We put this information into the database so if a copy of a map is given to an unauthorized company or person we can track down who may have given it to them.

### **Water Data Protocol**

Water data that can be given over the phone would include size of main, and which side of the road it's on. No valve, water plant, sample point, hydrant or well locations are to be given out over the phone.

Three areas that need to be shown additional discretion are the locations of; water treatment plants, wells, and sample points. Listed below are steps to be followed for the distribution of OUC water maps and water data.

### **Water Treatment Plants**

- Water Treatment Plant data should not be given over the phone. Request the customer to come to the Gardenia Complex, where information can be collected to verify customer identity, place of employment, telephone number, and the nature of the inquiry.
- If the customer is a known consultant or developer ask them to email an official data request to OUC in care of your email address. This should include their

name, company name, company telephone number, and the nature of the inquiry. Print out the request and file or input into Water Security Database.

- Care should be taken not to give customer Water Plant locations or data in emails or faxes unless authorized.

### **Wells**

- There have been calls lately on wells, based on contamination protocol, information can be given over the phone to verify if a well is or is not in the contaminated area mentioned, but do not give the exact location of the well. They must come in person to obtain this information.
- No well location or well data can be given over the phone. This information must be given in person at the Gardenia Complex. Data should be collected to verify customer identity, place of employment, telephone number, the nature of the inquiry, and should be filed or input into Water Security Database.
- If the customer is a known consultant or developer ask them to email an official data request to OUC in care of your email address. This should include their name, company name, company telephone number, and the nature of the inquiry. Print out the request and file or input into Water Security Database.
- Care should be taken not to give customer well location or data in emails or faxes unless authorized.

### **Sample Points**

- Sample point locations or data should not be distributed to external customers unless authorized. If authorization is given, this information must be given in person at the Gardenia Complex. Additional data should be collected from customer to verify customer identity, place of employment, telephone number, the nature of the inquiry, and should be filed or input into Water Security Database.
- Care should be taken not to give external customers sample point locations or data in emails or faxes in OUC water main maps.

Once the customer data is collected for the distribution of the three water facilities listed above, the document must be signed to stipulate that the water data provided is not to be given to unauthorized person or persons.

### **Fire Hydrants.**

- Information for insurance premiums on properties based on location of fire hydrants can be given over the phone with the exception listed below. Exact location should not be necessary, only a radial boundary from the aforementioned property (i.e. 1000' radius from property). For record purposes, data should be collected on the customer. The data to be collected from customer is to verify

customer identity, place of employment, telephone number, the nature of the inquiry, and should be filed or input into Water Security Database.

- (Exception) Whenever the hydrant(s) requested are in close proximity of an OUC water plant or well an official data request to OUC in care of your email address must be made from the insurance company. This should include their name, company name, company telephone number, and the nature of the inquiry. Print out the request and file or input into Water Security Database.