

DEWARN Success Stories

The DEWARN is only a year old and yet it has been able to make an impact in a number of communities that are served by its members. Here are a few of its success stories.

1. A member utility was in need of a specialty item in order to restore water service to one of its major customers. An e-mail blast went out to all of the DEWARN members and one of them happened to have the item sitting on their inventory shelf. The utility of need picked up the item and had their customer back in service by the end of the day. Arrangements were made afterwards to either pay for or replace the item.
2. A member utility had a main break that put a number of customers out of service for an extended period of time. They were looking for a water buffalo that they could borrow to supply their customers with water until the main could be repaired and put back in service. Again an e-mail blast went out and a neighboring utility came to the rescue with the needed equipment.
3. A water system that had just signed the DEWARN agreement one week earlier called in a panic as their entire treatment facility was flooded out and had to be shut down. The DEWARN was able to advise them as to what steps should be taken to get their system back in operation as well as assisted them in locating a water buffalo that they used to supply their customers with water while the repairs were made.
4. The DEWARN along with assistance from EPA, DRWA, and the CSAWWA held a one day seminar and Tabletop Exercise that had over 45 people in attendance. This was a very successful workshop that helped numerous utilities look at how they handle emergency conditions and how the DEWARN can assist in emergency situations.

To date there are 18 Utility members of the DEWARN and we are still growing. Is your Utility a member? If not and you're interested, please contact Rob Penman at robertpenman@veiola.com or give him a call at 302-252-3101.